



- On the front of the museum there is a sign that says The Hancock Museum.
- The museum entrance is up some steps, you will need to use these steps, the ramp or the small lift to access the museum.
- The museum is open from **10am - 5pm on weekdays** and **10am - 4pm on Saturday** and **11am - 4pm on Sunday**.



- There is a small carpark for blue badge holders to the right of the museum entrance. It is operated on a first come, first served basis.
- If you are arriving in a minibus call the learning team on (0191) 208 6778 to discuss parking arrangements.
- The nearest car park is further along Claremont Road, 10 minutes walk from the museum.



- When you arrive at the museum there will be a one door entry system in place.
- You may need to join a queue and wait your turn.
- Once at the door you will see hand sanitiser stations and a short video explaining some of the measures we have in place to keep you safe on your museum visit.

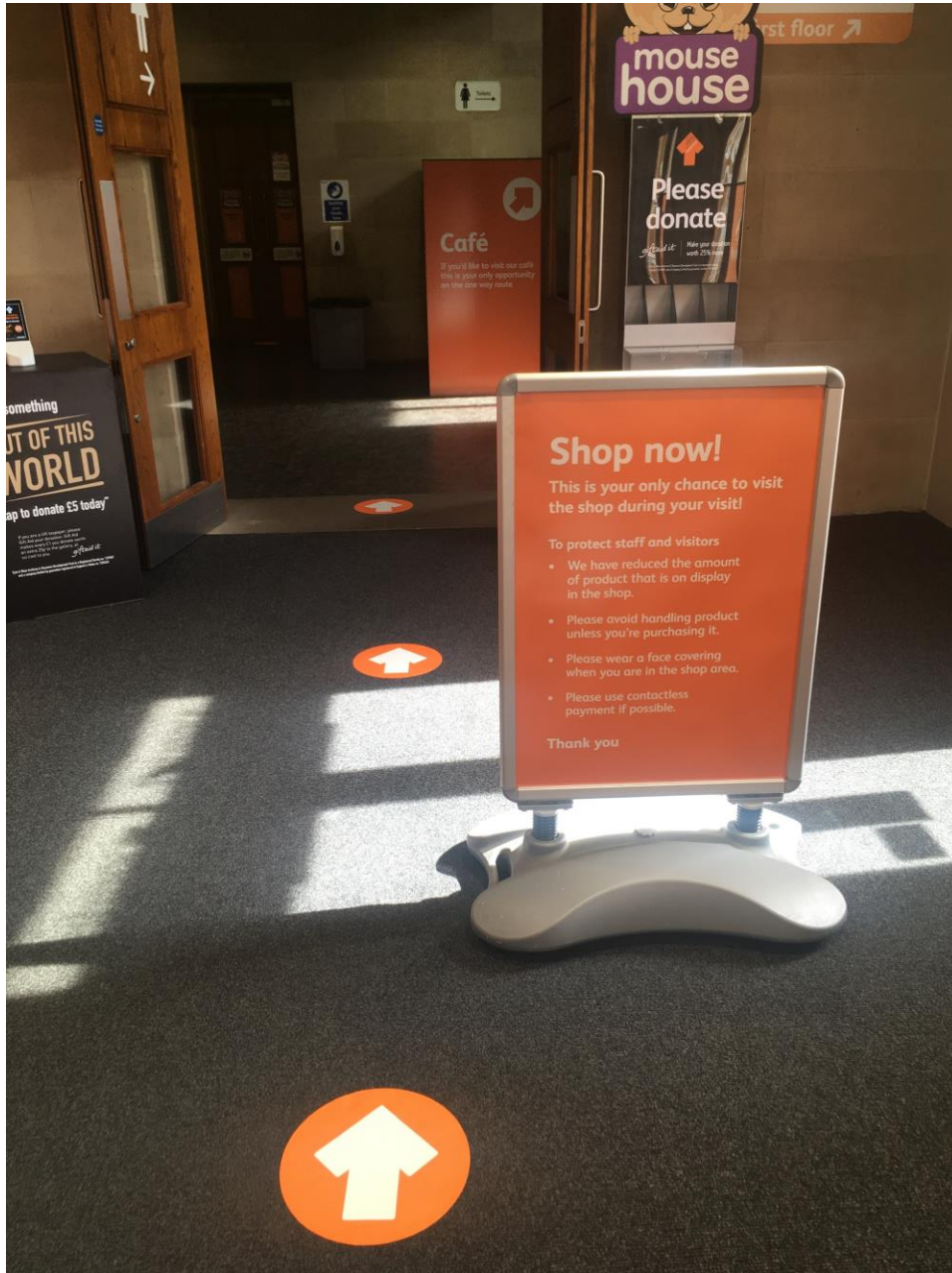


- Please wear a mask when inside the museum, unless you are exempt on government guidelines.
- Sign in with a member of staff at the welcome desk.
- Please listen to what they have to say about how to enjoy your museum visit safely.
- Sometimes there are loud tannoy announcements. If you require ear defenders to borrow for your visit, please ask at the desk.

## Evacuation – what to do in the event of a fire



- If you hear a loud voice telling you to leave the museum, over the tannoy, you will need to leave the building quickly and calmly by the safest route.
- Follow the instructions of staff members and remember, do not use the lifts.



- Due to the one way visitor route you can only visit the shop at the start of your visit.
- If you wish to browse the shop or make a purchase make sure you do so straight away before following the one way visitor route into the museum galleries.

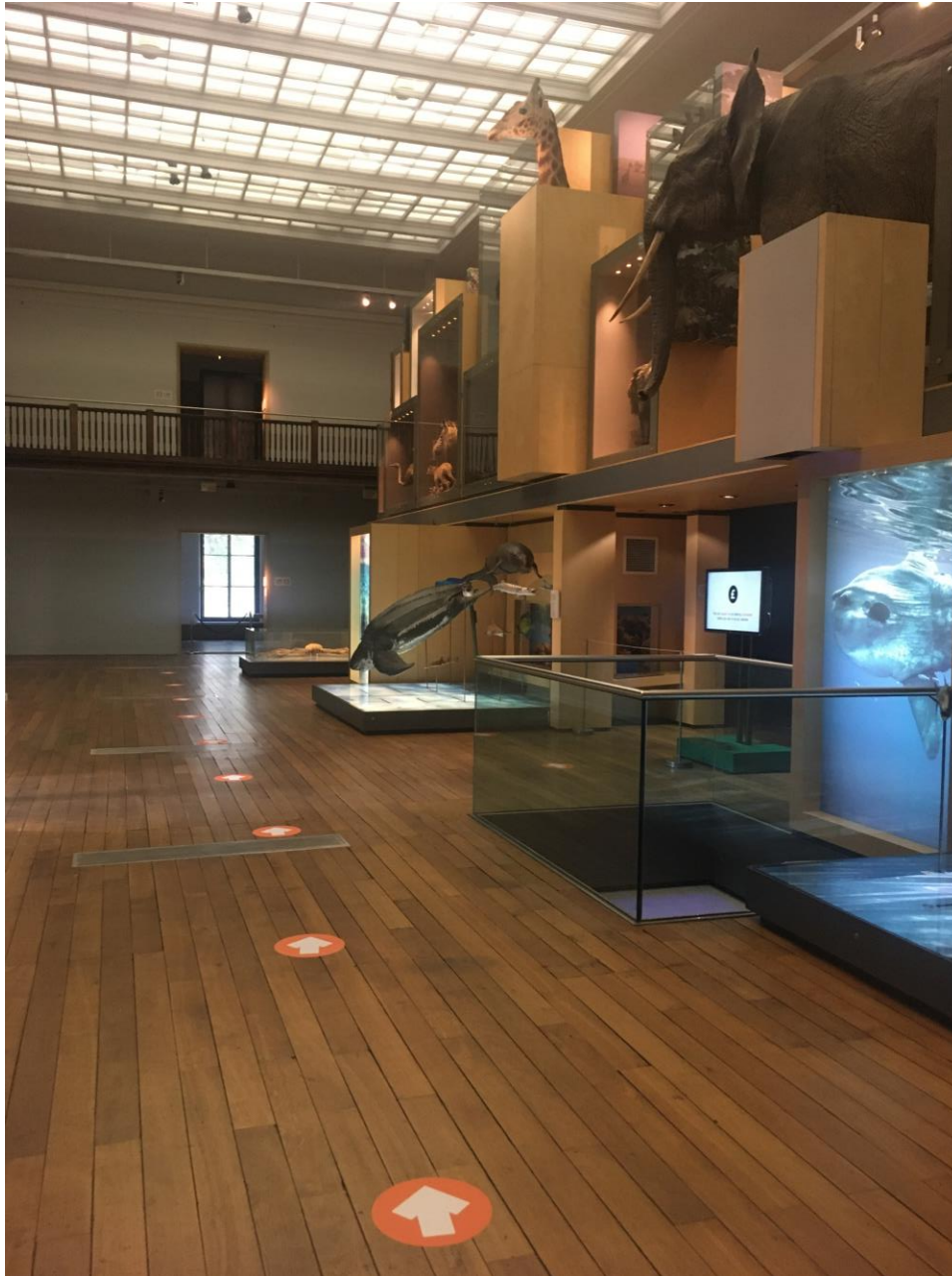


- Due to the one way visitor route, the Café is only accessible at the start of your visit.
- If you wish to visit the café please do so before following the route into the museum galleries.
- Along the visitor route you will pass toilets, please take this opportunity to use the toilet if you need to do so. One party is allowed in the toilet at a time.



- For our visitors safety some areas of the museum are not open.
- An example being the under 5's Mouse House area.
- Areas that are not open are marked clearly. Please take notice.





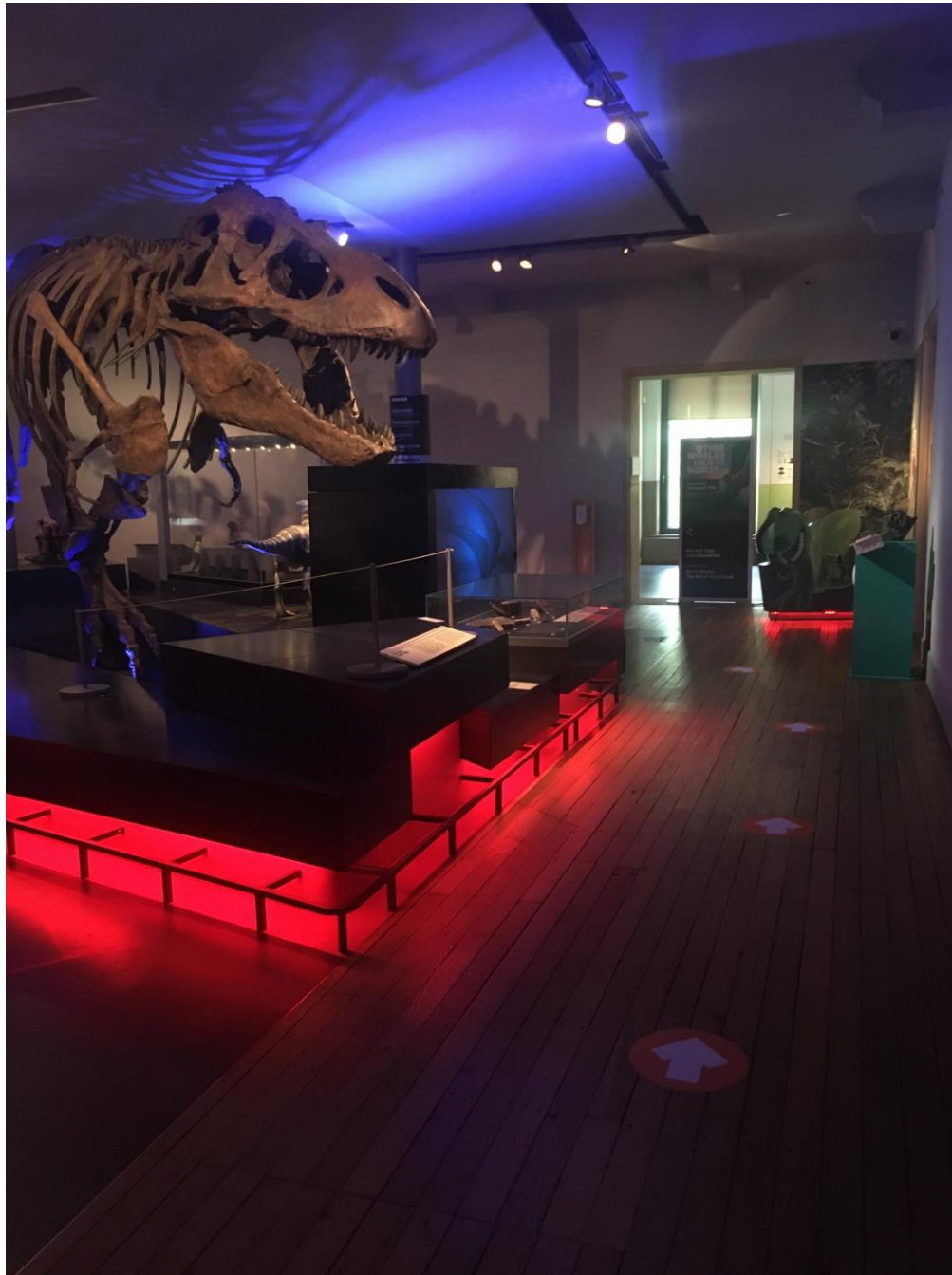
- Make sure you follow the orange floor markings they will point you clearly along the visitor route.
- Stay with the other people in your group and socially distance from other museum visitors.
- Enjoy viewing the museum collections along your way!



- The visitor route will take you along the ground floor first.
- Following the arrows you will explore the Living Planet gallery, Hadrian's Wall gallery and the Fossil Stories gallery.
- Follow the orange arrows to ensure you stay on the correct path!



- For your safety some of our interactives are unavailable at this time.
- They are labelled clearly.



- Big Mike, our replica T-Rex cast, is still in the museum and looking forward to welcoming you back.
- Can you spot him?



- Look out for hand sanitiser along the visitor route.
- Help yourself and regularly clean your hands!



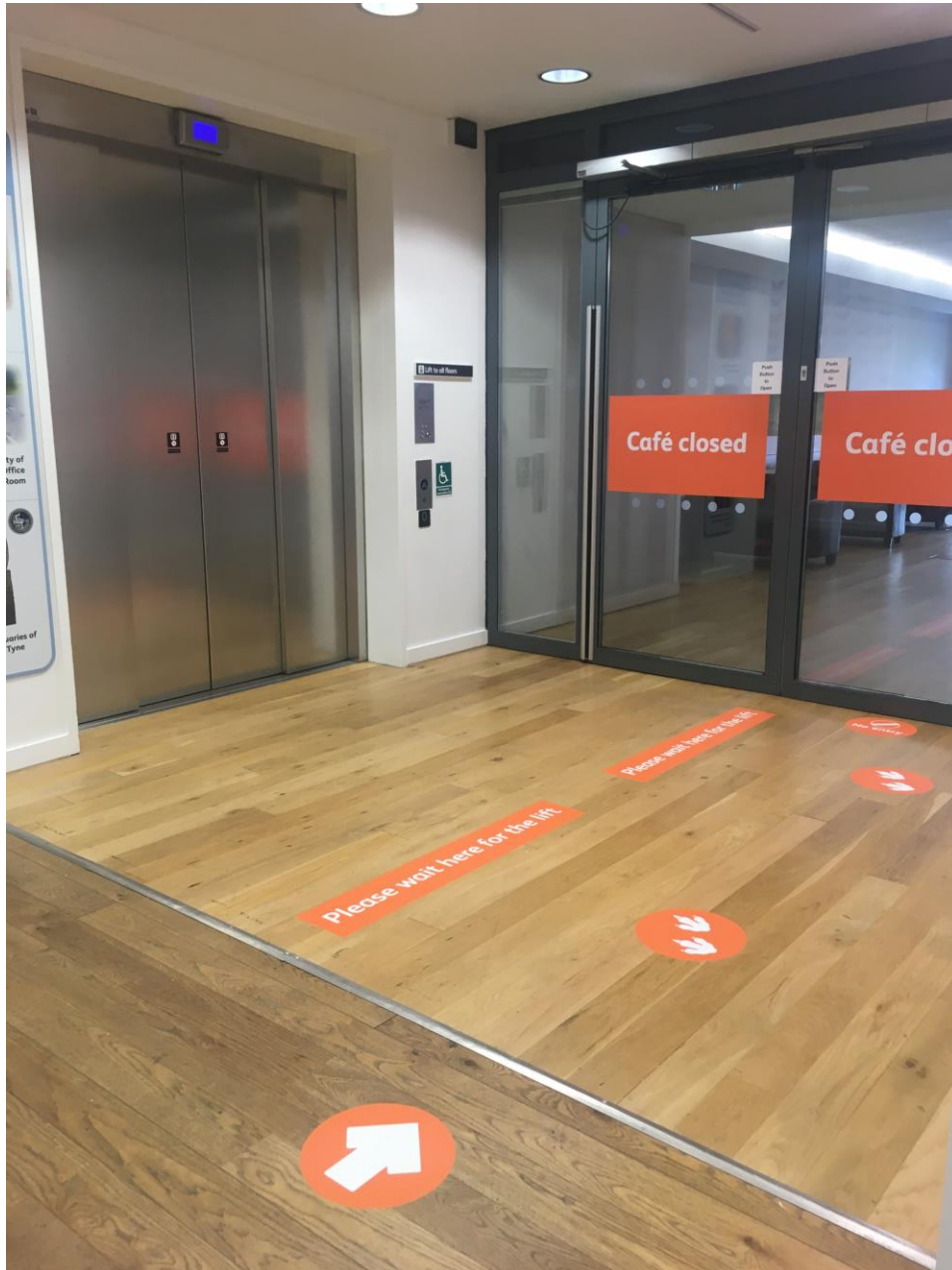
Once you have explored the downstairs galleries the visitor route will take you to Butterfly corridor.

Here you can:

- Visit the toilet. Remember one party at a time!
- Exit the building
- Follow the visitor route up the stairs to explore the first floor.

OR

- Follow the visitor route to the lift which will take you upstairs to explore the first floor.



- There is one lift in operation.
- You may need to wait, with your group, for your turn.
- Waiting areas are marked.
- 1 group going up to the first floor and 1 group coming down to the ground floor may enter the lift at the same time.
- Inside there are two zones for each group to wait at a safe distance to each other.



- Alternatively you can use the stairs to continue following the visitor route to explore the first floor of the museum.
- There is hand sanitiser at the bottom, help yourself and if needed hold the handrail.





- First you'll explore the Ancient Greek gallery



- Then you'll have a final choice to visit the café by turning left.
- Turn right to continue along the visitor route.



- The route will take you to explore the balcony in the Living Planet gallery.



- Next you'll enter the World Cultures gallery



- The visitor route will then lead you into the Natural Northumbria gallery.
- Some areas of this gallery are closed. Including the hides and interactive displays. These are clearly marked.



- Lastly, you'll enter the Ancient Egypt gallery.

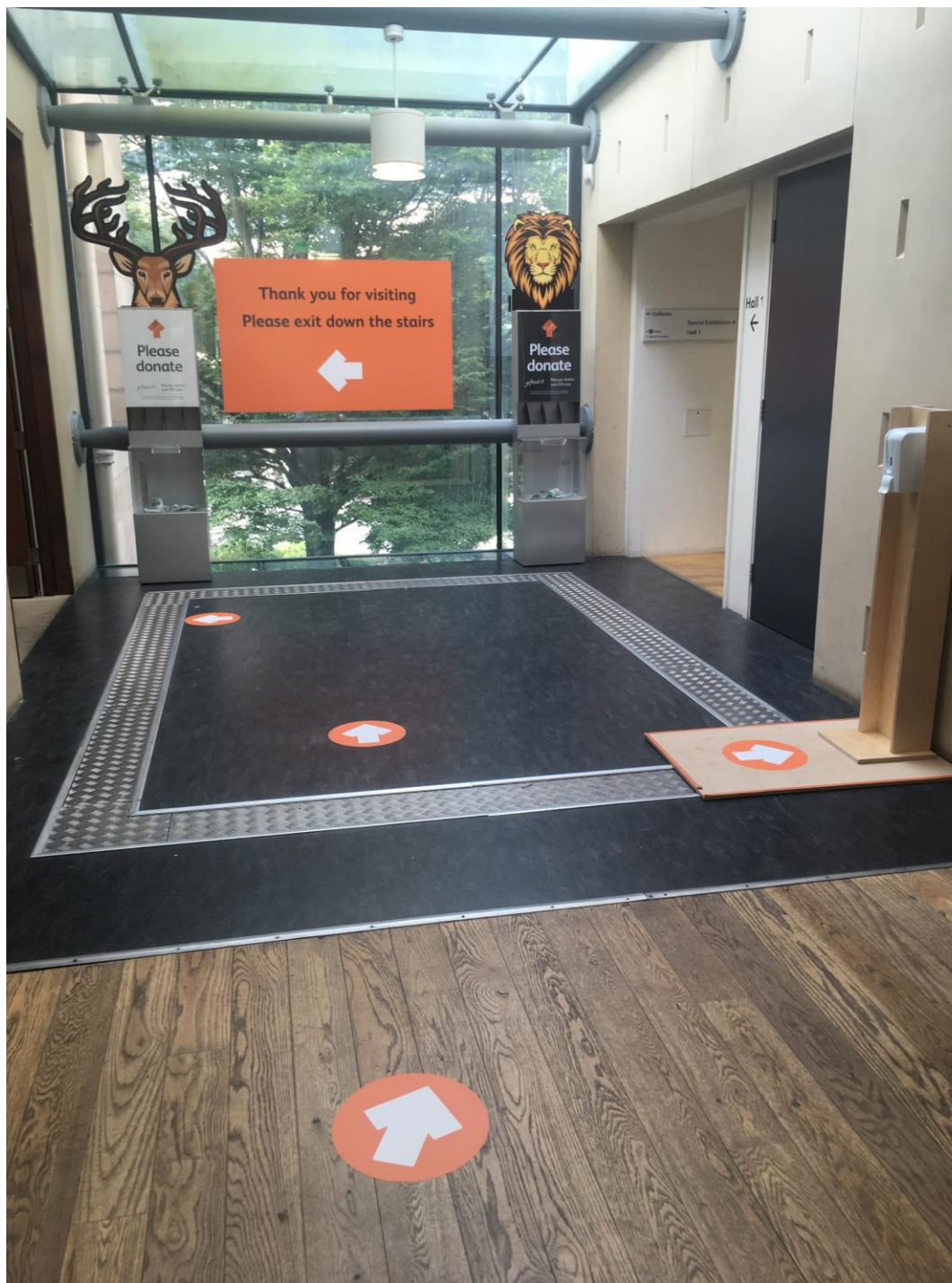


- The Journey to the Afterlife interactive/sensory tunnel is still open but operating via one-way entry.
- One party is permitted at a time.
- You may need to queue and wait your turn.
- You don't have to visit the Journey to the Afterlife tunnel, alternatively you can walk around.



- Continue following the visitor route to exit after the Ancient Egypt gallery.





- After exiting the Egypt gallery you will see another hand sanitising point. Help yourself.
- Next you can either continue following the visitor route to exit via the stairs.



- OR you can turn right to exit via the lift.
- There might be a queue so you may have to wait your turn.



- You will then exit the building onto Claremont Road.



We hope you have a great visit with us and we look forward to meeting you soon!

If you have any more questions about your visit e-mail us:  
[learning@greatnorthmuseum.org.uk](mailto:learning@greatnorthmuseum.org.uk)