



Museums Sheffield Visitor Charter

Our vision: inspirational museums and galleries where people can reflect upon the past, question the present and imagine the future.

Our mission is to connect with our visitors, share stories about Sheffield and the wider world, and care for the city's collections.



What we aim to do for you:

- Provide a friendly, knowledgeable and inspiring service
- Provide a safe and comfortable environment for enjoyment and learning
- Provide services inclusive of and accessible to all
- Care for Sheffield's historic collections of art and artefacts on behalf of the people of Sheffield
- Be transparent, responsive, and accountable in all that we do

When you visit us, we will:

- Welcome you with courtesy and respect
- Be professional and presentable
- Be approachable and accommodating
- Recognise your needs and treat you as an individual
- Provide accurate and honest information

When you phone or email us, we will:

- Be polite and professional
- Provide our name and location
- Respond as promptly as possible and answer enquires within an appropriate timeframe
- Use plain language



What we expect from you:

- That you respect staff, exhibits, our buildings, shop, cafes and other visitors and that you work with us to provide a safe, clean environment
- That you do not put yourself or others at risk
- Help us to protect the city's collections by adhering to our gallery rules relating to food, drink and photography
- Tell others about us if you have enjoyed your visit and tell us if you have not via a Comment Card or email
- Help keep our sites free to visit and support the work we do by making a donation if you can afford to do so
- That you are respectful and courteous to our staff, volunteers and other visitors. Any person behaving in a threatening, abusive or violent manner will be removed from the premises.

How we will respond to complaints:

- Promptly and efficiently
- Sensitively, individually and with courtesy
- With the aim to fully resolve the issue with a positive outcome
- In a proactive manner to improve our services and sites

We welcome dialogue with our visitors and always aim to create spaces for visitors to make contributions or give feedback; in exhibitions, at events, and online. The following guidelines explain our approach to moderating such conversations:

1. We welcome debate and discussion, but will not tolerate material which attacks named individuals, or is deemed by our staff to be offensive or discriminatory in any way.
2. We will not tolerate racism, sexism, homophobia or other forms of hate-speech, or contributions that could be interpreted as such.
3. We ask that contributions remain on-topic and reflect the spirit of the exhibition or event in which they have been invited.
4. We welcome feedback, both positive and negative, but expect visitors to be polite and constructive when critical, either of Museums Sheffield or of contributions from fellow visitors.
5. We will refresh the content of contributory areas periodically and reserve the right to remove material to free up space for new contributions.