WINTERTHUR REOPENING FREQUENTLY ASKED QUESTIONS

When is Winterthur open?
The garden and walking paths are currently open daily, 8:00 am–6:00 pm.

Who can visit?
Winterthur is open to Members by reservation only. We will welcome all visitors beginning July 1.

Can Members bring guests?
Members will be allowed to bring guests beginning July 1.

How do I visit?
You must reserve a two-hour timed ticket to enjoy the Winterthur garden and grounds. Daily time slots are: 8:00–10:00 am, 10:00 am–12:00 pm, 12:00–2:00 pm, 2:00–4:00 pm, and 4:00–6:00 pm. The grounds will close at 6:00 pm.

Upon making a reservation, you will receive an e-mail with a link to a ticket to print at home and place on the dashboard of your car when you visit. A maximum of 100 cars will be allowed during each two-hour interval. Please note that the state mandates timed ticketing and reservations. Only Members are permitted during this phase of Winterthur’s reopening.

How can I make a reservation?
Reservations can be made online as well as by phone at 302.888.4600 (between 9:00 am and 2:00 pm, Tuesday through Sunday).

What if I have trouble making the reservation or printing my ticket?
Please call our Information and Tours Office at 302.888.4600 between 9:00 am and 2:00 pm, Tuesday through Sunday for help making a reservation or if you have difficulty printing your ticket at home. Or e-mail tourinfo@winterthur.org

Do I need my Member card?
Your printed Member reservation/ticket is all you need, though we do encourage you to always 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 or call the Winterthur Information and Tours Office at 302.888.4600. We will be happy to help.

What parts of the property are available/accessible?
Almost all of the estate is available to walkers. Please note that the Enchanted Woods children’s garden is closed at this time. Signs and maps across the property will facilitate safe exploration of outlying areas, and you can access an online garden and trail maps at winterthur.org/map. We continue to mark Winterthur’s extensive system of trails and update the map, so check back frequently.

Are trams running?
Neither trams nor shuttles are in service at this time. We wish to provide a safe and limited-contact experience and to comply with state guidelines for physical distancing.

**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 visitor experience guidelines noted on our Covid-19 webpage and as indicated on signs posted around the estate. Our goal is to keep everyone safe and to do our part to prevent the spread of Covid-19.

**Are face masks required?**
Please bring a face mask that covers your nose and mouth, and please wear it when it is difficult to maintain a physical distance of at least 6 feet from others who are not from your household.

**Where do I park?**
You may park in the Visitor Parking Lot. Please follow the signs and leave one empty space between cars.

**Are restrooms available?**
The restrooms in the Picnic House, located in the Visitor Parking Lot, and at the Reflecting Pool are open. All other restrooms are closed, including those in the museum and galleries.

**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 at the restrooms.

**Is water available?**
We recommend you bring your own water bottle. Bottle filling stations are available.

**Is food available for sale? Can I picnic?**
Yes. Visit our dining page to learn about current options available for purchase. When you make your reservation, either online or by phone, you can choose to order from a menu of box lunches/picnic baskets. Online, choose “Museum Fare” to add lunches to your cart. The price reflects the member discount. Picnics have always been allowed at Winterthur. 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 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 plan. 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 that 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 will reopen the museum as soon as we can in accordance with the State of Delaware’s reopening plan.

**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.

**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.