

## CANADIAN MUSEUM OF NATURE New Visit Guidelines for Groups

The Canadian Museum of Nature has established new health-and safety-guidelines to keep everyone safe during their visit.

Please read this information carefully. Share these guidelines with all group leaders and participants.

### Before Arriving

- Complete the form [COVID-19 Contact Tracing for Groups \(PDF\)](#).
  - Email the form to [reservations@nature.ca](mailto:reservations@nature.ca).
- Screen each group member for COVID-19 symptoms and risks (see the list below). If anyone is not well, please reschedule your group's visit.
- **Plan to arrive 15 minutes before your reservation time. The museum may not be able to accommodate early or late arrivals.**
- Visitors may bring in outside food and drink. Nature Café and water fountains are closed, but vending machines are available. Lunch space is not available for reservation at the moment.
- Prepare to use contactless payment methods at the museum.
- Don't forget masks for all visitors age 2 and older. (Some exceptions apply).
- Review the bus/coach [directions and map](#) (PDF).

### COVID-19 Screening

For your information, these are the questions that the Canadian Museum of Nature will ask your group upon arrival:

1. In the last 14 days, have you had close physical contact with a person who
  - Was sick with a respiratory illness (had a new or worsening cough, fever or difficulty breathing)?
  - Has returned from travel outside of Canada in the last 14 days?
  - Was a confirmed or probable case of COVID-19?
2. In the last 14 days, have you travelled outside of Canada?
3. Do you have any of the following new or worsening symptoms:
  - fever
  - cough
  - shortness of breath or difficulty breathing
  - sore throat
  - runny nose
  - headache
  - unexplained fatigue
  - muscle aches
  - loss of sense of taste and smell
  - gastrointestinal symptoms?

## Arrival

- Alert the museum of your arrival time by calling
  - **613-566-4700**
  - or 613-355-4558 if the other line is busy.
- **Arrive 15 minutes before your reservation time.**
- If you are unable to reach a staff member, proceed to the Group Entrance (on the east side of the building; signage also identifies the location). You will be met by a member of the museum's team.
- Group drop-offs and pick-ups are at the Group Entrance.
- Bus/coach parking is available beside the museum on the Metcalfe Street extension. [Directions and map](#) (PDF).
- Museum entry is through the Group Entrance.
- Before beginning your visit, a museum staff member will ask COVID-19 screening questions (see the list above).
- Provide a departure time to the staff member who welcomes your group.

## Visit Rules

- Group members must keep a physical distance of 2 metres between each other and other visitors, unless they are in the same social bubble. This is defined as members of the same household or a pre-existing social bubble, to a **maximum of 6 people**.
- Social bubbles must leave room for other visitors to move around.
- All visitors age 2 and older must wear a mask at all times while inside the museum (even if wearing a face shield). Some exceptions apply.
- All visitors must follow directional arrows during their museum visit.
- Food and drink may be consumed in designated areas. Space is limited.

## Departure

- Please provide a departure time to the staff member who welcomes your group.
- At the conclusion of your visit, a member of the museum's staff will meet you at the Group Entrance to facilitate your exit.
- The Group-Entrance door is kept locked.

**Thank you and we look forward to seeing you soon!**