

# THE BOOTH MUSEUM

## Frequently Asked Questions

**Q: What steps are you taking to keep guests safe?**

A. Booth is taking a number of precautions and implementing many enhanced protocols to keep members, guests and staff safe. Museum staff will have their temperature taken daily prior to entering the museum. Guests with COVID-19 symptoms or who are sick will not be permitted to enter. We are asking all visitors to acquire timed tickets in advance to reduce the number of individuals in the museum at any given time. Guests are expected to follow health guidelines on social distancing by maintaining a distance of at least six feet from others at all times. Hand sanitizing stations have been placed throughout the facility. Our touch intensive exhibit, Sagebrush Ranch will remain closed as well as our Orientation Theater. The Café will remain open with a limited menu, limited seating and shorter hours to allow for additional cleaning. The McNair Store will be open but the amount of visitors allowed in at one time will be limited. Housekeeping will be cleaning frequently touched areas such as elevator buttons, stair rails and door handles throughout the day. All staff will be wearing masks, and those coming in direct contact with visitors will be wearing gloves. Guests are strongly encouraged to wear masks. We have installed plexiglass sneeze guards at all cash register locations.

**Q: What is timed ticketing?**

A. Timed ticketing allows guests to select a specific date and time to visit the museum. Guests will only be allowed entry during their assigned time slot. We recommend that you arrive at least 10 minutes before the end of your time slot. Timed tickets are available during all museum hours up until the last hour each day.

**Q: How long can I stay during my visit?**

A. There is no time limit on the length of your stay. The average visit lasts 2-3 hours.

**Q: Do members have to reserve a timed ticket?**

A. Members can reserve timed tickets at no charge by visiting our website or by phone. A limited number of guests are allowed into the museum each day and slots are available on a first-come, first-served basis.

**Q: Can members bring guests?**

A. Friend level memberships and above may bring two additional guests but each person must have a timed ticket.

**Q: How can I purchase timed tickets in advance?**

A. Advance admission tickets can be purchased by phone or online at [www.boothmuseum.org](http://www.boothmuseum.org) and click on the In Person Visit tab and look for "Get Tickets Here". You will need to select a date, time of visit and number of tickets.

**Q: What if I miss my time slot?**

A. You can transfer your ticket to another date or time by calling 770-387-1300. Dates and times are subject to availability.

**Q: Can tickets be scanned from my phone or do I need to print them?**

A. Yes, you will receive an email confirmation that can be scanned on the day of your visit.

**Q: Can I purchase a membership or convert my tickets to a membership during my visit?**

A. Yes. We would be happy to refund your admission when you purchase a membership prior to or on the day of your visit.

**Q: How do register for my member account?**

A. When you reserve tickets you will be given the option to register your membership and save your information to make checkout quicker in the future. Members are allotted the number of tickets based on current membership level. Please present digital membership card or valid ID at check-in.

**Q: Will my membership be extended due to the closure?**

We are grateful for your continued support and would like to offer the following options.

1. If your membership has expired since we closed on March 16, 2020, you can request an extension of your benefits for 3 months or until July 31, 2020, whichever is later, and that will become your new renewal date.
2. If your membership expires after our opening date of June 13, 2020, you can request a 3-month extension of your benefits to be added to your current membership, and that will become your new renewal date.
3. No matter when your membership expires, renew as normal, keep your same renewal date, and know you are helping support the Museum in an even greater way. We would be grateful!

If you have any questions, please email [membership@boothmuseum.org](mailto:membership@boothmuseum.org)

**Q: What's open and what's closed?**

A. For the safety and health of our staff and visitors, we are limiting the number of guests into the Booth at any one time. At this time, Sagebrush Ranch and the Orientation Theater will remain closed. Our permanent and temporary galleries are open with directional one-way signage in place to facilitate the flow of visitors and promote social distancing.

**Q: Will you be accepting group reservations?**

A. We are not accepting group reservations at this time. You may contact group scheduling to be notified when group visits will resume. Daily Highlight Tours are also suspended until further notice. The Outdoor Sculpture Tour is available Tuesday-Saturday at 11:15 AM and free with paid admission.

**Q: Are face coverings required?**

A. Booth strongly encourages all guests to wear a masks during their visit. Museum staff will be wearing masks.

**Q: How should I prepare for my visit to Booth?**

A. The museum will operate under normal business hours. Tickets should be reserved/purchased in advance then presented along with a valid ID at the museum. Credit or debit cards are the preferred method of payment during your visit. The Café is open Tuesday-Saturday 11:00 AM-3:00 PM with limited seating. Elevators will be limited to one family/group at a time. Stairs are available.

**Q: Will visitor maps be available?**

A. Paper maps will be distributed on request. We ask that you take them with you when you leave or deposit them in the trash receptacle located at the entrance.