

LOCOMOTION

ADMISSIONS GUIDELINES

Opening times

We are open every day from 10.00-17.00 (BST) and 10.00-16.00 (GMT). Last entry to the Museum is 20 minutes before closing time. The Museum is closed 24-26 December and 1 January.

Conditions of entry

While you are at the Museum, please take care of your own health and safety and our collections.

In order to ensure a safe and enjoyable experience for everyone, please do not:

- a. climb on any exhibits
- b. smoke or use e-cigarettes in any areas of the Museum buildings or grounds
- c. disregard alarms, signs, barriers or directions given by staff
- d. leave personal property unattended
- e. eat and drink other than in designated areas
- f. bring any restricted item (see below) into any areas of the Museum buildings or grounds
- g. fundraise, demonstrate or distribute campaigning material
- h. ride bicycles, scooters, "wheelies" trainers or any other wheeled item, with the exception of disability aids

Children under 14 must be accompanied by an adult aged 18 or over. We may ask unaccompanied children to show a valid and current form of photographic identification to confirm they are at least the minimum age required to gain entry.

Other age restrictions may apply for experiences in the Museum, for example our passenger train rides.

For Education groups, separate advice and guidance on supervision of children is available on our website.

Photography

Visitors are permitted to use hand-held cameras within the Museum for private and non-commercial purposes, but must not:

- a. Use cameras in any areas where video or photography is restricted (this will always be clearly signed)
- b. Make any recording or take any photograph of any person without the authorisation of that person

Non-private or commercial use of cameras/recording devices and the use of tripods, drones or lighting is only allowed by prior arrangement.

We will always let visitors know if filming or photography is taking place in the Museum during their visit, by displaying signs at the entrance and in the filming area.

Personal property

Please look after your personal property while at the Museum. Any property left unattended may be removed from the Museum site and destroyed. If you lose any item during your visit, please speak to a member of staff.

Restricted items/behaviour

Please do not bring the following on to the Museum site:

- a. Alcohol – alcohol may only be consumed, if purchased on site, in a designated area
- b. Clothing with offensive signage and logos; it is also not permitted to wear no top
- c. Potentially dangerous items such as fireworks or knives. Knives which are carried for religious or cultural observance (such as the Kirpan) are normally exempt from this policy
- d. Any clothing or item worn deliberately to obscure the face, but with the exception of items worn for religious or cultural observance such as a Niqab or Burkha
- e. Helium balloons, as these can interfere with our alarm systems if they float away

Please note that dogs are permitted on the Museum's outdoor footpaths, but must not be left unattended at any time. Dogs are not permitted in the children's play area, on the passenger train service, or in any Museum building - with the exception of assistance dogs. Other animals are not permitted on the Museum site.

Breastfeeding

Our visitors are welcome to breastfeed anywhere on site.

Our staff

All our staff are identifiable from their Museum name badges. There is a Duty Manager on site whenever we are open to the public, to ensure that you have a safe and enjoyable visit.

If our staff think you may be causing unreasonable offence to other visitors, or are endangering yourself, others, our property or our collections, they will ask you to stop.

We will not tolerate abuse or violence towards any visitor, contractor or member of staff. We reserve the right to call the Police if required.

Closed Circuit Television

This is in use throughout the Museum site; images are recorded for the purpose of Public Safety and Crime Prevention, in line with Data Protection legislation.

August 2019