

Huguenot Museum

Pre-visit information for group leaders

How do we get to you?

You can get to us by Road, Rail, Bus or on Foot.

The Huguenot Museum is located on the two floors above the Visitor Information Centre at 95 Rochester High Street. We have a coach drop off/pick up point at the rear of the Museum on Corporation Street (A2).

Getting here by road:

From the North/A2: Keep on A2, southbound, following signs for 'Rochester A2'. On exiting M2 stay in right hand land signed 'Rochester, Strood, A2'. Continue along A2 through Strood and over Rochester Bridge. You are now on Corporation Street. A coach pick up/drop off point is located at the rear of the Museum. To access this continue along the A2 till you reach the second set of traffic lights. Turn left here and go around the block till you come back to the A2. Here you can turn right and go back up the A2, gaining access to the drop off point. A coach park is situated a little further towards Rochester Bridge.

From the South/A2: Follow A2 through Medway Towns. Once in Rochester continue along A2/Corporation Street until you reach the coach drop off/pick up point on the left hand side of the road. This is the rear of the Museum.

From the West/Maidstone: Follow Maidstone Road into Rochester town. Once here join the A2/Corporation Street and follow as above.

From the West/A228: Follow A228 into Strood, then follow signs to Rochester. Once over Rochester Bridge follow directions as per 'From the North'.

Getting here by rail: The Huguenot Museum's closest train station is Rochester Station. (It can also be reached from Strood Station). On exiting Rochester Station turn right and follow road till you come to the A2. Cross A2 at pedestrian crossing and continue up High Street until you reach the Museum. It is about a 10-15 minute walk from Station to Museum.

Getting here by bus: The bus provider for Rochester is Arriva buses: <http://www.arrivabus.co.uk/> a number of bus routes regularly stop in Rochester. Please use their website or call 0871 200 22 33 to find the best service for your group.

Getting here on foot: The Huguenot Museum is located in the centre of Rochester High Street, in the same building as the Visitor Information Centre. Follow pedestrian signs for Rochester High Street and the Visitor Information Centre.

What happens on the day of the visit?

You will be met by the Museum Learning Officer or one of our volunteers on the ground floor of the building. The group will then be accompanied up to the learning space where you can sign in whilst the group store their coats and bags. Then you will be split into your workshop groups or begin your self-led visit.

95 High Street,
Rochester, Kent ME1 1LX
+44 (0) 1634 789 347
info@huguenotmuseum.org
www.huguenotmuseum.org

What facilities are there for my group?

- Toilets just for your group
- Cloak room with space for bags, coats and lunches
- Dedicated learning space
- All rooms and galleries are fully accessible
- Museum shop

Museum Shop

If you wish to factor in time to use the Museum Shop during your visit, please let us know and we can arrange this for you.

If your group are bringing set amounts of pocket money do let us know in advance as we would be happy to put together gift bags. Just let us know what they are spending and how many you require and we will pre-make the bags up for you to take away at the end of the day.

Are there any dos and don'ts at the museum?

Please do: Chat, sit on the floor, draw, dress up, laugh, look, discuss, enjoy yourself!

Please don't: shout, run or disturb other visitors.

Group leaders are responsible for the behaviour of their students whilst at the Huguenot Museum.

Keeping everyone safe

The Huguenot Museum is committed to keeping everyone safe. All staff who work closely with children, young people or vulnerable adults are DBS checked. We adhere to the Museum's Safeguarding policies and procedures.

Suggested ratios:

The Huguenot Museum is quite a small space but we would still recommend a ratio of 1 adult to 6 children aged seven years and above. 1 adult to 4 children aged six years and under.

What do we need?

Copies of any of the worksheets you may wish to do in the galleries, blank paper, pencils, pens and enquiring minds!

Can we eat our lunch here?

Groups can arrange access to our lunch-room facilities. This is free with a museum-led visit but MUST be booked in advance. Lunch room facilities are £15 with a self-led visit. Bins will be provided for your group. Please ensure all rubbish is placed in the bins and the room is left as it was found. If you require any cleaning materials or extra bin bags please contact a member of Museum staff who will be happy to provide them.

Can I take photos?

Please take photographs as long as it is without a flash.

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Running late, what do we do?

If it looks like you are running more than 10 minutes late, please give the Museum a call on 01634 789347 with your updated time of arrival.

Oh no we need to cancel!

Cancellations must be made AT LEAST 1 WEEK IN ADVANCE. Any cancellations after this point will result in your group still being charged for your visit. If you wish to reschedule please give us a call on 01634 789347 to discuss further.

How do I get in touch?

Amy Adams, Learning & Community Engagement Officer

Huguenot Museum, 95 High Street, Rochester, Kent, ME1 1LX

T: 01634 719347

e: learning@huguenotmuseum.org

Send us a tweet @HuguenotMuseum

Emergency Procedures

Medical Emergency

If there is an emergency while you are in the building, contact a member of Museum staff or the Learning Officer.

Fire Alarm

If the fire alarm sounds:

- Museum staff will direct your group to the nearest fire exit.
- Please lead your group quietly following directions from Museum staff.
- Do not stop to collect coats and bags.
- Do not use the lift.
- There are safe refuge areas for wheelchair users on both floors of the Museum. Museum staff will advise you.
- Lead your group to the War Memorial
- Await further information from Museum staff.
- Do not re-enter the building for any reason.
- Museum staff will advise you when it is safe to return.

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Assessment of risks for groups visiting the Huguenot Museum

While those in charge of groups visiting the Huguenot Museum take ultimate responsibility for the health and safety of their groups, we recognise our legal obligations to provide a healthy and safe environment for all visitors whether in public galleries, learning space or other spaces.

We also have in place:

- Codes or practice for procedures dealing with emergencies, first aid, incidents and accidents
- Public liability insurance
- A policy for the safeguarding of children, young people and vulnerable adults

Hazard or Identified Risk	Risk Level	Risk Control	Other Action
Access and egress	Low	Emergency exits are clearly signed from all public areas. Procedures are in place to deal with emergencies. The Huguenot Museum is inspected by the Fire Safety Officer to ensure we are safe to be open to the public.	
First aid	Low	Our Learning Officer and Director are trained in first aid. All Museum volunteers know who to go to for seeking first aid treatment.	First aid boxes are located throughout the Museum.
Child Protection: Isolated children could be vulnerable to the attentions of members of the public	Low	Advise all accompanying adults in advance that children and young people under 18 should not be left unaccompanied in the museum eg visiting toilets, shops etc. Museum volunteers check the galleries on a regular basis.	Anyone behaving suspiciously will be monitored and, if necessary, asked to leave. The police may be called. All the galleries are covered by CCTV which is monitored at reception.
Staircases: Trips and falls	Low – Medium	Advise all accompanying adults in advance that children should walk (not run) up the steps. Regular inspections by museum staff address maintenance issues.	First aid available throughout the Museum.
Doors: Groups rushing to the doors. Danger of minor accidents – bumps, trapped fingers. Risks to other visitors	Low – Medium	Advise all accompanying adults in advance that children should walk in the museum. When going through doors one/two children or adults should hold them open until the group is through.	

Lunchroom furniture: Trips and falls	Low – Medium	Numbers in lunchroom limited. Cleaning equipment available to deal with major problems. Advise all accompanying adults to ensure children do not run around in lunchroom.	All groups using the area to book in advance.
Handling sessions: Dropping heavy items, allergic reactions etc	Low	All sessions run by trained Museum staff. Visitors may be asked to wear gloves to handle certain items – gloves chosen for minimal allergic reactions. Children supervised by parents/carers/group leaders.	
Hands-on workshops: allergic reactions to materials, injury from scissors etc	Low	All sessions run by trained Museum staff. Visitors may be asked to wear gloves to handle certain items – gloves chosen for minimal allergic reactions. Children supervised by parents/carers/group leaders.	