

Ensuring a safe Museum Catharijneconvent during the coronavirus pandemic

Protocol, 25 May 2020

Introduction

Dear current or potential visitor to Museum Catharijneconvent, We are incredibly pleased to be able to reopen our doors to you following the lockdown period. In recent weeks, all museum employees have been hard at work to make a visit to the museum as safe and enjoyable as possible for you. This means that a number of things will be different than what we are used to.

We want to communicate to you as clearly as possible what changes will be in effect for the duration of the pandemic, and for as long as we are bound by government issued guidelines. To that end, we have drafted this protocol to inform you of what we expect from you prior to and during your visit. Its creation has been guided by the following principles:

- The **health and safety** of our visitors and our staff is our top priority. We will at all times observe the guidelines issued by the National Institute for Public Health and the Environment (RIVM) and the Dutch government. We trust that you will comply with these guidelines as well.
- **Sharing art and stories** is the core task of our museum. We are making every effort to ensure our museum is able to keep its doors open to you.
- The measures we are taking during this COVID-19 pandemic are aligned to the **standard for our sector**. We are following the protocol established by the Netherlands Museum Association and are applying it to our specific situation.
- The situation calls for **flexibility** from all parties. This protocol has been created for the period in which we are subject to measures intended to prevent the spread of the coronavirus. We will continuously monitor the situation during this time. While this may mean that we will be able to loosen some of the regulations and protocols, it could also entail further tightening of the restrictions. This will require flexibility both from our staff and from you as a visitor.

This document sets out the protocol we will be applying to individual visitors. Two preliminary remarks: If you are visiting the museum with people with whom you share a household (immediate family, your partner or other members of your household), the 1.5 metres of distance need not be observed between members of your group.

In the event that the building is being evacuated or the Emergency Response Team has been called in, the 1.5-metre rule will no longer apply. Should such a situation occur, our staff will inform you in the museum.

We have decided not to host visits from school groups or other groups in the coming period. We are, however, working on a protocol for receiving such groups from 1 September.

In addition to this protocol, new rules have been drafted for employees of the museum.

In conclusion. For more information on visiting the museum, please refer to our website. The museum website always offers the most up-to-date information available.

Our measures at the museum:

1. We are making sure that you can maintain 1.5 metres of distance between yourself and other visitors and museum employees.
2. We are offering additional hygienic measures.
3. We are providing sufficient information in a clear fashion.

1.

We are making sure that you can maintain 1.5 metres of distance between yourself and other visitors and museum employees

We have adjusted our maximum occupant capacity

We will regulate the number of visitors inside the museum and ensure this number is in compliance with the established standard.

We are distributing visitor volume

We plan to ensure that visitor volume is evenly distributed throughout the day and will manage the rate at which you and other visitors enter the museum. We will do this as follows:

- All museum guests must book their visit online.
- It will be possible to reserve a maximum of four tickets at once.
- In order to prevent all our visitors from entering the museum at the same time, you will reserve a 15-minute time slot for your arrival. You must arrive at the museum within this time slot. After that, there will be no need for you to rush to the ticket desk, the temporary exhibition or our permanent collection.
- We ask that you let us know in advance if you are unable to use the stairs or wish to reserve a wheelchair for your visit. Please send an email to online@catharijneconvent.nl or call +31 (0)30 231 38 35, as this will enable us to provide you with the best possible service during your visit.
- If, on the day of your visit, you are experiencing cold-like symptoms, a runny nose, sneezing, coughing (mild or otherwise), a sore throat, a fever or shortness of breath, we ask that you do not come to the museum. To cancel your reservation, please email us at online@catharijneconvent.nl or call +31 (0)30 231 38 35. If you are unable to make use of your reservation due to any other circumstances, please let us know.
- Visitors must always report to the ticket desk upon their arrival at the museum. This applies even when you have made a reservation or when you unexpectedly arrive at a time other than your reserved slot. You should also report to the desk if you have a Museum Card, Friend Pass, BankGiro Loterij VIP Card, ICOM Membership Card, Rembrandt Society Card or U-Pas (Utrecht Pass).
- If other visitors have arrived before you, waiting areas have been clearly indicated from the museum entrance on Lange Nieuwstraat (where the bus stop is) up to the ticket desk.
- In order to facilitate an effective flow of visitors and give as many people as possible a chance to visit the museum, we ask that you limit the time you spend in the exhibition to

a maximum of 60 minutes. This does not include the time required upon arriving at and exiting the museum. After you have visited the temporary exhibition, you are also free to view all or part of the permanent collection on display. This has been included in the designated route.

We have changed the walking route

In order to make it feasible to maintain 1.5 metres of distance between visitors for the entire duration of their visit, the walking route in the museum has been adjusted. One-way traffic will be enforced in the museum for as long as the coronavirus prevention measures are in effect. You will enter the museum via the entrance on Lange Nieuwstraat (where the bus stop is) and depart the museum via the exit on Nieuwegracht. We emphatically ask that you avoid retracing your steps while inside the museum. In order to ensure your ability to fully enjoy the art and stories, we ask that you take care to observe 1.5 metres of distance between yourself and others during your visit. The combination of reduced capacity, an adjusted walking route, clear information provision and 1.5-metre distance indicators will make it possible for you to have a safe and pleasant visit even under the present circumstances.

We have moved the ticket desk and the cloakroom

In order to comply with the aforementioned measures, a new temporary entrance has been established in a large tent in the museum courtyard. The ticket desk and cloakroom are located in this tent. While we have opted to close the existing museum shop for the time being, exhibit catalogues and our museum magazine, Catharijne, are still available for purchase. We will expand the range of items for sale once it is possible to do so.

Ticket desk

- Upon entering the tent, you will first proceed to the ticket desk.
- Here, you will show the employee at the desk your reservation (you can also do so using your phone or the barcode). We ask that you keep your proof of reservation with you for the duration of your visit. In other words, you do not need to give it to the employee at the ticket desk.
- The employee will ask you to scan your museum card or BankGiro Loterij VIP Pass yourself.
- If you have a Friend Pass, ICOM Membership Card, Rembrandt Society Card or U-Pas, we ask that you show it to the employee at the desk. You do not need to hand it to them.
- When it is time to pay, the employee will ask you to use a contact-free means of payment or to swipe/insert your own bank card.
- After that, you will proceed to the cloakroom.

Cloakroom

The unattended cloakroom has been equipped with plenty of coat racks where visitors can hang up their own coats. Lockers are available as well. When using the cloakroom, we ask that you keep the following in mind:

2.

We are offering additional hygienic measures

- You may choose a locker for your own use, but please follow instructions from our staff at all times.
- You may carry small handbags with you into the museum. All other belongings must be stored in the lockers. If you are unsure whether your bag will be allowed into the museum, our staff will be happy to advise.
- Please disinfect your hands before using the locker. Lockers will be disinfected by a member of staff after use.
- The lockers open with a key; there is no need to insert a coin. If you accidentally lose your locker key, please tell a museum employee after you have finished your visit. We emphatically ask that you avoid retracing your steps during your visit to report a lost key.
- Remember the location of your locker so that you can quickly retrieve your belongings when it is time to leave. The number of the locker you are using is on the key.

We have modified the existing toilet facilities

Because we have set up a one-way flow of foot traffic through the museum, it is important to be aware of the following:

- We will have signage in the museum to let you know where the toilets are along the route.
- There are no toilets in the exhibition galleries. If you have an urgent need to use the facilities, we ask you not to reverse direction and retrace your steps, but instead to continue on to the exit. After using the toilet near the exit, please ask a member of museum staff how and when you can return to the exhibition.
- Not all toilets within a given block will be in service. The toilets that are open for use will be clearly indicated in the museum.
- We kindly ask that you avoid using the toilet facilities while they are being cleaned.

We have moved the museum café and have set up self-service

The museum café has been moved to the auditorium. The following additional adjustments have been made to the café:

- Visitors will only be able to patronise the museum café at the end of their visit.
- You will place your order and then pick it up yourself at the pick-up point.
- We are offering an adjusted menu.
- Additional space has been cleared for the walking route. Please do not loiter in this space after you have picked up your order.
- Once you have your order, you may make use of the seated or standing tables. Less seating is available than usual because we have increased the distance between the tables. If no places are free, please continue on to the exit.
- We are using disposable food service items; please throw these away when you are finished.
- The outdoor patio is closed until further notice.

No tours, lectures or activities

The museum has decided not to organise any tours for the time being. All lectures and other activities have been cancelled as well. More information on this is available on our website.

We are observing recommended cleaning protocols

Good hygiene and regular cleaning are vital in order to prevent the spread of the coronavirus. We are therefore carefully adjusting our own regulations to match the protocols of our cleaning company and taking joint decisions regarding the necessary frequency of cleaning. We are monitoring the work closely to ensure these rules are being followed. We ask for your understanding when certain areas, such as toilets, are momentarily closed to visitors: employees must be able to carry out their work safely.

We are paying special attention to contact points

We are reducing the number of contact points in the museum to the absolute minimum and are disinfecting the remaining points of contact.

- The toilets will be subject to additional cleaning.
- The pin device will be disinfected after every use.
- The lockers will be disinfected after every use.
- Stair railings, doorknobs and the buttons for the lift will be disinfected frequently.
- The employee at the ticket desk will be protected by a plexiglass shield.
- The audio tour normally provided with the permanent exhibition is not available at this time.
- The headphones and touchscreens have been removed from the galleries.

We have set up central disinfectant stations

Disinfectant stations can be found at various locations in the museum. We ask that you make use of these stations.

3.

We are providing sufficient information in a clear fashion

General coronavirus-related information

The museum is closely observing all guidelines issued by the RIVM and the Dutch government.

- If you are experiencing cold-like symptoms, a runny nose, sneezing, coughing (mild or otherwise), a fever or shortness of breath, we ask that you stay at home. You are welcome to visit the museum if you and the other members of your household have been symptom-free for at least 24 hours.
- Please be especially cautious if you belong to a high-risk group.
- Wash your hands frequently.
- Cough or sneeze into the inside of your elbow.
- Use paper tissues when blowing your nose and immediately dispose of these tissues in a lidded rubbish bin. Wash your hands afterwards.
- Maintain 1.5 metres of distance between yourself and other visitors who are not part of your group.
- Avoid shaking hands.

Please check these guidelines regularly, as they are subject to change (i.e. they may be either tightened or relaxed).

General guidelines for visiting Museum Catharijneconvent during the COVID-19 pandemic

- Book a time for your visit in advance.
- All visitors must wait in the queue for the ticket desk in the designated waiting areas.
- Follow the instructions from museum staff at all times.
- Disinfect your hands at the designated stations.
- Pay with contact-free payment or bank card whenever possible.
- Follow the indicated walking route and do not retrace your steps.
- Make sure your visit to the exhibition does not exceed 60 minutes.

Prior to your visit

All the information you need to prepare for your visit can be found on our website www.catharijneconvent.nl. In addition to information on reservations, the website also lists our specific guidelines and additional information on the current exhibition. Should you have any other questions, our staff will be happy to assist you. The museum can be reached by phone on +31 (0)30 231 38 35 (between 09:00 and 17:00 on weekdays and from 10:30 to 17:00 at the weekend). You can also contact us by email at online@catharijneconvent.nl or follow us on Facebook, Twitter and Instagram.

During your visit

In the museum, the walking route you must follow will be clearly indicated. We also provide signage to help you maintain distance and will inform you of the guidelines during your visit to the museum. Museum staff will be on hand to assist you. We naturally ask that you observe 1.5 metres of distance from our employees as well.

After your visit

- Because we are eager to hear about your experience at the museum, we will send you an email inviting you to take part in an online survey. Your data will of course not be used for any other purpose.
- That being said, we are obligated to share your email address with the Municipal Health Service (GGD) so they can inform you in the event that a person infected with the coronavirus was present at the time of your visit.
- If you have any other comments regarding your visit, we are eager to hear those as well: please contact us at info@catharijneconvent.nl.

Supervision

The museum has appointed a protocol officer to oversee compliance with our protocol. Our employees will also maintain supervision and our security staff will see to it that visitors abide by the guidelines. If a visitor fails to follow the rules, he or she may be asked to leave the museum.