



We are delighted to be welcoming visitors back to the Heath Robinson Museum, and we need to let you know that things will work a little differently when we open our doors again.

Most importantly, visitor numbers will be limited to ensure effective social distancing and to keep everyone safe.

Check our [Plan Your Visit](#) pages for information on how to get to us, our opening hours and transport options, and please read all the information below so we can help you have an enjoyable visit.

Here's what you need to know about visiting us safely:

- We will be reopening on Thursdays, Fridays & Saturdays starting on Thursday 20th August 2020 with our exhibition:

Charles Keeping: Londoner & Illustrator

- Our opening hours will be 11am-4pm Thursday to Saturday
- You need to [book a timed ticket](#) in advance
- Visitors will visit the exhibitions in a fixed, one-way, route
- Please do not bring anything you cannot carry with you around the museum, and only small bags or handbags will be permitted
- Daisy's cafe will be open with a full service but with social distancing
- The shop will be open and taking contactless/card payments only
- Our staff will be wearing face coverings or personal protective equipment to keep everyone safe
- Hand sanitiser will be available on arrival and at the end of your visit

To help us keep you and our team safe, please

- [Book your ticket online](#) in advance
- Do your best to arrive on time as we are operating timed ticketing
- Keep two metres away from others as far as possible
- Follow any instructions given to you by our staff

Heath Robinson Museum, Pinner Memorial Park, West End Lane, Pinner HA5 1AE

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- Follow the arrows indicating your route around the museum
- Use the hand sanitiser at each opportunity
- Only visit with members of your household or bubble
- Please wear a face covering during your visit

In accordance with government guidelines, please do not visit if you have any symptoms of Covid-19. You can find out more about the current guidelines on the www.gov.uk website.

Naturally the situation may change at short notice, and we will be following the latest government guidelines at all times, so please check before your visit for the most up-to-date visitor information.

Before Your Visit

Before coming to the museum, all visitors must [book a ticket](#) including Friends of the Museum and Art Fund members.

Friends of the Museum can now book timed tickets for visits from 13-29 August. All other visitors will be able to book tickets on or after 16 August for visits from 20-31 August.

Timed tickets for subsequent months will be available from the last Saturday of every month for the following month.

You can choose a date and time convenient for you.

When you book a ticket, we will need your contact details so that we can let you know if we need to close the Museum at short notice, or if it is otherwise necessary to contact you about your visit.

Our usual opening hours are 11am-4pm.

Please do not bring large bags or coats with you as you will have to carry everything you bring with you on your visit. Bags larger than a small bag or handbag will not be permitted.

Daisy's cafe is operating a full service but with social distancing.

Please do not bring food with you as this cannot be taken into the galleries.

When You Arrive

When you arrive at the Heath Robinson Museum, our team will be there to welcome you.

Please have either a paper printout of your ticket or be ready to show this on your smartphone for scanning.

As you enter, a hand sanitising station will be available, so please sanitise your hands.

Toilet facilities are available for visitor use at the start and end of your visit.

Your visit will start at the Main Door before going into the Joan Brinsmead Gallery for the Charles Keeping exhibition, followed by the Heath Robinson Gallery to see the Permanent Exhibition and then into the Activity Studio. The visit will conclude in the shop before leaving through the Main Door.

You will be asked to observe social distancing from others throughout the duration of your visit, so you may be asked to wait until others have moved on before proceeding into the next room.

If you feel unwell at any stage during your visit, please alert a member of staff immediately so we can assist you.

At the End of Your Visit

Your visit will conclude in the shop, which has been reorganised to allow greater social distancing.

Payments will be taken by credit/debit cards and contactless payments only, so please do not try to pay with cash. Please avoid touching items you do not wish to purchase.

We are keen to know what visitors thought of their visit, so you may be asked a few questions as you leave. You may of course decline to participate in this if you wish.