

Museums Northumberland Visitor Code of Conduct:

We believe all visitors, staff and volunteers at Museums Northumberland deserve to feel valued and respected within our venues, audience programmes, activities, events and on social media. To help keep our staff, volunteers and visitors safe and our communities inclusive, we ask you to follow the guidelines.

Whether you are visiting one of our museums or sites, taking part in one of our programmed events or participatory activities in person or online we ask that you:

- Be respectful and kind to our staff, volunteers and visitors
- Remember that everyone deserves an enjoyable experience
- Speak and behave positively with others
- Listen to what others are saying and behave courteously towards them
- Treat our buildings and places with respect and use them for the purpose they are intended

We welcome differing views and ideas, and we encourage debate and discussion, but please be considerate to all. **We have no tolerance of:**

- Discriminatory behaviour, harassment, or defamatory comments
- Behaviour which compromises the health and safety of anyone
- Disruptive behaviour, such as repeatedly interrupting an event
- Behaviour which defaces or damages our buildings and collections
- Individuals who advocate for or encourage any of the above behaviour

We take reports of abuse or harassment very seriously and will not tolerate abusive behaviour within our venues, during an event or in content posted online.

Anyone who doesn't behave in line with our visitor code of conduct may be asked to leave or be barred from visiting our sites or future events and activities. Abusive behaviour posted on social media will be removed and may result in the individual being blocked. We may refer matters to the police.

If you notice something that wasn't right:

If you would like to report any behaviour inconsistent with our code of conduct, please inform a member of staff or contact us by email hello@museumsnorthumberland.org.uk so that we can take appropriate action.

These guidelines represent an ongoing commitment which we will regularly review and update to reflect your feedback. If you have any thoughts on how we can improve, please do contact us.