

## Planning and booking your visit

### > When are you open?

The Ashmolean is open 10-5 Tuesday to Sunday and 10-5 on Bank Holidays. Occasionally the Museum closes early. Please note that in order to accommodate other visiting groups we are unable to accept Foreign Language Groups before 2:30pm. From 14.30 onwards on Tues – Fridays during school term. For visits during the weekend (Saturdays & Sunday) and during UK school holiday's you can book groups Tues – Sun from 10am - 5pm.

Please refer to our website for up to date information, including gallery closures: [www.ashmolean.org/plan-your-visit](http://www.ashmolean.org/plan-your-visit)

### > Do I need to book for a group visit?

Booking is essential. To book your visit please contact the Education Department. In order to accommodate other visiting groups we are unable to accept Foreign Language Groups before 2:30pm. To book your visit please contact the Education Department.

Please email bookings requests to: [education.service@ashmus.ox.ac.uk](mailto:education.service@ashmus.ox.ac.uk)

We will reply to your enquiry and confirm a booking within 5 working days.

Or telephone: 01865 278015.

We receive a high volume of phone calls, so you may need to leave a message and we will reply.

### > When do I need to book for a group visit?

Booking is essential. We advise booking well in advance as slots book up very quickly. We require a minimum of 2 weeks notice of the proposed visit date to allow all the paperwork to be processed and a booking letter to be sent.

### > Is there a maximum group size?

We have a maximum limit of 90 students and 10 accompanying adults per organisation per day. If you are bringing students under the age of 18 we ask for a minimum of 1 adult to 10 students. For younger children we suggest a ratio of 1 to 6. Adult leaders must remain with their group throughout their time in the Museum. Each group leader will need a copy of the booking confirmation letter.

When you visit please divide your students into smaller groups (maximum of 10 people in each group) on the museum forecourt, before entering through the main doors. Please stagger entrance through the front door to avoid blocking emergency exits & stairways.

## Arriving at the Museum

### > Is there a coach drop off point?

Please be aware that coaches using the local bus bay on St Giles do so at their own risk. This is not an official coach drop-off and pick-up point and local traffic officials do police this from time to time.

### > Is there any parking nearby?

The Museum does not have a car park. There is on-street pay and display parking near the Museum. There is some designated parking for disabled visitors on Beaumont Street outside the Museum. Visitors are advised to use the Park and Ride.

### > Where do we go when we arrive with our group?

We ask Foreign Language Groups to come to the main Museum entrance on Beaumont Street and check in at the Welcome Desk. We request that groups do not arrive any earlier than 10 minutes before they are booked in.

### **Is there a charge foreign language groups?**

Admission to the Museum is free but voluntary donations are welcome. The suggested donation is £3 per student. Donations can be made via cheque, made payable to the Ashmolean Museum.

## **Facilities at the Museum**

### **> Is there a cloakroom?**

There is a cloakroom for individual visitors to the Museum on the Lower Ground Floor, Level -1. The cloakroom is self service and visitors will need £1 for the lockers and hangers (this is non-refundable).

### **> Can I charge my phone at the Museum?**

There is an iPad and phone charger booth on the Lower Ground Floor, Level -1. There is a charge.

### **> Is there a café?**

There is a café on the lower ground floor and a roof top restaurant. Neither of these spaces can take bookings for large groups but people are very welcome to visit as individuals or in small groups. For more information go to [www.ashmolean.org/café](http://www.ashmolean.org/café) and [www.ashmolean.org/diningroom.com](http://www.ashmolean.org/diningroom.com)

### **> Is there a shop?**

The Ashmolean shop is located on the lower ground floor next to the café. There is also a small shop on Floor 3 linked to the current exhibition.

## **Museum dos and don'ts**

### **> Are there Museum rules?**

The group leader is responsible for the behaviour and conduct of their group when they are in the museum. Please read and share our Code of Conduct: [www.ashmolean.org/plan-your-school-visit](http://www.ashmolean.org/plan-your-school-visit)

### **> Can we eat and drink in the galleries?**

Eating and drinking is not allowed in the galleries.

### **> Can we smoke on the Museum site?**

The Ashmolean is a no smoking site. This includes the forecourt outside the Museum and the outside seating areas in the roof top restaurant.

### **> Can we wear backpacks in the Museum?**

Backpacks can't be worn on peoples backs because of the risk to objects. They can be carried on the front or left in payable lockers in the cloakroom on Level -1.

### **> Can we carry umbrellas in the Museum?**

No. Large umbrellas (that can't fit in your bag) must be left at the Museum entrance. They aren't allowed to be carried in the galleries because of the possible damage they may cause to objects on open display.

### **> Can we take photographs in the galleries?**

Photography without flash is permitted except where otherwise indicated. Please respect other people in the galleries when you are taking photographs. Written permission is required if you wish to use a tripod or video camera.

### **> Can we draw in the galleries?**

People are very welcome to draw in the Museum. Most dry art materials can be used. Please refer to our Art Materials in the Galleries guidance sheet for additional information.

### **Education Department**

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