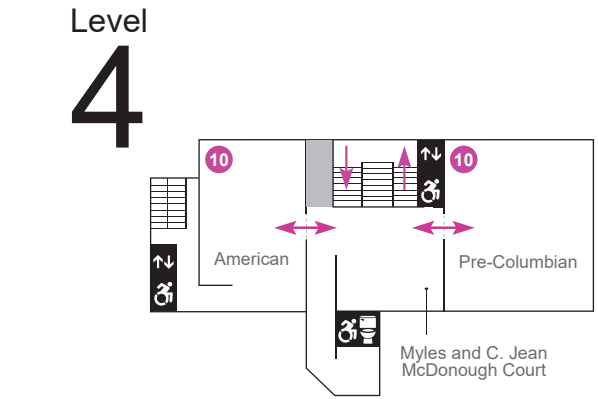
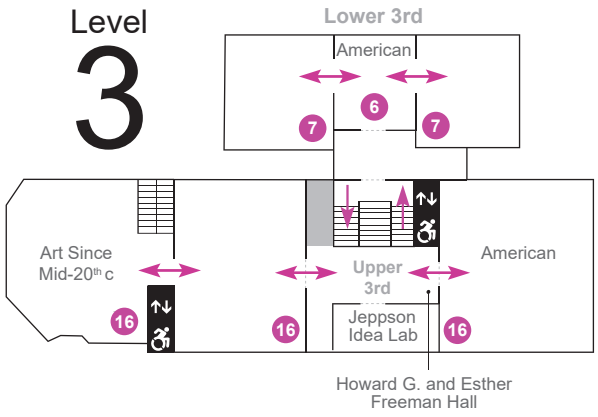
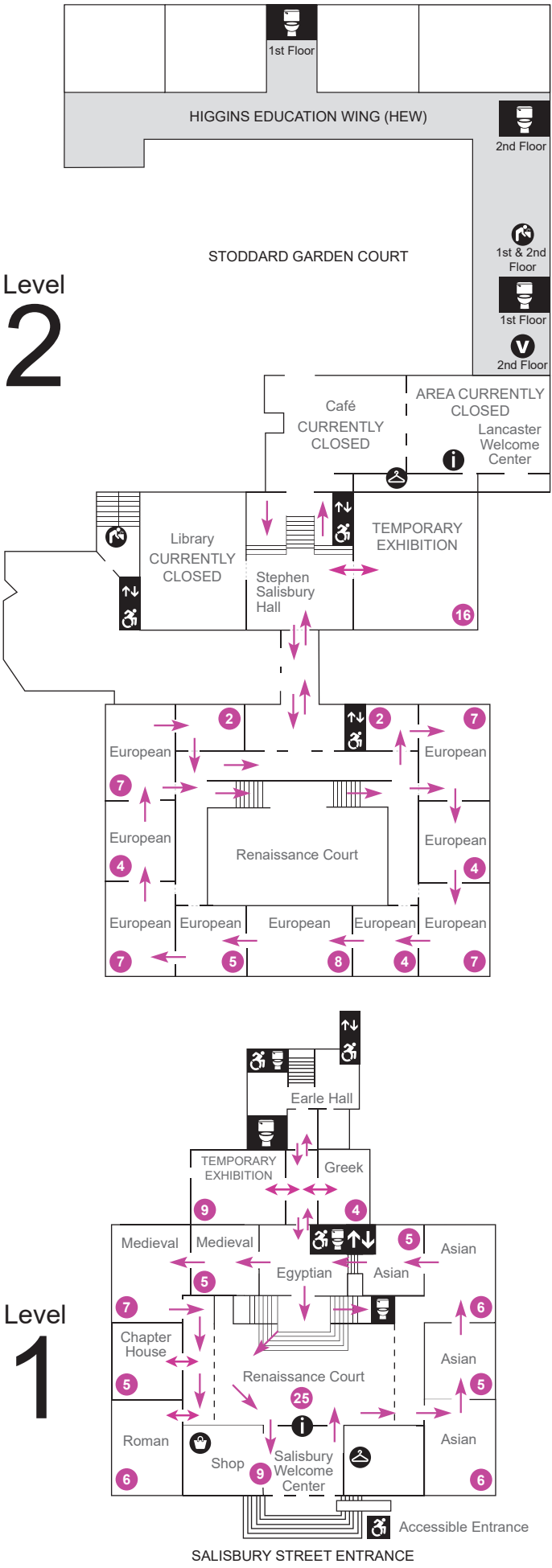


WELCOME BACK TO WAM!

- Masks are required during your visit (ages 5 and over)
- Enter and exit through the Salisbury Street Entrance only
- Observe social distancing
- Observe gallery capacity limits
- Follow floor and directional signs
- Elevators are limited to one party at a time
- Please help minimize elevator use by taking the stairs if you're able
- The Library, Café, and Lancaster Welcome Center are currently closed
- Ask a gallery attendant for help at any time
- Please stay home if you are feeling unwell



1	Gallery capacity	→	Direction of travel
	Access		Information
	Elevator		Coat Room
	Rest Room		Museum Shop
	Water Fountain		Vending

FREQUENTLY ASKED QUESTIONS

We look forward to welcoming you back to the Museum! It is important to us that you feel safe while you are visiting. Therefore, we have created these Frequently Asked Questions to help you plan your visit, to give you important safety and hygiene information, and to reassure you that we are doing all we can to keep our visitors and staff safe and healthy.

ADMISSION

Will I need to purchase a ticket?

Yes. We are asking all visitors—including Members, Donors, and Business Partners—to purchase or reserve a timed ticket online, in advance. A ticket will be required for admission to the Museum. Tickets are available at worchesterart.org, or by calling 508.793.4362.

I'm a Member. Do I need a timed ticket?

Yes. Every visitor—including Members, Donors, and Business Partners—must purchase or reserve a timed ticket online, in advance. A ticket will be required for admission to the Museum. Tickets are available at worchesterart.org, or by calling 508.793.4362.

I'm a Member. Can I bring a guest?

Members may bring guests based on their membership level up to a maximum party size of five.

Can I get a ticket in person on the day?

At this time, every visitor must obtain a timed ticket online, in advance. Tickets are available at worchesterart.org, or by calling 508.793.4362.

How long can I stay at the Museum?

Visitors can stay as long as they like up until closing time; however, we ask that you arrive at the time of your purchased or reserved ticket.

Can I book a group visit?

Group visits cannot be accommodated at this time.

Where do I enter the building?

All visitors to the Museum must enter and exit through the Salisbury Street Entrance, which is fully accessible. Please note that no more than five people may enter the Museum at the same time.

HYGIENE AND SAFETY MEASURES

What social distancing and hygiene measures do you have in place?

To help everyone keep a safe distance, we are managing visitor numbers through timed tickets and defined, one-way routes through the galleries and exhibitions. In addition, safe distancing and protocol signs, as well as hand-sanitizing stations, are available throughout the Museum. High-traffic areas receive extra cleaning, and restrooms are cleaned every two hours. Plexiglass barriers are in place at all admission desks and the Museum Shop register counter. Interactive screens and other touch activities are currently unavailable.

Will I need to wear a mask or face covering?

Masks or face coverings for everyone over the age of five are required for admission to the Museum. Accommodations to this requirement cannot be made at this time. Please respect our visitors and staff by wearing your mask or face covering throughout your visit.

What protective equipment have you provided for your staff?

All WAM staff are given face coverings to wear. Hand sanitizer and disinfecting wipes are available at all work stations. Plexiglass barriers have been installed in front of admission desks and the Museum Shop register counter.

If I'm unwell on the day of my visit, what should I do?

If you or anyone you live with displays symptoms associated with COVID-19, or if you've recently been in contact with someone who has COVID-19, please stay at home and delay your trip until you are no longer contagious. To receive a refund and make your ticket available for someone else, please call 508.793.4362 or email guestservices@worchesterart.org.

MUSEUM SPACES

Will the restrooms be available?

Yes, there are restrooms available, with social distancing measures and extra cleaning regimens in place.

Will coatrooms be open?

The coatroom next to the Salisbury Street Entrance Lobby is open to one party at a time.

Will there be limits to how many visitors are allowed in galleries?

Yes. We will follow capacity limits for all galleries, per the current Massachusetts gathering order. The paper and digital map will indicate the number of people (visitors and staff) allowed in each gallery. We ask that all visitors adhere to these limits to help keep us all safe.

Will some spaces remain closed?

All gallery spaces will be open unless they are currently being rehung. Some parts of the building will be used differently or will temporarily remain closed to meet new guidelines or to fit with new visitor routes.

Will paper maps be available?

Single-use paper maps, showing the direction of traffic flow through the galleries and group-size limits in each gallery, are available at the Salisbury Entrance. A digital version of the map is available on our website.

What family activities and programs will be offered?

All family activities and programs will be offered virtually for the fall. Please visit worchesterart.org for details and ways to participate.

Will guided tours be offered?

Guided tours will be offered virtually rather than onsite. Please visit worchesterart.org for details and links to participate.

I'm a visitor with access needs. Will you still have wheelchairs available to borrow?

Yes, we will have wheelchairs available at the Salisbury Street Entrance. Wheelchairs will be cleaned between uses. If you need a wheelchair, we recommend reserving one by emailing guestservices@worchesterart.org or by calling 508.793.4362.

Can I visit the Library?

The Library is currently closed. To reach a librarian, call 508.793.4382 or email library@worchesterart.org.

Will the Museum Shop be open?

Yes! The Museum Shop will be open during regular Museum hours. A reservation, obtained online, is required for visiting the Shop. Guests can also make purchases by calling 508.793.4355 or emailing shopsales@worchesterart.org. Curbside pickup and mailing options are available.

Will the Museum Café be open?

The Museum Café is closed until further notice. Check our website for reopening dates and information.

If you have a question that was not answered here, please call Guest Services at 508.793.4362 or email us at guestservices@worchesterart.org.

Thank you for visiting! Please come again soon.