

British Museum Visitor Regulations

1. Admission

- 1.1 We warmly welcome you on your visit to the Museum. In the interests of the safety, wellbeing and security of all of our visitors we require that you abide by these Visitor Regulations.
- 1.2 Admission to the Museum is free, but we may charge for entry to some temporary exhibitions and events.
- 1.3 We regret that it may be necessary, for example in the interests of security or public safety, for us to alter the Museum's opening hours or close specific areas of the Museum at any time, and without prior notice.

2. Opening hours

- 2.1 We open the Museum's galleries daily from 10.00 until 17.30. We keep selected galleries open until 20.30 on Fridays.
- 2.2 The Museum's Great Court is open from 9.00 until 18.00; except on a Friday when it remains open until 20.30.
- 2.3 You must leave the Museum by 18.00 (or 20.30 on a Friday). You may be asked by our staff to begin leaving up to ten minutes before closing time.
- 2.4 The Museum is closed 24-26 December, 1 January and Good Friday.

3. Food and drink

- 3.1 You are not allowed to consume food and drink inside the Museum, except in designated places such as the restaurant and cafes. You may, however, consume food and drink outside on the colonnade and forecourt.
- 3.2 Families with children may use the Ford Centre for Young Visitors in the basement of the Museum's Great Court at weekends and during school holidays.

4. Animals

- 4.1 If you have a disability, you may be accompanied in the Museum by your guide, assistant or companion animal. You are not allowed to bring animals into the Museum under any other circumstance.

5. Closed circuit television

- 5.1 You should be aware that we use closed circuit television throughout the Museum for security and public safety reasons.

6. Cloakrooms and luggage

- 6.1 You must not bring into the Museum any item of luggage (other than fold-up pushchairs, or mobility aids if you are disabled), which has a size greater than 40x40x50cm or a weight greater than 8kg.
- 6.2 You may leave hats, coats, umbrellas and small hand luggage in our cloakrooms for an advertised charge per item.

- 6.3 We will not charge you if you leave your fold-up pushchair in our cloakrooms.
- 6.4 You will not hold us liable for any loss or damage to any single item left in our cloakrooms having a value (including any contents) greater than £250. If you leave two or more items in our cloakrooms you will not hold us liable for any loss or damage to them having a total value (including all contents) greater than £1000. Nor will you hold us liable for any loss or damage to items you leave in our cloakrooms, unless the loss or damage is caused by our negligence.

7. Unattended and lost property

- 7.1 You must not leave any of your property unattended at any time in the Museum, including in any outdoor areas. We reserve the right to have unattended property removed and/or destroyed without warning in the interests of safety and security. You will not hold us liable if we remove or destroy any property that you have left unattended.
- 7.2 If it is handed in to us, we will keep your lost property in accordance with our Lost Property Operating Procedure.

8. Film, photography and audio recording

- 8.1 Except where indicated by notices, you are permitted to use hand-held cameras (including mobile phones) with flash bulbs or flash units, and audio and film recording equipment not requiring a stand. You may use your photographs, film and audio recordings only for your own private and non-commercial purposes.
- 8.2 If you need to use a stand or special lighting or other equipment for filming, photography or audio recording in the Museum, you must make arrangements in advance with our Broadcast Unit.
- 8.3 If you wish to take any commercial or professional film or photography you must make arrangements in advance with our Broadcast Unit.

9. Health and safety

In the interests of health and safety, you must not:

- 9.1 Smoke in the Museum. Smoking is only permitted on the Museum's colonnade and forecourt;
- 9.2 Run within the Museum, particularly in the galleries and on staircases;
- 9.3 Sit on any stairs or the colonnade steps;
- 9.4 Block the entrance doors in any way;
- 9.5 Leave any children with you unattended, or allow them to behave unreasonably;
- 9.6 Climb on any part of the collection, or the fabric of the building including walls, monuments, barriers and columns;
- 9.7 Disregard any safety signs or barriers put in place for public protection; or
- 9.8 Disregard fire alarms or any directions for the evacuation of the Museum.

10. Fire alarms

- 10.1 Fire Action Notices in the galleries explain how you should raise the alarm in the event of a fire or suspected fire.
- 10.2 Our fire alarm provides two audible signals:
- A constant alarm signal means that you must evacuate the Museum and leave by the nearest fire exit immediately. Our staff will direct you away from any fire-affected areas. If you require help to evacuate the Museum you should seek the assistance of a member of our staff.
 - An intermittent signal is a warning alert for our staff, and you are not required to leave the Museum unless the signal changes to the evacuation signal.

11. Access to non-public areas

- 11.1 If you are found by our staff in a non-public or closed area without authority you will be required to explain your presence and provide proof of identification. You may also be escorted from the Museum premises.

12. Bag searches

- 12.1 Our authorised staff may search your bags at any time, and particularly at times of heightened security. Our staff may search your bags when you enter the Museum, and again when you enter one of our special exhibitions. If, on searching your bags, our staff find any item they consider to be a risk to our collection, building, staff or other visitors, they will remove it, and return it to you when you leave the Museum. If our staff find an item they consider to be illegal, they will confiscate it, and hand it to the Police.

13. Demonstrations

- 13.1 If you are proposing to demonstrate inside or outdoors at the Museum, you should notify our Press Office at least 24 hours in advance. If you demonstrate, we reserve the right to ask you to leave the Museum. If necessary, our authorised staff will escort you from the Museum.

14. Parking of vehicles and provision for disabled visitors

- 14.1 Unless you are disabled, we do not provide you with parking facilities for your car or motorcycle.
- 14.2 If you are disabled, you and anyone accompanying you may park your vehicle within the Museum grounds by prior arrangement with our Visitors' Information Desk. Our staff will need details of your vehicle registration number, its make and model, and the date of your visit.

15. Bicycles

- 15.1 No cycling is permitted on the Museum's forecourt.
- 15.2 You may leave your bicycle in the bicycle-racks provided on the forecourt at your own risk.
- 15.3 You are not permitted to bring folding bicycles inside the Museum and they are not accepted in the cloakrooms.

16. Visitor Services and Security staff

- 16.1 Our staff are identifiable by their uniforms or by their British Museum identity passes. They are authorised to require you to comply with these Visitor Regulations or any directions given under them. If necessary, our staff have our authority to escort you from the Museum premises.
- 16.2 If it should be necessary to close all or part of the Museum temporarily for any reason, you may be directed by our staff to leave by certain routes, or prevented from leaving by certain routes.
- 16.3 If our staff think you are causing, or that you are likely to cause, annoyance or disturbance to other visitors, or if they think you are a danger to the Museum, our collection or our property, you may be refused admission to the Museum, or asked to leave it.
- 16.4 We will not tolerate violence or abuse to any member of our staff.

17. Consideration for other visitors

- 17.1 The Museum can become very crowded at times. You are asked to be patient and considerate to other visitors at all times.
- 17.2 You are asked not to use your mobile phone in special exhibitions, and to turn your phone to silent in the galleries.
- 17.3 You are welcome to draw and sketch in our galleries but you should consult our Visitors' Information Desk about the rules for the use of art media, stools and easels within the Museum.

18. Contacts and feedback

- 18.1 We are pleased to receive your comments and we take complaints very seriously. You may make comments in person at the Information Desk in the Great Court, by email to feedback@britishmuseum.org, or by letter to Feedback, British Museum, Great Russell Street, WC1B 3DG.