

Coronavirus Visitor Charter

We would ask everyone planning a research visit to the Discovery Room at The Postal Museum to help us ensure everyone's safety by committing to our Coronavirus Visitor Charter.

As a visitor to the Discovery Room, we ask you to:

- Pre-book your visit at least 72 hours in advance, and not travel to our building without having received confirmation of your booking
- Show consideration to other researchers when booking visits and not book more visitor slots than you require
- Order your documents in advance (to a maximum of 10 items)
- Delay your visit if you are experiencing any [COVID-19 symptoms](#), if you have been asked to isolate by NHS Test and Trace, or if you have returned from a country or an area subject to quarantine restrictions in the last 14 days
- Follow the [government guidance on travelling](#), especially if using public transport
- Observe the safety measures that we have put in place
- Practice social distancing while on site and in our building
- Wear a face covering during your visit, unless you have a legitimate reason not to do so (if this is the case, we would be grateful if you mention this when you book your appointment)
- Wash your hands before and after visiting the Discovery Room, and regularly throughout your visit
- Be patient and polite with our staff while you visit
- Notify us in advance, where possible, if you are delayed or unable to visit
- Accept that The Postal Museum has taken every reasonable step to create a COVID-19 secure building, and that we rely on the co-operation of visitors to follow the measures we have put in place to protect everyone's safety
- Accept that new regulations for and restrictions on accessing material supersede all previous rules, regulations and conditions in place before the COVID-19 pandemic

We will review these arrangements regularly and in light of feedback from researchers and staff.

Please note that, in order to help contain clusters or outbreaks of coronavirus, The Postal Museum will keep a secure temporary record of your visit for 21 days, after which it will be destroyed, unless required for other legitimate purposes (see our [privacy policy](#) for details). During this time, your information may be shared with the NHS Test and Trace service if necessary.

Thank you for your continued support, we look forward to seeing you soon.