

Visitor Guidelines – Know Before You Go

The Customs House Museum & Cultural Center is excited to announce our partial reopening to the public! We are thrilled to open our doors and the kid's areas again! For the safety of our guests, we'll be opening at a 50% capacity. During your visit, we ask that you follow some basic guidelines in an effort to keep Museum guests and staff safe and healthy.

New Museum Hours of Operation:

- Tuesdays – Fridays, 10 a.m. - 5 p.m.
 - Closed daily from 1 – 2 p.m. for sanitizing
 - Sundays, 1-5 p.m.
 - Closed Saturdays and Mondays
 - The Coca-Cola Café will remain closed until further notice.
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- Timed ticket admission purchases are strongly recommended and can be purchased online or by calling 931-648-5780 ext. 2039. Walk-in admission purchases can be made at Seasons: The Museum Store, however, while the Museum is operating under 50% capacity, we cannot guarantee availability of tickets.
 - Face coverings are strongly encouraged in the Museum for anyone ages 5 and up. Contactless temperature check stations have been installed that guests are also highly encouraged to use upon entry.
 - Museum Members continue to enjoy free daily admission, we strongly recommend you reserve your time on our website. Log in to your My Museum account for member pricing.
 - Arrive only during your reserved ticket time and with all the members of your party. Make sure everyone has a reserved ticket before arrival including small children.
 - Be mindful of other families and visitors in Explorers' Landing and the Family Art Studio. Please observe social distancing in all play areas.
 - If you have a fever or are showing any symptoms of COVID-19, please refrain from visiting the Museum.
 - For your safety, wash your hands often. Hand sanitizer is available throughout the Museum.
 - For your touch-free convenience you will have access to digital gallery guides. If this is not preferred, paper copies are available.
 - Waiting in the Lobby or Store is not permitted.
 - Food and drinks are strictly prohibited inside the Museum.
 - Please be attentive to signage in the Lobby and Store that provide guidance on safe entering, exiting and lining up at the register.
 - Maintain six-foot distances at all times between you and other Museum guests.
 - Limit any touching to only what is absolutely necessary. Touching art and artifacts on exhibit is never permitted.



Museum staff is here to help you, as well as to maintain health and safety standards. Please see Visitor Services in the Lobby if you have any questions or concerns. Thank you for supporting your local museum and enjoy your visit!

