

Protocol for the safe and responsible opening of the TextielMuseum | TextielLab

Version 1 July 2020

This protocol is based on the protocol drawn up by the Museum Association, with which the TextielMuseum | TextielLab fully complies. Approval of the Museum Association's protocol was carried out in accordance with a stringent governmental verification procedure. Based on new insights from the government and/or the National Institute for Public Health and the Environment (RIVM), modifications to the protocol may be necessary. These modifications will be shared with visitors, staff, volunteers, interns and suppliers as soon as possible.

Purpose of this protocol

The purpose of this protocol is to ensure that visitors can safely enter the TextielMuseum | TextielLab, and that staff, volunteers, interns and suppliers who are not in the coronavirus risk groups can safely carry out their work in the museum where necessary and desirable. The measures in this protocol are intended to prevent new infections of the coronavirus and to limit the consequences of the virus while allowing museums to reopen. The safety of visitors, staff, volunteers, interns and suppliers is at the heart of all regulations, rules and measures.

General rules and measures

- The RIVM guidelines form the basis of this protocol and are strictly upheld. Both before entering and while inside the museum, visitors, staff, volunteers, interns and suppliers are repeatedly informed about and strongly urged to adhere to the protocol.
- Everyone entering the museum is urged to observe the RIVM's hygiene measures. These include regular hand washing, especially after touching frequently used items or surfaces and after blowing one's nose; coughing and sneezing into one's elbow; no shaking hands; and keeping a distance of 1.5 metres from others.
- The museum has introduced extra hygiene measures, including for card payment machines, touchscreens and audio tours. Extra cleaning and disinfection are carried out during the day, and disinfectant wipes are available for general use at multiple places around the museum.
- If you have cold symptoms, such as a runny nose, sore throat, mild cough, temperature (above 38 degrees Celsius), and/or shortness of breath, stay at home. Only come to the museum if you have not had any symptoms for at least 24 hours.
- If you or someone in your household has cold symptoms and/or a temperature (above 38 degrees Celsius), stay at home. Only come to the museum if both you and members of your household have not had any symptoms for at least 24 hours.
- If the health status of a visitor, staff member, volunteer, intern or supplier is in doubt, the museum reserves the right to request that person to terminate their visit and leave the premises. The museum may also refuse access to the premises.
- The maximum number of visitors allowed at any time is based on 1,5 metres away and one visitor or one household per 10 square meters net floor area. Maximums have also been set for each room.

Visitors

- Visitors must abide by the general rules and measures. These are prominently displayed online and in the museum.
- Visitors must follow all instructions given by museum staff and volunteers.
- By coming to the museum, visitors agree to the museum's visiting conditions and this protocol and are made aware of these when booking tickets and entering the museum.
- Visitors with cold symptoms, such as a runny nose, sore throat, mild cough or temperature (above 38 degrees Celsius), and/or shortness of breath will not be admitted to the museum.
- Visitors who do not adhere to this protocol or follow the instructions of museum staff and volunteers will be asked to terminate their visit.

Admission

- Visitors should avoid crowds in public transport by traveling outside rush hours, or use private transport to go to the museum.
- Visitors can only come to the museum with more than one other person if they are members of the same household (family, partners or housemates).
- One visitor or one person from a group must show the admission ticket(s). Children up to the age of 12 can do this with an adult from the group.
- To give as many visitors as possible the opportunity to visit the museum, you have a maximum of 2.5 hours to walk around the museum (excluding our shop and café). This will be more than enough to view everything.
- Guided tours are available on request for visitors from one household.
- It is possible to reserve the 'auditorium' or meeting rooms, these do have one more limited capacity, taking into account the distance of 1.5 meters.

In and around the museum

- Both in and around the museum, visitors must keep 1.5 metres distance from others outside their household.
- Payment in the museum is by debit card only.
- There is no cloakroom. Visitors should come without a coat if possible or take it into the museum. The same applies to bags: these should be taken into the museum, worn on the front. Large bags can, on request, be stored in a locker.
- The number of people using the toilets at any one time is limited, to ensure a distance of 1.5 metres can be maintained. A staff member may ask visitors to wait before entering the toilets until the number of users allows or the facilities have been cleaned.
- The lift in the museum is only used when necessary and with a maximum of one person at a time.
- At the entrance, entrance doors, in narrow passages and stairwell areas one-way traffic is indicated by stickers on the floor, so that there is always 1.5 meters distance to others outside one's household.
- Each room has a maximum capacity that is displayed at the entrance of the room. A staff member is also on hand to regulate the number of visitors. There is a waiting area outside or in the room, which visitors may be directed to.
- It is currently not permitted to take photos and/or make video recordings.
- Doors, handles, stairs and other surfaces are cleaned regularly throughout the day.

Shop

- A distance of 1.5 metres must be maintained both at the entrance to and inside the shop. A maximum number of visitors is allowed in the shop at any one time.
- Visitors should, where possible, enter the shop alone and with a maximum of two people from their group.
- Visitors should only touch the items they need.
- Payment is by debit card only.

Café

- All visitors to the TextielCafé must sit at a table. The tables are positioned at least 2 metres apart, and tables or chairs must not be moved from their positions (for example, pushing two tables together).
- A maximum number of visitors is permitted in the TextielCafé at any one time. If all the tables are occupied, visitors must wait outside the café.
- A member of staff will direct visitors to empty tables.
- Orders are taken at the table and delivered on a trolley.
- As always, hygiene rules are observed when preparing food. Additional measures have been introduced for cleaning crockery, cutlery and tables and for serving food.

- To prevent waste, a limited menu is offered.
- Payment is by debit card only at the table.

Staff, volunteers and interns

- Staff, volunteers and interns must abide by the general rules and measures.
- Staff, volunteers and interns who are in the risk groups named by the RIVM are not employed in the museum.
- The museum board and management decide which volunteers can be deployed and when. As a result, it may be the case that none or only some of the volunteers are deployed in certain departments.
- Staff, volunteers and interns receive comprehensive instruction on compliance with and enforcement of this protocol.
- Staff without location-related functions should work remotely where possible. Access to the museum is only permitted occasionally and after consultation with and agreement by their manager.
- Where contact cannot be avoided for purposes of first aid, emergency response or assistance, additional measures will be taken, which may include face masks, gloves or other protective equipment. The latest RIVM guidelines always apply.
- The additional protocol for safe and responsible working in the TextielMuseum | TextielLab also applies to staff, volunteers and interns, as do possible additional internal rules, guidelines and measures per role and workplace that are communicated via the manager.

Suppliers

- Suppliers and other external parties must abide by the general rules and measures.
- Makers in the TextielLab must, prior to their arrival, agree to the internal rules, guidelines and measures that specifically apply to working in the TextielLab. These are communicated to makers by TextielLab staff. Makers must come alone.
- Prior to making a delivery, suppliers must agree with the museum where goods will be delivered. Where possible, suppliers should communicate the arrival time to the museum 15 minutes in advance.
- Where possible, goods should be delivered to the door of the museum, otherwise inside the building while the staff member keeps a distance of 1.5 metres. Suppliers must ring the bell upon arrival and then stand back from the door.
- Gloves must be worn when handling packages.
- For the transportation of museum objects (incoming and outgoing items on loan), the corona protocol for transport and logistics applies.