

## Ordsall Hall Re-opening FAQs

### When does the Hall re-open to the public?

The Hall re-opens on Monday 13<sup>th</sup> July 2020. It will be open every Monday, Wednesday and Thursday from 10am – 2pm.

We will re-open the Hall in phases, meaning that our opening hours will gradually increase as follows:

- **Wednesday 29<sup>th</sup> July – Thursday 13<sup>th</sup> August 2020:**  
*Monday, Wednesday and Thursday: 10am – 4pm*
- **Sunday 16<sup>th</sup> August – Sunday 13<sup>th</sup> September 2020:**  
*Monday, Wednesday and Thursday: 10am – 4pm*  
*Tuesday: 10am – 2.30pm*  
*Sunday: 11am – 4pm*
- **Monday 14<sup>th</sup> September – Thursday 30<sup>th</sup> October 2020:**  
*Monday, Wednesday and Thursday: 10am – 4pm*  
*Tuesday: 10am – 2.30pm*  
*Sunday: 11am – 4pm*

### Are the gardens open every day?

The gardens are open to all every day, and from 10am – 12pm Tuesdays and Fridays. There is no need to book, you can just turn up and enjoy them for free.

### Can I just turn up and have a look around the Hall?

No, you will have to go online and pre-book a stewarded tour. Tours will be stewarded by a member of staff, and last around 1 hour. They will take in most rooms of the Hall apart from the attic space and the upstairs East Wing (the Great Chamber, Privy Chamber and Plaster Ceiling Room).

### Are the tours free?

Yes, but when you book you will be politely asked for a £3 per person donation which will go towards the upkeep of the Hall so that we can continue to open it for the enjoyment of everyone.

### What time are the tours?

Pre-booked tours of the Hall (for up to 8 people) will operate during the following times:

- 10.15am – 11.15am
- 11.30am – 12.30pm
- 12.45pm – 1.45pm

### Can I use the toilets at the Hall?

Yes, there will be one accessible toilet available for visitor use in the ground floor reception area.

### Will the café be open?

The café will be open but will only offer a takeaway service on drinks and snacks.

### **Can I sit indoors to have a drink?**

Visitors can sit in the gardens and in the Hall's orchard where there are socially distanced picnic tables available for public use.

### **Can I buy something from the shop?**

Yes! Though we do ask that visitors look at our products with their eyes, rather than their hands, before making a purchase.

### **Do I have to wear a facemask?**

As the visitor experience will operate at a safe social distance, there is no need for visitors to wear face masks. As our staff and volunteers are able to work at a safe social distance, they will not be wearing face masks.

### **Will there be hand sanitisers?**

Yes, free hand sanitisers will be available for visitor use on-site.

### **Do I have to pay for car parking?**

Yes, our car park charges are as follows:

- £2.50 for up to 3 hours
- £5.50 for 3 – 6 hours
- £9.00 for over 9 hours

### **Will you have any events on over the summer?**

At the moment, we are adhering to government guidelines and have postponed most of our events for July and August. Please [see our website for further updates](#). We hope to resume our events and activities programme as soon as it is safe to do so.