



Addendum to the Pushkin State Museum Admission Policy during the COVID-19 pandemic

1. General

- 1.1. This Addendum to the Pushkin State Museum Admission Policy (hereinafter, Addendum) stipulates temporary admission policy (hereinafter, Temporary Admission Policy) of the Federal State Budgetary Institution of Culture “The Pushkin State Museum of Fine Arts (hereinafter, Museum) and a special procedure of customer service due to risks of COVID-19 pandemic propagation.
- 1.2. Temporary Admission Policy is an integral part of the Pushkin State Museum Admission Policy (hereinafter, Admission Policy). Should there be any discrepancies between the Temporary Admission Policy and the Admission Policy, the former shall prevail.
- 1.3. The Temporary Admission Policy remains in effect until it is canceled by the Museum when the epidemiological situation improves.

2. Admission to the Museum and Ticket Purchase

- 2.1. Visitors may buy tickets for individual tours on its official website www.pushkinmuseum.art (in advance or on the day of the visit) or at the Museum’s ticket offices (on the day of the visit for the nearest admission session in case the tickets are available).
- 2.2. Admittance to the Museum with the purchased tickets or for purchasing tickets for the nearest session is arranged strictly by session on a first-come, first-served basis regardless of visitor category; the fast-track service and the privilege of buying admission tickets ahead of the line are temporarily unavailable.
- 2.3. In the case of a late arrival for the session specified on the ticket the Client may visit the Museum on the same day on a different session (if there are available spaces) after waiting in a queue, or return the ticket. To get a refund of the payment, the Client shall complete the online refund application form and e-mail it to tickets@arts-museum.ru until the end of the day specified on the ticket.

3. Group tours and public events.

- 3.1. Admission of guided tours and tourist groups in collaboration of tourist companies, translator guides, and other professionals who organize guided tours or educational events for groups in the Museum premises is temporarily suspended.
- 3.2. Any public events and group tours with the exception of guided tours with the Museum guides for organized groups of max. 5 persons are prohibited.
- 3.3. Guided tours with the Museum guides for random groups of individuals and any tours or sessions held by professionals who are not Museum associates, are temporarily suspended.

4. On the Museum premises the visitors must:

- 4.1. Observe the current Temporary Museum Admission Policy.
- 4.2. Have their temperature checked at the entrance to the Museum.
- 4.3. Wear a face mask.
- 4.4. Maintain a social distance of 1.5 meters from other visitors, excluding your relatives and friends who are accompanying you.
- 4.5. Follow the marked-up safety routes.
- 4.6. Observe the rules specified on the information boards.
- 4.7. Abide by requests of the Museum’s staff to comply with the Temporary Museum Admission Policy.

5. Museum visitors are not allowed to:

- 5.1. Disturb the peace (including sanitary restrictions imposed by the municipal government of Moscow) and fail to comply with the Temporary Museum Admission Policy.
- 5.2. Stay at the Museum premises without a face mask.

5.3. Fail to maintain a social distance of 1.5 meters from other visitors and ignore the safety routes.

5.4. Come to the Museum with a fever or any symptoms of respiratory infections.

6. The Museum must:

6.1. Ensure consistent cleaning and disinfection of all public areas within the Museum, including treatment of contact surfaces and common usage items: door handles, stands, locker keys, payment terminals, etc., as per the guidelines of the Russian Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing.

6.2. Monitor the state of health of all staff members interacting with the visitors and deny access to the workplace in case of a fever and/or any symptoms of respiratory infections.

6.3. Ensure that all employees interacting with the visitors are provided with personal protection gear (face masks or protective screens and gloves).

6.4. Ensure that the following is available at the Museum premises:

- Information on the current Temporary Museum Admission Policy
- Navigation signs and safety route directions
- Social distancing mark-up
- Free sanitizers for the visitors

7. The Museum reserves the right to:

7.1. Temporarily suspend all forms of group visits to the Museum (guided tours, lectures, events, group visits).

7.2. Reduce the duration of a guided tour, lecture, or event.

7.3. Limit the number of visitors admitted to the Museum simultaneously (in exhibition and lecture halls, events, etc.).

7.4. Establish a one-way route along the exhibition or limit access to certain halls for safety considerations.

7.5. Deny admission to exhibitions, guided tours, lectures and events, or suspend participation in case of their failure to comply with the Temporary Admission Policy.

7.6. Update the list of visitor categories eligible to fast-track service and the privilege of buying tickets ahead of the line.

7.7. Update the procedure of providing the additional services to visitors.