

PITSTONE GREEN MUSEUM

Access Policy

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1. Introduction

The Governing Body of the Museum is only too well aware that its income, and therefore its means to continue to exist, is derived mainly from the general public paying an admission fee to enter the Museum when it is open, or by an arranged visit. It is therefore similarly aware that visitors need to enjoy and be satisfied with their visit, and so will consider further visits and communicate their satisfaction to their friends, relatives and neighbours.

2. Policy

Our policy is to always greet customers pleasantly, to treat them with respect, to seek to answer their questions as accurately as possible, to ask if we can help when they look as if assistance is needed, and if our signage is inadequate and we can be spared from the task in hand to offer to take them to their required destination.

If we notice a customer doing, or about to do, something which could be dangerous to himself or which could be harmful to our collection, we aim to advise him/her as politely possible to desist in what he/she is doing and to explain the reason why we are doing so. If as is more likely we discover visitors' children behaving in this way we will first ask the child to desist, and if that meets with refusal we will seek the accompanying adult and ask them as politely as possible to retain control of their child.

As we have a policy that children (under 18 years of age) are not admitted to the museum without an accompanying adult we should never be in the position of having to deal with an unaccompanied misbehaving child.

If a visitor has query of substance regarding any item or items in the collection, whether or not on display, and if it is not possible to deal with that query there and then, we will invite the visitor to return at a mutually convenient time when we can endeavour to deal with the query satisfactorily. If this turns out to be a lengthy process we may invite a donation in return, but we will never demand one.

If a visitor wants a copy of one of the photographs in our collection we make a small charge for this to cover our costs. Copies of this sort will be produced using a computer and a standard inkjet printer and will not be produced using photographic methods. Nor can we use special inks for printing.

3. Conclusion

The governing body has seen the museum expand and improve year by year ever since it first obtained its lease of the site some 22 years ago. It has continually striven to improve its displays and facilities offered to visitors while holding admission prices and other charges at a reasonable level. It has also impressed upon its volunteer staff the necessity to engage with visitors in a friendly and helpful manner at all times, and if a question cannot be answered to find the person who can answer it. The steady rise in annual numbers of visitors coupled with the increasing profit margin demonstrates that this policy must be at least partially correct.

This Policy was adopted by the Executive Committee of Pitstone & Ivinghoe Museum Society on 12th July 2012.

Signed Chairman