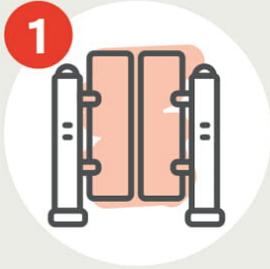


# MUSEUMS AND HERITAGE SITES GUIDELINES



MADRID  
CONVENTION  
BUREAU

Recommendations for  
reducing infection  
by coronavirus  
SARS-CoV-2



Based on the number of visitors and the size of the museum, **access control systems**



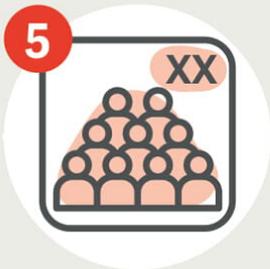
Promotion of **advance purchase** and **time slots** for visits



**Payment by card**



**Disinfecting floor mat** at entrance



**Communicate the capacity**



**Elevators** exclusively for the use of members of the **same family unit**.  
**Hand sanitiser** at the doors



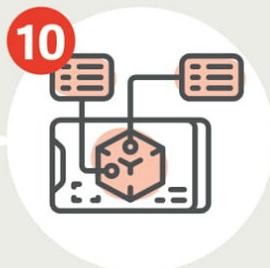
**Suggested itinerary** indicated



**Groups:** design of itineraries (stops, spaces, pax) to guarantee distances



**No leaflets** or ones designed for single use



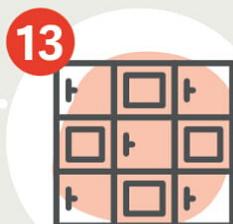
**Information** through **digital channels**



**Audio guides:** use of disposable or the visitor's own earphones



**Breastfeeding room:** opened upon request



**Coat check:** backpacks and other parcels, in bags and handled by the customer

1. The following prevention measures should be observed: according to the greater or lesser number of visitors and the size of the museum, access control systems (for example calculation of crowd size by advance sales, ticket sales, thermographic camera) should be considered.
2. Whenever possible, the museum should encourage reservations and ticket sales online or through a system of arranging visits by telephone, applications or other channels in order to be able to follow the indications of the museum's contingency plan, particularly with respect to capacities in internal itineraries and access points. The volume of visitor traffic and the hours should be considered, establishing, if necessary, time slots for visits.
3. The following prevention measures should be observed: online sales should be encouraged in order to reduce physical contact, as well as payment by card or other electronic means. This should be applied to all museum services.
4. It is recommended that disinfecting floor mats be placed at museum entrances.
5. The following measures should be observed to prevent infection among visitors: communicate the maximum capacity. As regards guided visits, the museum should determine the maximum number of people in a group, considering in all cases the regulations issued by the competent authorities on the subject.
6. The museum should observe the following measures: the maximum capacity of elevators (if available) should be determined and communicated to visitors. The rule of not allowing them to be shared by people from different family units and/or groups, except when masks are worn, should be applied. Disinfectant solution next to the elevator.
7. The following prevention measures should be observed: the suggested itinerary (if various itineraries are possible) should be indicated to reduce contact between people (for example, one-way route, separate entrance and exit).
8. As for guided visits, the museum should determine: how the visit will be conducted, the itinerary and possible limitations on the itinerary; to do so, it should consider the possibility of stops in front of certain works, the available space, the number of visitors in a group, as well as protection measures for the guide and visitors. If safety distances cannot be ensured during the visit, the visitors and guide should wear masks.
9. The following measure should be observed to prevent infection among visitors: eliminate leaflets within the reach of visitors. If leaflets are provided, they should be single use.
10. The following measure should be observed to prevent infection among visitors: promote virtual information through digital channels (museum and municipal websites, apps, etc.).
11. When the museum uses audioguides or radioguides, the use of the visitors' own earphones should be encouraged, or disposable earphones should be used. If the museum provides the devices, they should be disinfected after each use and stored in spaces with no human contact and protected.
12. The museum should observe the following measures: If a breastfeeding room is available, it should be kept closed and only opened upon request to a staff member; in any case, visitors should be informed of the procedure for requesting access. The museum staff should disinfect it adequately after use.
13. The museum should observe the following measures: in the coat check service (if provided), storage of visitors' clothing should be avoided, allowing only storage of backpacks and other parcels such as umbrellas, which should be placed by the visitors themselves into bags provided by the museum. If lockers are available, the necessary prevention and hygiene-sanitary measures should be established to ensure their use under safe conditions (for example, by providing disinfectant wipes).