

SAFETY PLAN

for the Zug Castle Museum (COVID 19)

last updated on 30 October 2020

1. Mask now mandatory

- Masks are compulsory in the whole museum area for all guests over 12 years of age.

2. Hand hygiene

- Hand sanitiser will be provided for visitors in front of the entrance, at the welcome desk, at the cloakroom, and at the lift (ground floor).
- Washing facilities in the toilets will be equipped with soap and water and disposable paper towels.
- Visitors must disinfect their hands on arrival at the museum.
- For hygienic reasons, payment should preferably be made by card, not cash. If it is not possible for you to pay by card, the exact amount may be placed in the repository provided.
- All hands-on exhibits and all headphones have been removed for hygienic reasons. Visitors will be issued with touch-screen pens for the media stations and touch-screens. Once they are returned, they must be thoroughly disinfected before being used again.

3. Social distancing

- All people (except to members of the same family/children) must keep a distance of 1.5 metres between each other even when wearing a mask. The supervisory staff are responsible for the control and enforce compliance with the distance rule.
- Staff working at the welcome desk will be separated and protected from visitors by a plexiglass screen, markings show visitors how to stay 1.5 metres apart. Due to the limited space in the reception area, no more than one person or family may stand there at the same time. Other visitors must wait in front of the entrance or in the cafeteria.
- At the welcome desk, the cloakroom, the toilets, the lift (ground floor) and the staircases there are markings, in order to ensure the necessary minimum distance between visitors.
- Due to the narrow spacial situation the permanent exhibition can be visited only on a defined tour (one-way system) that starts at the third floor (access by lift).
- Due to narrow spaces some rooms are closed or have limited access:
 - o Fifth floor, studio: closed.
 - o Fourth floor, room for children: closed.
 - o Third floor, shoemaker's room: partially locked.
 - o Second floor, chemist's shop: access limited, insight possible.
 - o Second floor, Red room: 1 person only, partially locked.
 - o First floor, Baroque room: No access, insight possible.
 - o Ground floor, Cafeteria: not operating.
 - o Basement floor, Toilets: 1 person each.
- The cafeteria will not be operating. All tables have been removed. Chairs are available. The distance of 1.5 metres ensured. A small range of edibles is offered that can only be consumed while sitting.
- The museum opening hours may be changed as required. Details will be published on www.burgzug.ch.

4. Cleaning

- Museum remises must be cleaned and disinfected regularly. Cleaning must be recorded as appropriate in a cleaning log.
- Surfaces that are touched frequently must be regularly cleaned and disinfected. Such surfaces include lift buttons, door handles, handrails, display cases, touch-screens, office materials, telephones, computer keyboards, payment terminals, etc.
- Surface disinfectants and disposable paper towels will be provided for visitors in front of the cloakroom and the lift (ground floor) in order that visitors disinfect the keys and lockers by themselves.
- Zug Castle Museum must be fed with a regular supply of fresh air.
- All bins must be emptied regularly by staff wearing single-use gloves, which must be disposed of immediately after use.

5. Individuals suffering from COVID 19

- Any visitors showing suspected symptoms of COVID 19 will be sent home immediately and should contact their doctor.

6. Provision of information

- The public will be informed:
 - o In advance (Website) and on the spot about the measures undertaken and about expected modes of behaviour.
 - o That the staff of museum is authorised to intervene in cases of hazardous behaviour. The staff will warn visitors if the instructions are not sufficiently respected and ask visitors to comply for everyone's comfort.
- The official communications of the FOPH are displayed on museums remises.

7. Museum activities


- According to the COVID-19 Special Situation Ordinance, events up to 50 participants are allowed. The contact details of all people present are collected and food and drinks may only be consumed while sitting. A protection concept applies. Wearing a mask is compulsory for people aged 12 and over.
- The contact data (first name, name, address, phone number, E-Mail) of participants will not be used for any other purpose. The data are retained for two weeks and then will be destroyed. Data protection is guaranteed. In case of families or other groups with people known to one another, the contact details of one person from the family or group concerned are sufficient.
- For events, the museum appoints a person who is responsible for compliance with the protection concept during the event.
- The «Lili»-Tour for children cannot be provided for hygiene reasons until further notice.

8. Responsible person

- The Directorate of Museum Burg Zug is responsible for implementing the measures of this overall protection concept and is also the contact person for the authorities.

Zug Castle Museum

Director


Dr Marco Sigg