

## **FREQUENTLY ASKED QUESTIONS**

### **When is Winterthur open?**

As of October 1, Winterthur is open Tuesday through Sunday, 10:00 am–5:00 pm. Members may also walk every day beginning at 7:00 am. Reservations are requested so that we can monitor capacity.

### **How do I visit?**

Please reserve a timed ticket by visiting [winterthur.org](http://winterthur.org), or by calling 800.448.3883, x7029. Information and Tours office hours are: 9:00 am–4:00 pm, Tuesday through Friday; 9:00 am–3:00 pm on Saturday, and 9:00 am–2:00 pm on Sunday. Please visit [this page](#) for information about hours and timed entry to the museum, garden, and the exhibitions.

Reservations are strongly recommended. You may purchase tickets at the Visitors Center if space is available for your desired time slot.

### **Do Members need their cards?**

Yes, please carry your Member card when visiting.

### **What parts of the property are available/accessible?**

The entire estate is open by reservation, but capacity is limited, to comply with the State of Delaware's covid-19 precautions. Please note that Enchanted Woods children's garden is open for walking, but most features are closed to play until further notice. Signs and maps across the property will facilitate safe exploration of outlying areas, and you can access online garden and trail maps at [winterthur.org/map](http://winterthur.org/map). Maps are also available at the Picnic House in the main parking lot. We continue to mark Winterthur's extensive system of trails and update the map, so check back frequently. Please note: Capacity is limited.

### **Are shuttles running?**

Yes. Our shuttle buses provide transit to and from the Visitor Center and the museum 10:30 am–5:00 pm.

### **Are trams running?**

Tram tours of the gardens are available Tuesdays through Sundays at the bottom of the hour from 10:30 am to 3:30 pm. Advance reservations are required. Please call our Information and Tours Office at 800.448.3883, x7029\* to reserve. Capacity is limited to ensure safe physical distancing. Face masks are required.

**Is there accessible parking?**

Yes, in the Visitor Lot. There are also a limited number of handicap parking spaces on Old Gate House Road, near the entrance to the museum and galleries. Please mention your need for these spaces at the Gatehouse when you enter. Our Motor Patrol staff will be summoned to guide you to these spaces.

**Where do I park?**

You may park in the Visitor Parking Lot. Please follow the signs and leave one empty space between cars.

**Is the store open?**

The Winterthur Store and Bookstore are open Tuesday–Sunday, 12:00–5:00 pm. Shop online at [www.winterthurstore.com](http://www.winterthurstore.com).

**Am I required to wear a face mask?**

Yes, masks must be worn in all indoor areas at all times. Outdoors, masks are required whenever it is difficult to maintain a safe physical distance of at least 6 feet from others who are not from your household. Masks are required on all guided tours, including garden walks and tram tours. Masks must securely cover your nose and mouth. If you have a medical condition that prevents you from wearing a face mask, we ask that you do not visit at this time.

**Are restrooms cleaned and disinfected regularly?**

Yes. Restrooms are cleaned and disinfected several times a day, using cleaning products that are approved by the Environmental Protection Agency as effective against most bacteria and viruses, including the novel coronavirus that causes COVID-19.

**Is hand sanitizer available?**

Yes, hand sanitizer is available in the restrooms.

**Is food available for sale? Can I picnic?**

The Pavilion Café is open Tuesday through Sunday, 11:00 am–2:00 pm. You may bring your own picnic. Please carry in and carry out.

**What should I do with my trash?**

Please take your trash with you when you leave. If you must deposit your trash, there are waste receptacles in the Picnic House in the Visitor Parking Lot.

**Will you remind visitors to maintain physical distancing?**

Yes. Signs throughout the property remind everyone to maintain an appropriate physical distance of at least 6 feet when they encounter others.

**Are there one-way walking paths?**

Yes, in areas where paths are narrow, we may direct visitors to follow one-way marks/arrows.

**What if I have an emergency while I'm on the property?**

Please call our emergency line at 302.888.4911 to ensure a swift response. Our property is vast; by calling our emergency dispatcher, you will be tended to in the most expedient way. If outside first responders are necessary, they will be guided to you by our Public Safety officers.