

Dear guests!

Our top priority is the safety of our visitors and staff. When planning your visit to the Museum, please consider the following rules and recommendations:

- Be sure to use **respiratory protection**. Individual face masks can be purchased at the museum shops.
- **Disinfectants** are available for use at the entrance areas of the Museum.
- The Museum conducts **contactless thermometry** of visitors and employees. Please stay at home if you have any symptoms of respiratory illness or if you have come into contact with a person infected with COVID-19 virus within the last 2 weeks. The Museum may refuse you a visit if you have such symptoms or if your body temperature exceeds 37 degrees during a control measurement.
- The visit to the museum is arranged **by sessions**. We kindly ask you to stick to your chosen session time.
- We recommend you **to purchase a ticket online** before visiting the Museum. Online tickets do not need to be exchanged at the ticket offices, they are validated by a barcode when you enter the Museum. The ticket is not refundable after being validated by a barcode.
- **Discounted tickets** can be purchased online. When visiting the Museum be ready to present a document confirming the benefit. The controller needs to verify such documents after your ticket is validated by a barcode. The ticket is not refundable after being confirmed by the controller. Contactless payment is available at the Museum's ticket offices.
- Keep a **distance** of at least 1,5 m from all the persons who are not members of your family.
- **Audio guides** are disinfected in accordance with sanitary requirements. You will be given disposable headphones, you can also use your own headphones (3.5 mm Jack).
- The **Museum cafe** is open within Museum opening hours, in compliance to sanitary requirements. The tables are arranged so that guests could keep a distance of 1.5 m.
- Elevators are available **only for disabled visitors**.
- Toilet rooms, as well as all the frequently used surfaces, are **regularly sanitized**.
- If you are unable to visit the Museum for any reason, you can apply for a ticket refund. Please, contact the Museum Tour Center: +7 (495) 692-37-31, [visitor@shm.ru](mailto:visitor@shm.ru).

We do our best to provide you with a comfortable and safe visit. We ask for your kind understanding in case of any delays in service. For any assistance, please contact our staff, who will be happy to help you.