

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 refer to our website for up to date information, including gallery closures:

www.ashmolean.org/plan-your-visit

> Is the Ashmolean accessible for wheelchair users?

The Ashmolean is accessible for wheelchair users. There is lift access to all floors.

> Do I need to book for a group visit?

Booking is essential, even for self conducted group visits. Groups who have not booked may be turned away if the Museum is busy. For booking information please visit: www.ashmolean.org/plan-your-visit-adult-groups

> Is there a maximum group size?

Within reason we can accommodate most large groups. We recommend a maximum of 12 people for gallery talks and ask that large groups divide in to smaller groups to move around the Museum.

> Is there a charge for adult groups?

We charge for guided tours led by members of Ashmolean staff. Self conducted visits are free but if your group can afford it a voluntary donation helps us continue to develop and deliver our programmes. To find out more about our charges and what we can offer please visit: www.ashmolean.org/adult-groups

> Can I book teas and coffees for my group?

Groups can arrange refreshments / lunches with Benugo hospitality, our onsite catering team. For more information and to place orders please call 01865 610410 or email benugohospitality@ashmus.ox.ac.uk.

> How can I find out more about the exhibition programme?

For more information about current exhibitions please visit: www.ashmolean.org/exhibitions

Please contact the Education Department to make a group booking. Group bookings are usually allocated at quieter times eg before 11 or after 2:30 and are limited to 20 people per timeslot. We are unable to take bookings for the final two weeks of any of our temporary exhibitions.

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 normally ask Adult Groups to come to the main Museum entrance on Beaumont Street and check in at the Welcome Desk. However, please check your booking confirmation letter carefully as this may vary. Your letter will also explain where your gallery lecturer will meet you if you have booked a tour.

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 for this service.

> 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 and 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

> 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. If in doubt please ask a member of gallery staff, they will be happy to help. 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. High quality photographs may be ordered from the Picture Library: www.ashmolean.org/ordering-images

> Can we draw in the galleries?

People are very welcome to draw in the Museum. Most dry art materials can be used eg pencils, ballpoint pens, felt pens, coloured pencils, drawing boards, pencil sharpeners (with pots to catch the bits) erasers, as well as sellotape, staplers and dry collage materials. Please refer to our Art Materials in the Galleries guidance sheet for additional information.

Please contact us if you have any questions

Education Department

Ashmolean Museum
Beaumont Street
Oxford OX1 2PH
T. 01865 278015

E. education.service@ashmus.ox.ac.uk

www.ashmolean.org/learn