



**Opening times:**

From 1 November,  
Mon - Sat, 10am - 4pm, Sun 12pm - 4pm

Closed: 24 December (pm only),  
25 - 28 December and 1 January 2022.

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[Home](#) » [Plan your visit](#) » [Scaplen's Court](#) » [Visit Us](#) » [Frequently Asked Questions](#)

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# Frequently Asked Questions

## Are you allowed to open yet?

Yes, the Government has announced that museums and galleries can open. We have also been granted permission to open by BCP Council.

## What guidelines are you following on reopening?

The Government asked the National Museum Director's Council to prepare [Good Practice Guidelines](#), which we are complying with.

The Government has published [guidelines](#) for people who work or volunteer in heritage locations, which we are also complying with.

We are also complying with the Visit England COVID-19 Industry Standard, confirming we have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

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## Do I need to pre-book a ticket?

No, you can just turn up on the day.

## Will you be asking for my details for Test and Trace?

Yes. In line with guidance issued by the government, we will be asking for your details and holding them for 21 days. We will only share them with [NHS Test and Trace](#), if asked, in the event of a fellow visitor testing positive for coronavirus. After 21 days we will delete/destroy your details. It will not be used for marketing or other purposes.

## Will I have to queue outside?

You may need to queue for a short time outside Scaplen's Court on busier days. To maintain social distancing, we are controlling the flow of visitors into the building.

## What if it's raining?

If it is raining you will still be required to wait outside until the entrance is clear. Please come prepared for the weather.

## How will you enforce social distancing?

The safety of our visitors, staff and volunteers is our top priority. We have introduced the following measures to help with social distancing;

- > We have limited our capacity.
- > We are operating a separate entrance and exit.
- > There is a one way system in place throughout the building. Please follow the signage.
- > Members of staff and volunteers will also be on hand to direct you.

## Will there be hand sanitiser on site?

We will have hand sanitiser stations, but you are welcome to bring your own.

## How are you cleaning Scaplen's Court?



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During our closure period the museum has been thoroughly cleaned.

We have implemented enhanced cleaning regimes in line with government guidance.

Each morning Scaplen's Court is cleaned and we will also be cleaning touch points, such as handrails, during the lunch time closure period.

Our staff have also been trained in hygiene and social distancing.

## Do visitors have to wear a face covering?

Following latest Government guidance, all visitors are encouraged to wear face coverings whilst in enclosed public spaces.

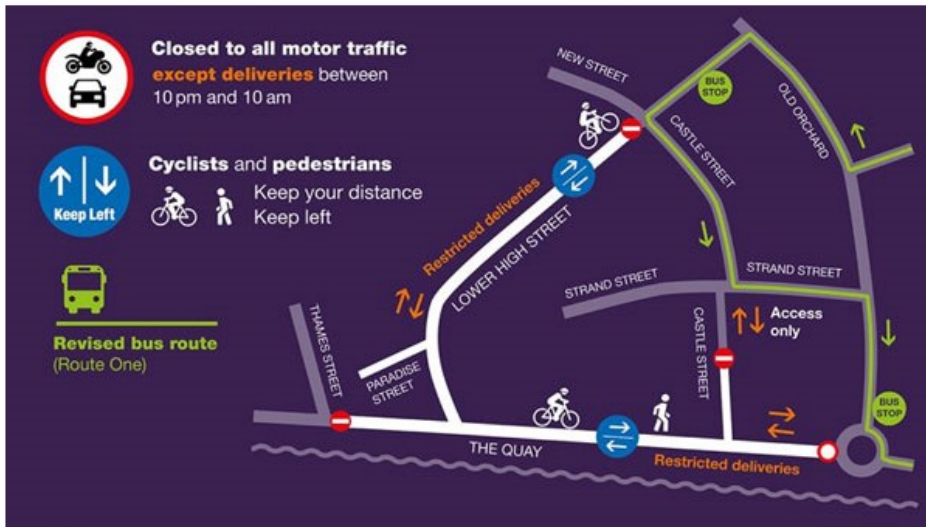
Please do not visit if you have symptoms of COVID-19.

## Can I bring my own food and drinks into Scaplen's Court?

No, food and drinks are not permitted. The only exception to this is water. Visitors are permitted to bring a resealable (not glass) bottle of water with them.

## How can I get to Scaplen's Court?

The Lower High Street and Quay have been pedestrianised on a temporary basis. Scaplen's Court is situated on the Lower High Street where the two orange arrows are on the map.



### Bicycle:

There are bicycle racks outside the museum.

### Bus:

The new Route One bus stops are indicated in green on the map in Old Orchard and Orchard Plaza. Remember you will need to wear a face covering.

### Car:

Quay Visitors Car Park is open, accessible from Castle Street only. There is blue badge parking on The Quay, near the junction with Thames Street.

### Train:

The railway station is just over half a mile from the museum by a mainly traffic-free walk.

## The question I have isn't in the FAQ

If you have a question that has not been answered please contact the museum and we will try and help.

E: [museums@bcpcouncil.gov.uk](mailto:museums@bcpcouncil.gov.uk)

T: 01202 128 888



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