



Visitor Regulations

We hope that you enjoy your visit to Royston Museum. To make the most of your experience, to keep you and others safe, and to protect our Collection, we kindly request that you follow these simple rules.

These regulations are for the safety, wellbeing and security of our visitors, staff and premises.

There is no public right of entry into Royston Museum. It is a condition of entry that you abide by these visitor regulations. If you fail to comply with any part of these regulations you may be asked to leave the premises.

1. Admission

1.1 General admission to Royston Museum is free and does not require pre-booking, but we may charge for entry to some events.

1.2 Some events may require proof of age of identification.

1.3 For ticketed events, tickets are valid for the date and time specified only.

1.4 Tickets are non-refundable and non-exchangeable.

1.5 Children under 16 must be accompanied by an adult.

1.6 Large groups may be denied entry on busy days. Groups of 10 or more require pre-booking. Please email hello@roystonmuseum.org.uk for more information.

1.7 No animals are allowed in Royston Museum under any circumstance except for registered guide animals.

1.8 Bicycles must be left in the museum courtyard for the duration of your visit.

2. Opening Times

2.1 Opening times and dates vary. See roystonmuseum.org.uk for the most up to date opening times.

2.2 We reserve the right to alter our opening times, close specific areas of the museum or close the museum completely, for any reason, without prior notice.

2.3 You may be asked to leave up to 10 minutes before closing.

3. Protection of our Collection

3.1 Royston Museum's Collection is fragile. Do not touch, or interfere in any way with, any part of Royston Museum's Collection or displays. unless an interactive element is explicitly outlined.

3.2 It is a criminal offence to damage any part of Royston Museum or its Collection.

3.3 Do not point or gesture towards the Collection or displays with sticks, poles, umbrellas or any other object.

3.4 You are not allowed to consume food or drink on-site, unless permission has been explicitly granted or provided by the museum. Any food or drink on your person must be covered and tightly sealed and put away if possible.

3.5 The burning of incense or candles, or emission of any other liquid, gas or aerosol in any way is strictly prohibited.

3.6 Smoking, including electronic cigarettes and vaping products, is prohibited.

4. Health & Safety

4.1 Please take care during your visit to Royston Museum.

4.2 You must respect and obey all signage and barriers, and follow any instruction given to you by our volunteers or members of staff.

4.3 Do not run in the museum and do not sit or climb on any safety railings.

4.4 Do not block or obstruct any entrances in any way.

4.5 Children in your care must not be left unattended or allowed to behave anti-socially or in a way which may cause harm to them, others or the museum and its Collection.

4.6 The number of people allowed on the premises may be limited.

4.7 If you are instructed to vacate the premises, for whatever reason, you must do so immediately.

5. Respect for Staff, Volunteers and Visitors

5.1 Please respect our staff, volunteers and other visitors.

5.2 The museum may become crowded at times, especially during events. Please be patient and considerate of other visitors.

5.3 Aggression, violence or abuse towards our staff, volunteers or other visitors will not be tolerated.

5.4 We reserve the right to refuse admission or eject you from the site for behaviour deemed inappropriate by our staff or volunteers, or if it is thought likely that you may cause risk, disturbance or annoyance to our visitors, staff, volunteers, Collection or property.

5.5 Our volunteers are authorised to require you to comply with these Visitor Regulations.

5.6 Failure to cooperate with the directions of our staff and volunteers may put you at risk of committing a criminal offence.

5.7 At the end of an evening event, please leave the premises quietly and with consideration for our residential neighbours.

6. Personal Possessions

6.1 There is no on-site storage or cloakroom facilities.

6.2 We are not responsible for the safety or condition of any personal possessions.

6.3 You must ensure any items in your possession do not cause any damage to Royston Museum or its Collection.

6.4 You may not bring wheeled luggage or any bag with a size greater than 40 x 40 x 50 cm onto the premises.

6.5 You must not leave any of your property unattended. We reserve the right to have unattended property removed and/or destroyed without warning in the interests of safety and security.

6.6 You will not hold us liable if we remove or destroy any possessions that have been left unattended.

6.7 We may retain lost property for a period of 14 days or more.

7. Photography and Media

7.1 Unless otherwise indicated, filming, recording and photography is allowed inside Royston Museum for personal use and research only.

7.2 Filming, recording and photography inside Royston Museum for commercial purposes or publication is strictly prohibited without prior written permission.

7.3 You may not use flash, tripods, special lighting or other protruding camera equipment such as large lenses or selfie sticks, without prior written permission.

7.4 You must adhere to all additional on-site photography signage and rules.

7.5 You must take photographs in a way that does not cause any inconvenience to other visitors or put the museum's Collection at risk, and respects visitor, staff and volunteer privacy.

7.6 You are welcome to draw and sketch in the museum but the use of wet media or large equipment such as easels and stools is prohibited.

Read our full Visitor Photography Policy at roystonmuseum.org.uk/visit.

8. CCTV

8.1 We operate a secure, closed circuit television system throughout the museum for the protection and safety of our visitors, staff, Collection and property.

9. Comments and feedback

9.1 If you would like to comment, feedback or make a complaint you can:

Email: hello@roystonmuseum.org.uk
Write to: Royston Museum, 5 Lower King Street, Royston, SG8 5AL.

Amendments

We reserve the right to amend our service provision, policies or visitor regulations at any time without prior notice. We recommend that you check our website for the latest visitor information before visiting.

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