

## **WINTERTHUR REOPENING FREQUENTLY ASKED QUESTIONS**

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

Garden and walking paths are open Tuesday through Sunday, with modified hours. Members may also walk on Mondays. (Note that Winterthur is closed July 6.) Galleries are open Tuesday–Sunday, 10:00 am–5:00 pm.

### **Who can visit?**

We are pleased to welcome all visitors once again. Reservations are required, however.

### **Are tours of the house available?**

Not at this time. As soon as they are, we will update our member communications, website, and social media channels.

### **Can Members bring guests?**

We encourage you to share your guest passes with friends and family. Member guests must make a reservation. Upon arrival, they must check in at the Visitor Center, then drop their completed guest pass in a box at the reception desk. Guests may also visit without the Member as long as they have the physical pass and reservation. At this time, Member guests cannot make a reservation for Members-only hours.

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

You must reserve a timed ticket to walk the Winterthur garden and grounds or to enjoy the galleries.

Daily time slots for the garden and grounds are 10:00 am–1:00 pm, 12:00–3:00 pm, and 2:00–5:00 pm. Members may also reserve tickets for 7:00–10:00 am and 5:00–7:00 pm.

You must reserve a 90-minute timed ticket to enjoy the galleries Tuesdays through Sundays. Time slots are 10:30 am–12:00 pm, 1:00–2:30 pm, and 3:30–5:00 pm.

Upon making a reservation, you will receive an e-mail with a link to a ticket to print at home. Please bring the ticket when you visit the galleries. If you are visiting the garden and grounds, you may leave the ticket on the dashboard of your car.

### **How can I make a reservation?**

Reservations can be made [online](#) or by calling 302.888.4600. In June, please call between 9:00 am and 2:00 pm, Tuesday through Sunday. In July, please call between 9:00 am and 4:00 pm, Tuesday through Friday, 9:00 am and 3:00 pm on Saturdays, and 9:00 am and 2:00 pm on Sunday.

### **What if I have trouble making the reservation or printing my ticket?**

Please call our Information and Tours Office at 302.888.4600 during the hours listed above for help making a reservation or if you have difficulty printing your ticket at home. The office can also be contacted at [tourinfo@winterthur.org](mailto:tourinfo@winterthur.org).

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

Please carry your Member card when visiting.

**I just joined, so I don't have a Member ID yet. How do I make a reservation?**

Please e-mail [tourinfo@winterthur.org](mailto:tourinfo@winterthur.org) or call the Winterthur Information and Tours Office at 302.888.4600. We will be happy to help.

**Are you honoring reciprocity through AHS, NARM, or ROAM?**

Yes. Please note that there are [zip code exclusions](#), but no blackout dates. You must have a reservation and mention the organization you belong to. Bring the appropriate card for check-in at the Visitor Center.

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

Almost all of the estate is available to walkers. Please note that Enchanted Woods children's garden is open, 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.

**Are trams running?**

Shuttles to and from the Visitors Center and the museum are not available at this time. Tram tours of the gardens are available on Fridays and Sundays only at 10:00 am, 11:00 am, and 12:00 pm. Please call our Information and Tours Office at 302.888.4600 during the hours listed above to reserve. Capacity is reduced to ensure safe physical distancing. Wearing of face masks is required.

**Is there handicap parking?**

There is 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?**

Yes. The Winterthur Store and Bookstore will be open 12:00–5:00 pm Tuesday through Sunday. Physical distancing measures are in place and transactions are contactless.

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

Outdoors, wearing of masks is required whenever it is difficult to maintain a safe physical distance of at least 6 feet from others who are not from your household. Wearing of masks is required on all guided tours, including garden walks and tram tours. Indoors, you must wear a mask at all times.

**Are rules enforced on the property?**

Our Public Safety Officers are on-site to ensure that all visitors have a reservation and are following the guidelines noted on our [Covid-19 webpage](#) and as indicated on signs posted around the estate. Please understand that we not only want to comply with state guidelines for preventing the spread

of Covid-19, but that it is our greatest wish to keep all staff, students, and our valued visitors as safe as possible.

**Are restrooms available?**

Public restrooms are open throughout the estate, including the Picnic House, located in Visitor Parking.

**Are restrooms cleaned and disinfected regularly?**

Yes, the open 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?**

Hand sanitizer is available in the restrooms.

**Is water available for purchase?**

No. We recommend you bring your own water bottle. Water bottle fillers are available in some places on the estate.

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

When you make your reservation, either online or by phone, you have the opportunity to order from a menu of box lunches/picnic baskets. Online, choose “Museum Fare” to add lunches to your cart. Picnics have always been allowed at Winterthur. Please carry in and carry out. No food will be for sale on-site.

**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 close if there are too many people?**

Yes. To ensure appropriate physical distancing, Winterthur may temporarily restrict access. We are permitted to operate at reduced capacity during this phase of the state’s reopening. Capacity is controlled through timed ticket/reservations. When we reach our reservation limit for a time period, we will temporarily restrict access to the estate.

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

Yes. Across the property, signs will remind you to maintain an appropriate physical distance of at least 6 feet when you encounter other visitors and our staff. We will include reminders in our weekly Member e-newsletter and in other communications.

**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.

**Can I walk my dog?**

Pets are not permitted in the garden, nor are there provisions to house them during a visit. Do not leave dogs or cats in your car. There is no shade the Visitor Parking Lot. Properly identified service dogs that provide assistance for visitors with disabilities are permitted.

**Can I pick wildflowers, collect mushrooms, collect rocks, etc.?**

Please don't. We ask everyone to take only photographs and leave only footprints. Help us maintain the natural habitat so other visitors can continue to enjoy the beauty of our garden, woodlands, meadows, and wetlands. Please do not move or remove any natural or manmade materials from any part of the estate.

**What other rules of garden etiquette should I be aware of?**

Please don't climb trees, stone walls, or other garden structures. Be aware that there are other guests in the garden, so please keep noise to a minimum (use headphones while listening to music or podcasts, etc.) Walking and running are allowed, but activities such as bicycling, rollerblading, kite flying, skateboarding, and any kind of ball play or Frisbees are not permitted. These are year-round restrictions. Sledding and ice skating are prohibited as well.

**When will the museum reopen?**

Winterthur Museum presents several unique safety concerns. We will reopen as soon as we can, in accordance with the State of Delaware's reopening plan and guidelines.

**Are you extending current memberships?**

Yes. Current memberships were extended by three months in late April, and Members were notified via e-mail about their extension on April 30. If we do not have an e-mail on file for you, please send us a message at [membershipinfo@winterthur.org](mailto:membershipinfo@winterthur.org).

**My card does not reflect this extension. Will I be allowed to visit?**

We are not reprinting *all* cards but be assured that the extension is reflected in our database. If you have joined or renewed since March, we are working to get new cards to you. Please be patient. If you have questions, please contact the Membership Office at [membershipinfo@winterthur.org](mailto:membershipinfo@winterthur.org).