

## **FAQ – Visiting the Aurora History Museum During the COVID-19 Pandemic**

### **Can I reserve more than one time block on the same day?**

Yes. For example, if you reserve spot(s) in the 10:30 a.m. - 11:50 p.m. time slot and also in the 1:00 p.m. - 2:20 p.m. time slot, you would leave the museum when we close between 12:00 p.m. and 1:00 p.m. for extra cleaning measures. The hour could be a good time to picnic on the lawn or walk around the pond in the park across from the courthouse. Or you might reserve the two morning time slots or the two afternoon time slots.

### **Can I reserve a time for myself or my family/group to visit the museum without any other visitors from outside my family/group present?**

Yes. Please call the museum at 303-739-6660 to book this reservation over the phone.

### **Can I bring more than 10 people in a group if we are all from the same organization or family?**

Respectfully, no, not at this time. To reopen and stay open safely during the COVID-19 pandemic we must follow state guidelines for controlled capacity and social distancing based on the square footage of our public space inside our building. Thank you for helping us do this.

### **Do you have special hours for people who may be at higher risk of serious illness from COVID-19?**

High COVID-19 risk visitors are encouraged to book the first time slot. However, visitors may call the museum at 303-739-6660 to reserve any currently empty time slot with front desk staff in which they as an individual or as a group (ten or fewer people in total) will be the only person or people in the building.

### **The 1 hour + 20 minute time slot wasn't long enough. Can we please stay for ten more minutes?**

Respectfully, no. As time reservations fill up, visitors need to adhere to their reserved time slots and leave the building at their end time to ensure the museum can follow important safety protocols that allow the museum to be open during the COVID-19 pandemic.

Visitors may ask at the front desk or go online using their mobile phones to reserve online in the next incoming time slot if there are enough openings to accommodate. Please communicate with staff at the front desk if doing so.

### **Do my children need to wear masks?**

Yes, if they are aged two or older.

On July 16, Governor Polis issued Executive Order D2020-138, which states that everyone 10 years and older entering into a public indoor space must wear a mask.

Tri-County Health Department has also issued a [Health Order Requiring Facial Covering](#), stating that parents are strongly encouraged to have children aged 2 and older to wear coverings.

According to the Center for Disease Control, COVID-19 can be spread by people who are asymptomatic, or not exhibiting symptoms. In order to protect members of our community who are vulnerable to this illness, a face covering provides an extra layer of safety. Our staff takes our responsibility to the citizens of Aurora seriously, and we thank you for your support in this matter.

### **I don't have a mask or face covering. What can I do?**

Please call ahead and let us know or ask for assistance at the museum front desk. We are happy to provide you with a mask to use at the museum if and when we have masks available. The Sanders Museum Store also offers inexpensive bandanas for sale.

### **Where do I go when I arrive at the museum?**

We are assigning entrance and exit points to establish a directional flow of foot traffic. Look for the red brick building located on the north side of the great lawn, in front of the police station. Located near the sidewalk that runs through the center of the great lawn, there is a ramp leading up to the museum's patio and main lobby entrance. There are also stairs between the patio and the courtyard. The door on the right will serve as the entry point while the east door located on the opposite side of the building (near the AMC building) will serve as the exit point. (All doors will continue to serve as emergency exits, however.)

### **How do I check in when I arrive at the museum?**

Please wait outdoors and maintain physical distance of at least 6 feet from other people outside of your group. Museum staff will confirm your

reservation with you and let you into the building during your reservation time block, as close to your start time as possible. We are busy cleaning high touch areas before you come in and are working hard to be ready for your arrival.

**Are public restrooms open?**

Yes. Please maintain 6' distancing as much as possible. This may mean waiting in line to go into the restroom until someone exits the restroom.

**Is the Museum Store open?**

Yes. Books, toys, Aurora souvenirs, Colorado-made items and more are available. There are fun, new science kits too. However, to minimize person-to-person contact all items should be paid for via credit or debit card. The customer will insert or swipe their card in the reader themselves during the transaction at the front desk.

**I usually put some money in the donation box when I visit. Is that still an option?**

Yes. The museum always welcomes monetary donations. The donation box is still located in the lobby and will be wiped down regularly. Monetary donations may also be made at the front desk via credit or debit card in no-contact transactions with front desk staff. This is a good option if a donor would like a receipt.

**How many people will be allowed to go inside Trolley Trailer 610 at once?**

Following state guidelines for social distancing requirements, two people will be allowed inside Trolley Trailer 610 at a time.

**Is there a guided tour during my visit?**

All visitor reservations at this time are for self-guided tours through the museum's current exhibits. There will be no volunteer docents on site.