

## 7.4 Visitor Facilities (Interim)

7.4 ■ Please indicate the visitor facilities provided by the museum.

■ The provision of toilets and a telephone with answering service are Minimum Standards for Interim Accreditation.

Telephone with answering service	<input type="checkbox"/>
Toilets	<input type="checkbox"/>
Toilets for the disabled	<input type="checkbox"/>
Baby changing	<input type="checkbox"/>
Lift	<input type="checkbox"/>
Cafe	<input type="checkbox"/>
Shop	<input type="checkbox"/>
Cloakroom	<input type="checkbox"/>
Parking	<input type="checkbox"/>

### ■ Requirements

- (i) Applicants must have a telephone system with an answering service.
- (ii) Applicants must have a toilet on the museum premises.

### ■ Guidelines

#### A. Telephone

- (a) All messages and queries should be replied to as soon as possible.
- (b) When taking group bookings, a system should be in place to allocate a time to visit and ensure that visitors have enough time to visit.
- (c) All bookings should be confirmed in writing.

#### B. Toilets

- (a) All toilets should be maintained to the highest standards.
- (b) Baby changing areas should be clean and properly equipped.