

Visitors' Frequently Asked Questions (F.A.Q.)

1. How can we prepare in advance to make the most of our visit?

In a variety of ways, such as:

- Search our website on www.hunterianmuseum.org which is updated regularly. A virtual tour of the Hunterian Museum is available online. The website also contains details of our latest exhibitions and events, as well as a lot of historical and other helpful information.
- Since Autumn 2009 the Hunterian Museum has been part of the social networking revolution with its own Facebook presence. Not only does the museum have its own fansite 'Hunterian Museum, London' (<http://www.facebook.com/pages/London-United-Kingdom/Hunterian-Museum-London/264949800174?v=wall&ref=nf>) but this site is administered by the very familiar sounding John Hunter who has his own facebook page too (<http://www.facebook.com/pages/London-United-Kingdom/Hunterian-Museum-London/264949800174?v=wall&ref=nf#!/profile.php?id=100000207305112&ref=ts>).
- Search *SurgiCat*, our online collection catalogue, on <http://surgicat.rcseng.ac.uk/> to find specimens and other items in the collections. This is also accessible through a dedicated computer terminal in the Hunterian Museum's MacRae Gallery.
- We offer a regular 20-30 minute public tour on Wednesdays at 1pm. This is a free-of-charge guided introductory tour aimed at individual visitors. Booking is highly recommended as places are limited (please phone 020 7869 6560 to book).
- If you would like to find out what other Museums of Health and Medicine have to offer, please go to www.medicalmuseums.org/
- If you would like to find out what other museums and attractions are available in this area, please go to www.museum-mile.org/.

2. What parking arrangements are there near the Museums?

The Royal College of Surgeons is on the border between Camden Council and Westminster Council. Pay-and-display parking is available all around Lincoln's Inn Field (charges apply Mon-Sat 08.30-18.30, £4 per hour, maximum stay 2 hours). Multi-storey car parking is available in Drury Lane and Bloomsbury Square.

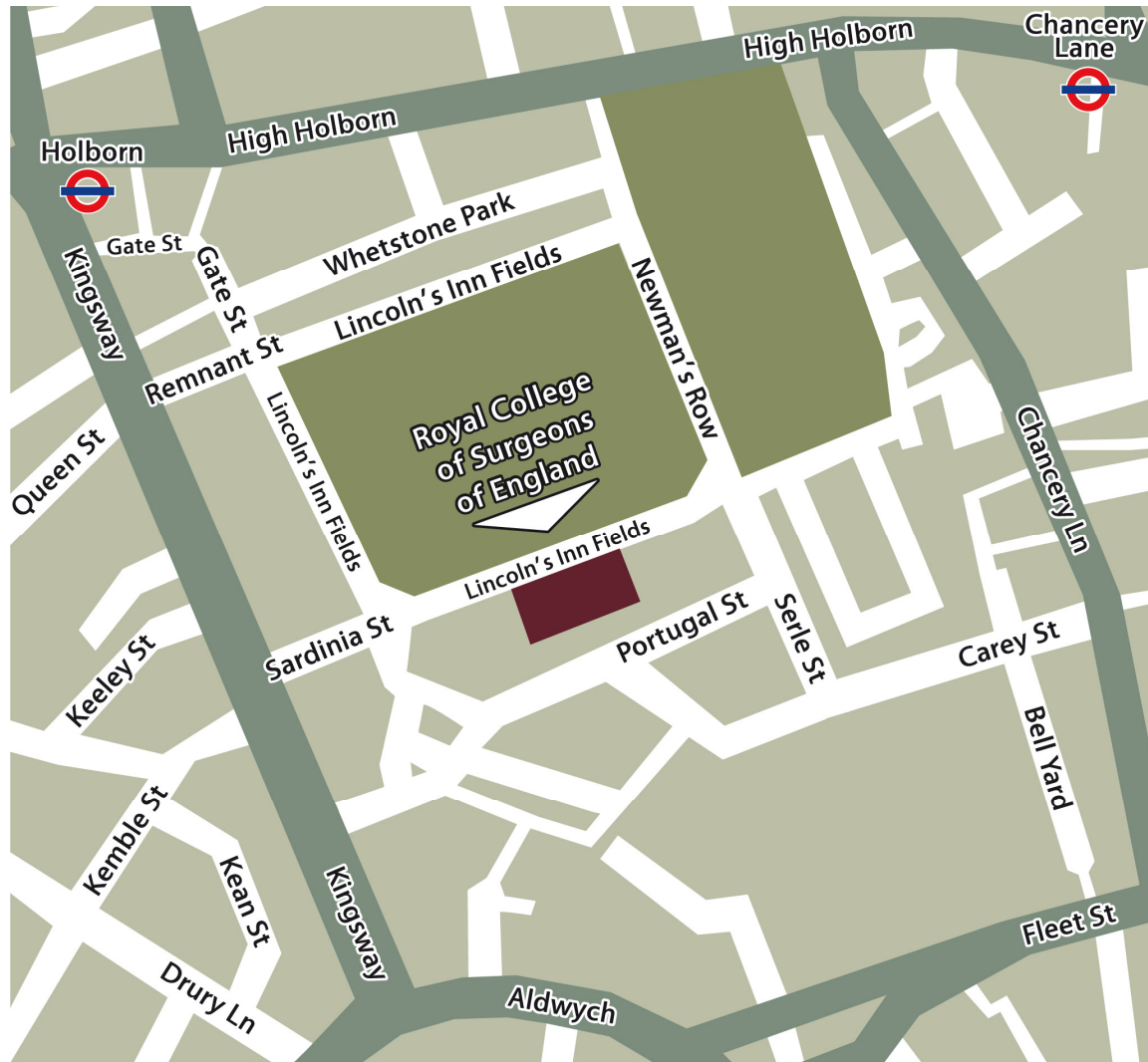
For disabled parking please call the College reception on 020 7869 6400.

3. What is the nearest tube station?

The nearest tube station is Holborn (Central and Piccadilly Lines), approximately 5-10 minutes' walk away. Temple (Circle and District Lines) is 10-15 minutes' walk or a short taxi ride away.

4. We are at Holborn tube station but cannot see any directional signs for the Hunterian Museum. How do we get there?

From Holborn tube station, turn left into Kingsway and walk down until you reach Sardinia Street (marked by two red phone boxes at the corner with Kingsway). Turn left into Sardinia Street and keep on the right-hand side of the road. Continue walking, as this will lead you into Lincoln's Inn Fields. The Royal College of Surgeons is on your right, between the Cancer Research UK and the Land Registry buildings (see map below).



5. What are the Museums' opening hours?

The Hunterian Museum is open Tuesday to Saturday 10-5pm. This Museum is open to all and is free of charge. It is situated on the first floor.

The Wellcome Museum of Anatomy and Pathology is usually open Monday to Friday 10-5pm, unless it is closed due to examinations. This is also free of charge but access is restricted. It is located on the second floor.

Please check our website around the Christmas and Easter periods, as we observe The Royal College of Surgeons of England's closure dates.

6. How do we register as museum visitors once we get to the Royal College of Surgeons?

As you enter the College building, please report to the Reception Desk, where you will be issued with special Museum Visitor security badges. You are required to wear your badge at all times while you are in the building and to return it to the same Reception Desk when you are ready to leave.

We need to capture certain information details about your group so we ask that – before you start your visit – the group leader / lecturer reports to the Hunterian Museum’s Reception Desk to confirm such details.

7. Who is the Wellcome Museum accessible to?

The Wellcome Museum of Anatomy and Pathology contains material which has been donated for the purposes of medical education and research under the terms of the Human Tissues Act (1961), the Anatomy Act (1984) and subsequent additional regulations.

Access to the Wellcome Museum is therefore restricted to qualified medical professionals and all students on recognised courses in medicine, dentistry, nursing and life sciences. The following groups are **not** allowed access:

- Artists or art students (except medical illustrators, who will be required to produce a membership card for the Medical Artists Association);
- Sixth-form students who are applying for medical school.

Visitors who qualify for access to the Wellcome Museum will be required to produce a hospital/NHS/medical ID or a University letter clearly stating the title of the course they are attending.

The Wellcome Museum is sometimes closed due to examinations. Both individuals and groups who qualify for access are advised to check our website first for closure dates (<http://www.rcseng.ac.uk/museums/wellcome.html>) and then to contact us (either by phone on 020 7869 6560 or by e-mail on museums@rcseng.ac.uk) to book their visit, as there are special sign-in procedures in place.

Bags and coats are not permitted into the Museum; lockers are provided by the entrance to the Museum.

8. Is there an entrance fee or charge?

The Hunterian Museum is free-of-charge to all visitors but we have a suggested donation of £3 per head. There is a donation box in the Hunterian Museum; you can also request a donation form either by e-mail (museums@rcseng.ac.uk) or at the Museum’s Reception Desk. If you are a UK taxpayer The Royal College of Surgeons of England can reclaim the tax you have paid on every donation you make. For every £1 you give we can claim up to 28p back from the HM Revenue & Customs at no extra cost to you, so please fill in the appropriate Gift Aid form at the Hunterian Museum’s Reception Desk.

The Wellcome Museum of Anatomy and Pathology has a charging structure for group visits (see table below). These charges cover access to the Museum only. Additional charges may be made for tours, for provision of AV equipment or material for handling – requests should be made when booking your visit.

Users will have non-exclusive access and the museum will remain open to other visitors. However there should only be one group booking (maximum of 50 per group) at any time. Groups of ten or fewer (including accompanying tutors) will **not** be charged.

The museum **cannot** be used to run private for-profit courses.

| User group | Charge | Cancellation |
|--|--|---|
| Fellows, Members, Affiliates and medical student surgical societies (part of MSLC) | Free | |
| All other qualifying groups | £150 + VAT half day, £280 + VAT full day | Less than 21 days notice will still incur charges |

Visitors who are not affected by the above charging structure are encouraged to leave a donation of £3 per head.

9. Can we have a guided tour of the Hunterian Museum?

Every Wednesday at 1pm we offer a free public tour which illustrates highlights in the museum collections and lasts about 25 minutes. Although it is free-of-charge, it is advisable to book a place, as numbers are limited; to do so, please call 020 7869 6560 to leave your name and specify which Wednesday you would like to attend.

The free public tour is not suitable for group visits, i.e. groups of between 6 and 30 visitors. Guided tours for such groups can be organised and booked in advance. Please contact us on 020 7869 6560 or museums@rcseng.ac.uk to discuss your requirements and charges.

At the Hunterian Museum Reception Desk you can also hire an audio tour for £3.50 to help you make the most of your visit.

10. Where are the toilets and lockers?

Toilets, cloakrooms and a water fountain are located in the basement. Please bear in mind that these facilities are not available within the Museums. Individual lockers are also available in the basement and are operated by inserting a £1 coin, which you will recover when you unlock your locker.

There is a disabled toilet on the ground floor.

11. Are there lifts and wheelchair access?

Yes. There are lifts to the Museums' floors. Please ask at the College's Reception Desk to direct you to the nearest lift.

Within the Hunterian Museum – which is on two floors – there is also a disabled lift.

If you are a wheelchair user, please come into the College building through the Nuffield entrance and ask for assistance.

12. What is available for visually impaired visitors?

Please contact us on 020 7869 6560 or museums@rcseng.ac.uk to make personalised arrangements and to suit your learning requirements.

13. Can we take photographs?

No. Photography and filming are not allowed in either of the Museums.

Visitors are encouraged to draw in pen or pencil (no chalk, charcoal, pastel or paint, please).

We also have a variety of postcards for sale in the Hunterian Museum Shop, featuring several images from the Collections.

In addition, you can search our Collections online on <http://surgicat.rcseng.ac.uk/>

14. Can we book the educational space?

Yes, the *MacRae Gallery: Room to discover* is available for hire. It offers a study area with large tables and chairs, drawing materials and reference books, some of which are on sale in the Hunterian Museum Shop. Please check our website for more details

(www.hunterianmuseum.org) and phone 020 7869 6562 to confirm gallery availability and charges.

15. Can we bring food and drink into the Museums?

No food or drink is allowed into the Museums.

16. Where can we eat?

All around the Lincoln's Inn Fields and Holborn area there are numerous coffee and sandwich shops; supermarkets; pubs and small restaurants that offer a wide variety of refreshments.

There are no facilities within the Royal College of Surgeons to accommodate visitors with packed lunches. However, weather permitting, the park opposite the College provides a welcoming and relaxing area with benches in a green setting. It is not possible to sit on the College's steps as this contravenes Health & Safety regulations.

17. Can we smoke in the College?

No. The Royal College of Surgeons operates a non-smoking policy both inside and outside the building. It is not possible to sit on the College's steps as this contravenes Health & Safety regulations.

18. Can we use our mobile phones in the Museums?

We do not ask visitors to switch their mobile phones off but if you do receive a call, please be courteous enough to temporarily leave the museum space and hold your conversation on the landing outside, as a sign of respect for fellow visitors and people who come to study in the Museums.

19. What emergency procedures do we need to know about?

- For security reasons, please wear your Museum Visitor badge visibly at all times while you are in the College building. Do not forget to return it to the College's Reception Desk, just before leaving the building.
- Do not leave your bags or other belongings (e.g. drawing materials) unattended at any time, as this could lead to a security alert and possible evacuation.
- There is a fire alarm test every Friday at 4pm. Should the fire alarm go off at any other time while you are visiting the Museums, please follow the staff's instructions to evacuate the building.