



## **OPENING OUR DOORS - YOUR QUESTIONS ANSWERED**

The safety and comfort of our visitors and staff remains our highest priority. As such, we have reviewed our procedures in line with government and industry advice to ensure a safe and enjoyable visit.

We will maintain the following COVID-19 safety measures from 30 November 2021:

1. Limiting the number of visitors per day to avoid large crowds indoors
2. Advise visitors to [book tickets](#) online in advance of their visit, so we can manage numbers safely. Walk up tickets will be available
3. We ask our visitors and our staff to wear a face covering in any indoor space (unless exempt)
4. Where possible, one-way routes and entrance and exits have been maintained to help with visitor flow
5. Encourage visitors to maintain social distancing where they can and be mindful of others' health and safety
6. Public guided tours are currently at a capacity of 10 (including children), plus the tour guide
7. Maintain protective screens at payment points and encourage the use of card or contactless payments
8. Providing hand-sanitiser stations for visitors in the key areas of your visit and continue regular cleaning
9. Toilets are open, they are fully accessible with baby changing facilities. We have introduced some new hygiene measures including two hourly inspections and cleaning

For further details about visiting, please refer to our frequently asked questions (FAQs) below.

## **FREQUENTLY ASKED QUESTIONS**

### **When are you reopening?**

We are delighted to be fully open and welcoming anyone who is able to visit safely. Pre-book your ticket [here](#).

### **What is open?**

Our grounds, the Painted Hall and King William Undercroft including the café, the Chapel, the Skittle Alley, (limited hours, please check website for details), our Visitor Centre and both our shops; open 10am – 5pm daily. We are also running daily tours (which are free to Painted Hall ticket holders).

### **Is the Chapel open?**

Yes, the Chapel will be open daily. Please note that it may occasionally be closed for special services and events. Anyone is welcome to attend any of our regular Chapel services. [Find out more](#).



### **Will the Old Royal Naval College be very busy with lots of queues?**

We have a 17-acre site with lots of open space to keep everyone safe and socially distanced in our grounds. We have limited the number of tickets on sale each day for the Painted Hall which has adequate space to enjoy the magnificent setting to ensure that visitors have a safe and enjoyable experience. We recommend you pre-book your ticket [here](#).

### **How do I plan a visit?**

If visiting the Painted Hall, we advise you to book in advance. Pre-book your ticket [here](#). We have signs outlining guidance across the site to help you stay safe whilst you are here.

### **Is there a tour I can take?**

If you wish to take a tour, you will need to book this in advance as we will be limiting numbers for your and our staff's safety. For the tours, we recommend you bring your own headphones for the multimedia guides provided.

We are currently welcoming visits for groups. Guided tours may be split into smaller groups for the comfort of guests and to allow for more space in smaller areas of the site.

We encourage the use of face coverings in our indoor areas.

### **Can I self-guide?**

Yes, visitors can freely look around our grounds and [book tickets to visit the Painted Hall](#). We provide an Explorer Map available in seven languages; Chinese, French, German, Italian, Japanese, Spanish and English, to allow visitors to enjoy our beautiful buildings and grounds in your own time and leisure alongside a detailed map.

The Old Royal Naval College has smartphone tours for visitors to self-guide and enjoy at their leisure. These are available for free on any smartphone using the [Smartify app](#) and includes an architecture tour, a family tour for those visiting with children aged 5 – 12 years, and a Black Greenwich Pensioners tour.

### **How do I get to the Old Royal Naval College?**

Visit our [How To Get Here](#) page to find out details. Please always check before you travel.

### **Can I bring my car and park with you?**

We do not offer onsite parking. Please note that there is limited parking in Greenwich. We encourage you to walk, cycle and check the latest travel advice before visiting.

### **Will there be food and drink available for visitors?**

Whether you wish to enjoy a leisurely lunch in the café, a drink in the pub, or a picnic in the grounds, we have a range of food and drink options for you to choose from. Look out for our seasonal coffee, snacks and ice-cream pop-up stalls across our grounds.



**What are your toilet facilities?**

The Painted Hall toilets are fully accessible and include baby change.

**Are people allowed to bring picnics?**

Yes, but we do ask that you help keep our grounds beautiful and enjoyable for all by taking your litter away with you.

**What Covid-secure measures will you have in place?**

The safety and comfort of our visitors and staff remains our highest priority. We are accredited by Visit Britain as part of the 'We're Good To Go' scheme which enabled us to re-open safely. As such, we have reviewed our procedures in line with government and industry advice to ensure a safe and enjoyable visit. [We will maintain the following COVID-19 safety measures from 30 November 2021.](#)

**Will I have to wear a face mask during a visit?**

We ask our visitors and staff to wear a face covering in any indoor space and in areas where it is less possible to distance from others.

**Will there be hand sanitiser available?**

For visitors, we have hand sanitising stations across our buildings and grounds; these include at the entrance to the King William Undercroft; Sackler Gallery; Ante Chapel; entrance to the Visitor Centre; entrance to the Visitor Centre shop.

**What is the cleaning schedule for common areas?**

We have a rigorous cleaning programme operating 7 days per week picking up all visitor spaces daily.

There will be increased toilet attendance during daytime to provide two hourly inspections and cleaning using disinfectant wipes and sprays.

**What if I still have questions?**

For visits, ticket enquiries and booking please email us at [boxoffice@ornc.org](mailto:boxoffice@ornc.org); for more general enquiries please email us at [info@ornc.org](mailto:info@ornc.org).