

November 24, 2021

FAQs for Visiting the Aurora History Museum During the COVID-19 Pandemic Level Clear Phase 2

Are there still capacity limits at the museum?

- Yes. Our capacity limit has increased from 12 to allow up to 50 individuals in the museum's public space at one time, spread out between and within the exhibit galleries.

Are timed entry reservations still required of all visitors to enter the museum?

- Entry reservations allow us to keep track of how many visitors are in the building and to better adhere to our 50% capacity limit.
- Yes, because we close between noon and 1:00p.m. to clean high touch areas. Some visitors like to arrive in the morning and return in the afternoon after using the one-hour closure time to picnic or walk around the lawn or in the Xeriscape Demonstration Garden, or at the pond in the park west of the courthouse.
- Groups have always been encouraged to make a reservation in advance to prevent overcrowding in exhibit galleries.

Will you take Walk-ins?

- Yes, *only if* allowing the number of people in will not put us over 50 people in the building's public space at one time.
- We cannot guarantee space for visitors without a reservation. If space allows, front desk staff will ask you for the information required to make a reservation, so your visit is logged.

Do you still have time limits on how long visitors may stay in the museum?

- No, we no longer monitor the length of time a visitor may stay in the museum during our public hours if we remain under maximum capacity. However, please note we are still requiring reservations for entrance times and will continue to close between 12:00 p.m. and 1:00 p.m. Tuesday through Friday until further notice. If you reserve one of the morning entrance times, please plan to leave the museum by Noon.

Is Social Distancing still required?

- No – but we do recommend respecting the personal space of others. After a year of distance, resuming “normal” space bubbles will take a period of adjustment. Please be kind.

Are we still required to wear masks and are their exceptions?

- Yes. Tri-County Health Department issued a public health order that requires all people 2 years and older to wear a mask or face covering while in indoor public spaces in Arapahoe and Adams counties, regardless of vaccination status. [This order applies to all city buildings starting at 12:01 a.m. Wednesday, Nov. 24, 2021.](#) The public health order is in effect until at least Jan. 2, 2022 and will continue until staffed ICU bed availability in the region is above 10%.
- Because the city of Aurora is not mandating COVID vaccinations, this policy will apply to all employees while in city buildings, unless working alone behind a closed door. This also applies regardless of whether you have been vaccinated.
- Exceptions to this order are in place for children younger than 2, individuals who cannot medically tolerate a face covering, and facilities requiring vaccinations for all employees, guests and customers.

I don't have a mask or face covering and want to follow the policy. What can I do?

- Please call ahead and let us know or ask for assistance at the museum front desk. We are happy to provide you with a mask to use at the museum when we have masks available. The Sanders Museum Store also offers inexpensive bandanas for sale.

Will you be asking for proof of vaccination?

- No, the city of Aurora is not mandating COVID vaccinations for staff or visitors.

Where do I go when I arrive at the museum?

- We are no longer assigning entrance and exit points to establish a directional flow of foot traffic.
- Look for the red brick building located on the north side of the great lawn, in front of the police station. There are two accessible entrances. The east doors are located on the right nearest the AMC building, around the corner from the trolley atrium. The north patio entrance is located near the sidewalk that runs through the center of the great lawn. As you approach the iron fence there is a ramp on the right leading up to the museum's patio and main lobby entrance. There are also stairs between the patio and the courtyard leading to the patio entrance.
- Please start your visit by checking in at the front desk in the lobby.

How do I check in when I arrive at the museum?

- Museum staff at the front desk will ask for the name used on your reservation to confirm your entry.

How do I change or cancel my reservation?

- You may edit or change your reservation time, number of people, or other information by clicking through from the link that says, "Edit My Signup" in the bottom left of your confirmation email from SignupGenius. Change what you wish to and then click the blue button that says, "Update My Signup" when finished to confirm changes. To cancel a reservation using this method, click on the blue "Delete" button at the bottom. If you would like assistance, you can email the Visitor Services Manager by clicking through the link on the lower right that says, "Contact Stephanie." You may also call the Museum front desk at 303-739-6660 and museum staff will be happy to assist you as soon as possible.

Will interactive objects (games, toys, books) be available in the Hands On Room?

- No, not yet. However, the documentary film about the history of Colfax Avenue, "Colfax Avenue: Mainstreet Colfax" is available for viewing. The Colfax exhibit is also on display.
- Two coloring activities are available and may be done in the Hands On Room. Crayons are sterilized between uses and can be checked out at the front desk.

Is there a guided tour during my visit?

- All visitor reservations currently are for self-guided tours through the museum's exhibits. We cannot guarantee there will be a volunteer docent available during your visit, but the most likely times for one to be present are Saturday morning through early afternoon or Tuesday and Thursday mornings.

Is the Museum Store open?

- Yes. Books, toys, Aurora souvenirs, Colorado-made items and more are available. There are fun, new science kits, books and gift baskets too.
- However, if a customer wants to minimize person-to-person contact all items should be paid for via credit or debit card. The customer will insert or swipe their card in the reader themselves during the transaction at the front desk.
- Cash sales resumed on June 27, 2021.

I usually put some money in the donation box when I visit. Is that still an option?

- Yes. The museum always welcomes monetary donations. The donation box is still located in the lobby and will be wiped down regularly. Monetary donations may also be made at the front desk via credit or debit card in no-contact transactions with front desk staff. This is a good option if a donor would like a receipt.

Will restrooms and the water fountain be available?

- All public restrooms are open.
- A new water bottle fill station and fountain unit is in the prep work phase of installation. The water station should be completed soon. Visitors are welcome to bring their own water bottles into the lobby area, but not the main exhibits. Small paper cups will be available in a dispenser if needed.

Will staff be sanitizing high touch areas/workspaces?

- Yes, but with less frequency. Additional cleaning due to COVID-19 will continue to be done during the noon hour closure (between 12:00 p.m. and 1:00 p.m.) and at other times as needed.
- Hand sanitizer is available throughout the lobby at museum entrance and exit points, at exhibit gallery entrances, inside the Hands-On Room and near Trolley Trailer 610 in the Fountain Gallery. Sanitizing wipes for surfaces (or the equivalent) are available for public use at the front desk.

When will the Community Gallery re-open for rental use?

- This is an ongoing discussion, and we have no specific re-opening dates scheduled.

Does the museum have indoor, in-person programming?

- In-person, indoor programming resumed in September 2021. Visit www.auroramuseum.org for more information on upcoming outdoor or virtual programs.

For more information on COVID-19 in Aurora please visit the following websites:

[Tri-County Health Department](#)

[City of Aurora COVID-19 Resources](#)