

## Visitor Regulations

**These Visitor Regulations form the National Museums NI Bye-Laws and apply in respect of your visit to the Museums. They provide for the safety, wellbeing and security of our staff, visitors, volunteers, collections and premises.**

**There is no public right of entry into or through the Ulster Museum and it is a condition of entry that you abide by these visitor regulations.**

### ADMISSIONS

- 1.1 Admission to the Ulster Museum is free of charge. There may be a charge for entry to specific exhibitions and events.
- 1.2 Museum staff reserve the right to deny admission or ask any person already admitted to leave the museum without refund.
- 1.3 All children under the age of 12 must be accompanied by an adult while visiting the museum. Proof of ID may be asked for if Museum staff believe a person is under the age of 12 years.

### ACCESSIBILITY AND CARERS

- 2.1 Battery powered wheelchairs and manual wheelchairs are available to book through contacting [info@nationalmuseumsni.org](mailto:info@nationalmuseumsni.org). On-site safety guidance relating to mobility scooters must be adhered to, please report to reception on arrival.
- 2.2 We aim to make our museum as accessible as possible for additional information please visit [ulstermuseum.org/faqs](http://ulstermuseum.org/faqs)
- 2.3 Visitors with a registered disability can enter the museums for free and access helpers or carers accompanying someone with a disability are also offered free entry. Selected events may incur a charge. Visitors may be asked to confirm their eligibility by presenting one of the following:
  - Award letter from the Department for Communities
  - Disabled Drivers Blue Badge Card
  - Disabled person's bus pass.
- 2.4 The use of travel potties within National Museums NI's sites is discouraged but not prohibited. National Museums NI ask that if required, and time permitting, that travel potties are utilised within the accessible toilets or changing places available. If the requirement is urgent please notify a member of staff who will direct visitors to a more private area. Parents will be required to dispose of the contents appropriately and hygienically.

### OPENING HOURS

- 3.1 The Ulster Museum opens from 10.00–17.00 Tuesday – Sunday.
- 3.2 This site is closed on Mondays, exceptions may apply to bank holidays. Please check [ulstermuseum.org](http://ulstermuseum.org) for the latest visitor information to plan ahead and for any closures.
- 3.3 The Museum is closed 24th-26th December and as otherwise notified on [ulstermuseum.org](http://ulstermuseum.org)
- 3.4 Staff reserve the right to ask visitors to begin leaving the site 10 minutes before the closing time.
- 3.5 It may be necessary at times to alter the opening hours at each site at any time and without prior notice. If it is necessary to close all or part of the Museum temporarily for any reason, Museum staff may direct visitors to leave by certain routes, or prevent visitors from leaving by certain routes.
- 3.6 National Museums NI reserve the right to close any part of the site, or the site in its entirety for safety, maintenance or otherwise.
- 3.7 Visitors are not permitted to access sites prior to opening times nor remain on site after closing time.

### MANAGING UNACCEPTABLE BEHAVIOUR

- 4.1 National Museums NI expect all staff to adhere to the Code of Conduct and to treat visitors courteously, with understanding and respect.
- 4.2 National Museums NI expect all visitors to respect all staff and to treat other visitors with respect.
- 4.3 National Museums NI does not expect staff to tolerate unacceptable behaviour from visitors and will take action. Consideration will be given to individual circumstances when deciding what action to take.
- 4.4 Unacceptable behaviour will be dealt with in a fair, consistent and transparent manner in line with this policy and associated procedures.
- 4.5 All staff reserve the right to remove any visitor from any site(s) if any of the below behaviour is present.
- 4.6 Unacceptable behaviour may include, but is not limited to:
  - Persistently disruptive behaviour
  - Using violent, abusive or obscene language or behaviour to staff or other customers or property
  - Mean or unpleasant remarks
  - Making threats of any kind
  - Bullying, harassing or intimidatory behaviour
  - Malicious comments or allegations
  - Making derogatory remarks including inappropriate remarks in relation to community background, race, religion, gender, sexual orientation, age, disability or any other section 75 category
 This applies to behaviour in person (unacceptable behaviour will also not be tolerated online, in writing or on the telephone).
- 4.7 There are a range of sanctions which are available to National Museums NI when dealing with unacceptable behaviour. These include, but are not limited to:
  - Removal from the site; and
  - Temporary or permanent exclusion from the site or sites

- The level of the sanction will depend on the extent and seriousness of the behaviour
- 4.8 Visitors will have the right of appeal against the imposition of a sanction by writing to the Visitor Experience Manager.

### BAG SEARCHES

- 5.1 Bag searches are not compulsory however, if asked, visitors must present their bag to a member of security if it is believed visitors are entering with forbidden material.
- 5.2 National Museums NI prohibit the following on site (without prior authorisation):
  - Knives, sharp objects or other potentially dangerous or harmful items
  - The sale of goods or services or the display of goods or services for sale
  - The distribution of printed or recorded materials of any kind
  - The distribution of campaign materials;
  - Displayed or wearable paraphernalia likely to cause gross offence
  - Any unsafe act or other act that may impede the operation of the Museum
  - The wearing of motorbike helmets
  - Food, fluids of any kind or harmful materials within our exhibitions for the protection of the Collection.
- 5.3 Illegal substances including illegal drugs and associated paraphernalia are strictly prohibited on site.
- 5.4 If, on searching a visitors bag, any of the above items are found, (or any similar item that may be a risk to the collection, building, staff or other visitors) National Museums NI security reserve the right to remove it, and return it to the visitor when leaving the Museum. If an item thought to be illegal is found in a bag security will confiscate it, and contact the Police Service of Northern Ireland.
- 5.5 At the discretion of National Museums NI, security reserve the right to carry out more general searches as a condition of entry to the Museum.

The reason for such a search will be explained

### ALCOHOL

- 6.1 All alcohol consumed must be purchased on the premises and only consumed within designated areas.
- 6.2 At the end of an event, visitors are asked to leave the premises quietly and with due consideration for residential neighbours.
- 6.3 National Museums NI reserve the right to:
  - Refuse any person entry (or ask any person to leave), if staff or catering contractors believe that person to be intoxicated or behaving antisocially
  - Apply age restrictions and/or require proof of age identification for entry to events or the supply of some services
  - Limit the number of people permitted into the premises at any time
  - Refuse to serve alcohol or to supply other services to any person who is intoxicated or behaving antisocially.

### CONSIDERATION FOR OTHER VISITORS

- 7.1 The Museum can become very crowded at times. Visitors are asked to be patient and considerate to other visitors. Visitors may be asked to wait outside particular spaces before entry.
- 7.2 To support your experience, you are asked not to use your phone to make calls in exhibitions, special events and to turn your phone to silent when requested. Visitors may be asked to turn mobile phones to silent at any point of the visit.
- 7.3 You are welcome to draw and sketch in the galleries but you should consult staff at the Information Desk about the rules for the use of art media, stools and easels within the Museum.

### TOUR GROUPS

- 8.1 We welcome a variety of visitor groups across our sites to enjoy and learn about the collection, for more information please visit our website [ulstermuseum.org](http://ulstermuseum.org)
- 8.2 All tour groups must enter by the main front entrance.
- 8.3 No person other than our authorised staff may sell services as tour guides, leaders or speakers anywhere within the Museum unless previously agreed by National Museums NI staff.
- 8.4 Loudspeakers, voice amplifiers or microphones must not be used by tour guides or leaders when conducting or leading tour groups unless previously agreed by National Museums Staff.

### PARKING

- 9.1 There are a limited number of designated accessible parking spaces for disabled visitors and Blue Badge holders. These spaces are available on a first come first served basis. Disabled permits must be displayed.
- 9.2 Parking is for the use of visitors during site opening hours, no unauthorised vehicles are permitted. Vehicles and contents are left at owners own risk, we do not accept responsibility for any loss or damage to vehicles or their contents. Unauthorised commercial use of the car park is not permitted No vehicles are to be left at any site after opening hours or overnight.

### HEALTH & SAFETY AND THE PROTECTION OF THE COLLECTION

- 10.1 Visitors must not:
  - Smoke or vape anywhere in the Museum
  - Run within any part of the Museum, particularly in galleries, exhibition spaces or on staircases
  - Climb on any part of the museums including any of the collections, fabric of the building including walls, sculptures, monuments, barriers and columns
  - Sit on any stairs or forecourt steps
  - Block or obstruct entrance doors or fire exits in any way
  - Leave any children aged 12 years and under in your care unattended
  - Disregard any safety signs or barriers
  - Disregard fire alarms or any directions for the evacuation of the Museum

- Use any laser pointer or laser equipment within the Museum
  - Point or gesture towards people or objects within the collection using sticks, umbrellas, poles, flags or any other object.
- 10.2 Visitors must not touch any collection object on open display, including sculpture or stonework, except where it has been permitted part of our organised events.
- 10.3 If a visitor is found by National Museums NI staff in a non-public area without authority, they will be required to explain their presence and provide proof of identification.
- 10.4 Visitors should let staff know immediately about any accident, incident or hazards.
- 10.5 Visitors are asked to dispose of rubbish responsibly in the bins provided.
- 10.6 Visitors are not permitted to touch or make physical contact with any member of the staff.

#### **FIRE ALARMS**

- 11.1 National Museums NI display Fire Action Notices throughout each site. These explain how visitors should raise the alarm in the event of a fire or suspected fire.
- 11.2 Visitors must follow all fire evacuation instructions from staff members. Vacate the building via the nearest fire exit.
- 11.3 In the event of a fire evacuation all facilities including toilets, catering areas, shops and hired rooms must be vacated immediately. Lifts will not be accessible.
- 11.4 Other than liability for death or personal injury resulting from National Museums NI negligence, National Museums NI staff or agents shall not be liable for any loss or damage, direct or indirect, however arising, including without limitation any distress, inconvenience or anxiety caused during the course of any visit undertaken and/or during evacuation from any of the National Museums NI sites.

#### **CLOAKROOM AND LUGGAGE**

- 12.1 The Locker area can be used to store visitor personal items. Lockers are non-refundable and require a pound coin for access. Lockers measure H64cm, D40cm, W26cm.
- 12.2 The maximum bag size allowed within the museum is 40x40x50cm and it must be checked into the luggage store upon arrival, you will receive a number slip which must be retained in order to retrieve said bag upon completion of your visit. You must not bring into the Museum any item of luggage (other than fold-up pushchairs, or mobility aids if you have a disability), which has a size greater than 40x40x50cm or a weight greater than 8kg.
- 12.3 Backpacks should be carried/worn on the front or held at the side.
- 12.4 Access to exhibitions / areas of the museum may be subject to additional restrictions on bags and luggage.
- 12.5 National Museums NI do not accept any liability for

- the loss, theft or damage to personal property on site.
- 12.6 Please ensure to collect personal items from the lockers prior to leaving the museum and before closing.

#### **UNATTENDED AND LOST PROPERTY**

- 13.1 Visitors must not leave any property unattended at any time in any Museum building, including in any outdoor areas.
- 13.2 National Museums NI reserve the right to have unattended property removed and/ or destroyed without warning in the interests of safety and security.
- 13.3 National Museums NI will not remain liable if property is removed or destroyed.
- 13.4 If an item of property it is handed in, National Museums will keep said property in accordance with the lost property operating procedure.

#### **FILM, PHOTOGRAPHY, 3D IMAGING AND AUDIO RECORDING**

- 14.1 National Museums NI allow photography and filming for visitors own personal and non-commercial purposes.
- 14.2 The following exceptions apply to protect the collection, copyright of loans, individual privacy, and the overall visitor experience:
- Photography/filming is permitted in exhibitions; unless otherwise stated
  - Photography or streaming of tours inside the Galleries is not permitted
  - The use of lighting or flash, tripods, and selfie sticks is not permitted
  - Photography of some loan items may be restricted, as indicated by signs next to the paintings and objects
  - Photography and filming of children and young people is prohibited without the consent of the accompanying adult, this includes school groups and those attending family events. National Museums NI recognises its responsibility to safeguard the welfare of all children, young people, and vulnerable adults.
- 14.3 Commercial filming and photography are not allowed across our sites without prior written permission. To arrange a location shoot, please contact the Commercial Events team by emailing [filming@nationalmuseumsni.org](mailto:filming@nationalmuseumsni.org)
- 14.4 Visitors must respect the privacy of other visitors, particularly children and vulnerable adults, while taking photographs, filming or making audio recordings in the Museum. Visitors should not take pictures of other visitors without first seeking their permission. If a visitor complains that another visitor's photography, filming or recording is intrusive said visitor may be asked to stop or leave the Museum.
- 14.5 We understand that taking photographs or short videos helps to create a memento of your visit to our museum. However, National Museums NI ask all visitors to consider and respect the privacy of others in doing so. If a visitor wishes to take photographs or short videos of a staff member, please ask their permission first.

- 14.6 The use of drones is not permitted. Advance permission may be granted for specific projects, please contact the site directly to discuss this beforehand by email at [info@nationamuseumsni.org](mailto:info@nationamuseumsni.org)
- 14.7 National Museums NI reserves the right, for any reason, to decline any request for filming or to require that filming ceases with only such notice as would be reasonable.

#### **OTHER MODES OF TRANSPORT**

- 15.1 Mobility scooters and mobility aids are welcome at our Museum.
- 15.2 Visitors are not permitted to cycle, rollerblade, skate, use scooters (including electric scooters) or use a hover board within the museum.
- 15.3 Visitors may leave bicycles in the racks provided. This is at the visitor's own risk.

#### **FOOD AND DRINK**

- 16.1 Visitors can only consume food and drink in designated spaces within the museum such as our Café. Please dispose of your uneaten food and packaging responsibly in the designated bins provided.
- 16.2 Please note our designated catering spaces are reserved for visitors purchasing food and drink on site.
- 16.3 When available visitors may use the Grainger Room on Level 0 (the ground floor) of the Museum for eating packed lunches – please call the reception team to confirm availability on +44 (0) 28 9044 0000.

#### **DOGS**

- 17.1 Dogs are prohibited in the museum save for guide dogs or assistance animals.
- 17.2 Owners should bring the dog's Assistance Dogs (UK) identification book (or the appropriate international equivalent) with them.

#### **DEMONSTRATIONS**

- 18.1 If a visitor is proposing to demonstrate inside or outside one of the Museum sites, they should notify National Museums NI's Press Office at least 24 hours in advance.
- 18.2 National Museums NI may set conditions on such events in the interest of safety, security and other visitors' enjoyment of their visit.

#### **CCTV**

- 19.1 Visitors should be aware that National Museums NI operate a secure, CCTV system throughout all sites. This is for the protection and safety of all visitors, staff, collections and property. Please see CCTV Policy on National Museums NI's website for further details. [nationalmuseumsni.org](http://nationalmuseumsni.org)

#### **VISITOR SERVICES AND SECURITY STAFF**

- 20.1 Our Visitor Services and Security staff are identifiable by their corporate uniform and staff passes.
- 20.2 Visitor services staff and security staff are authorised by National Museums NI to implement these visitor regulations or any directions given under them. If a visitor fails to comply, or our security officers believe that a visitor is:
- Behaving antisocially
  - Conducting themselves inappropriately, causing risk, annoyance or disturbance
  - Behave in a way that is abusive or threatening said visitor must be refused admission to the Museum, asked to leave and/or escorted from the premises.
- 20.3 Visitors should be aware that National Museums NI will not tolerate any form of abuse or violence towards any member of staff. Failure to cooperate with the lawful directions of a member of staff may put that visitor at risk of committing a criminal offence.

#### **COMMENTS AND FEEDBACK**

We welcome enquiries, opinions and comments from visitors and members of the public. If a visitor or a member of the public has an enquiry or opinion or comment please contact National Museums NI on one of the below

a. email [info@nationamuseumsni.org](mailto:info@nationamuseumsni.org)

b. message us at [facebook.com/nationalmuseumsni](https://www.facebook.com/nationalmuseumsni)

c. message on X @nationalmuseumsni

d. write to: The National Museums NI 153 Bangor Rd, Cultra, Holywood BT18 0EU