

## Plan Your Visit

Museum opening times: The Museum and Butterfly House will close from Thursday 5 November.

Café opening times: Our Café and kiosk will be open from 9am - 4pm, for a fresh and delicious range of snacks, treats and hot and cold drinks to take away.

Gardens opening hours: Open from 7.15am (Monday to Saturday) or 8am (Sunday and Bank Holidays) until sunset. Please follow social distancing advice.

We hope you will enjoy your visit to the Horniman. We've included lots of information here to help you make the most of your visit.

**The Horniman Museum and Butterfly House will close from Thursday 5 November.**

Entrance to the Gardens is free and unticketed.

### What can I see on my visit?

Our Gardens are open, including the café and kiosks (takeaway only), toilets and Sunday market, but please continue to follow social distancing and the latest safety advice.

### What will not be open?

Following the latest government guidance, the Museum and Butterfly House will close from Thursday 5 November. The Animal Walk will also be closed, along with Plonk Golf.

[We're Good To Go logo]

This information will change in response to guidance from the Government and Public Health England. Please check back before your visit. Thank you for your understanding as we adapt to the situation.

### Map of the Gardens

Download our Gardens map to help you plan your visit.

[Gardens map](#)

### Safety and Cleaning

If you are feeling unwell, please do not visit and follow NHS guidance.

The Garden toilets are open during Gardens opening hours. Extra cleaning and additional safety measures remain in place.

We encourage visitors to use contactless methods of payment where possible in the Cafe and kiosk.

Please follow social distancing guidelines throughout your visit, including when speaking to our staff.

### **Access**

The Gardens have concrete paths throughout. Some of the paths are very steep and on wet or frosty days may not be suitable for wheelchair users or anyone who is unstable on their feet.

The ground on the Nature Trail is uneven and can be muddy in rainy weather, so is not suitable for wheelchair users or anyone unstable on their feet.

Find out more [about access](#).

### **Support for the Horniman**

The Horniman is a charity.

At this time more than ever we rely on your generous support to ensure we can shape a positive future for generations to come.

Please make a donation when you visit on one of our contactless donation points, or [donate online](#).

### **Toilets**

There are toilet facilities in the Gardens, near the Bandstand.

There is an increased cleaning regimen in place across the Horniman – please follow social distancing guidelines.

### **Assistance Dogs and Dogs in the Gardens**

Only assistance dogs are allowed inside the Museum.

Dogs are allowed in our Gardens, but must be kept on leads.

Dogs can be released from their leads in the [Meadow Fields](#). Dogs must be kept on leads during events in the Gardens (concerts, performances, etc.).

### **Cloakroom, Lockers and Buggy Park**

The cloakroom and lockers facility will not be available, so please only bring coats and bags that you can carry comfortably through your visit.

### **WiFi**

We provide free WiFi in some areas of the Gardens close to the Museum, but access and signal strength can be intermittent in some areas.

When available, please choose 'Horniman Public Wi-Fi'.

### **Eating and Drinking**

The Café and kiosk in the Gardens are open for a fresh and delicious range of snacks, treats and hot and cold drinks to take away, open from 9am until 4pm daily.

Please use contactless payment if you can. Find out more about [food and drink at the Horniman](#).

## Lost Property

If you think you have lost property at the Horniman, either call us on 020 8699 1872 (x183) or e-mail [enquiry@horniman.ac.uk](mailto:enquiry@horniman.ac.uk).

## Photography and Filming

We welcome your photography and filming at the Horniman for personal, non-commercial use. Please refrain from using a tripod, monopod or supplementary lighting. Flash photography is not permitted. These can damage the objects and the cases that they are housed in.

If you would like to conduct commercial photography or filming at the Museum or Gardens, or feature any of our collections commercially or for any other purpose please contact our Venue Hire team - [venuehire@horniman.ac.uk](mailto:venuehire@horniman.ac.uk). All commercial filming and photography enquiries must go through them.

If you are a journalist or have an editorial photography question, please contact the Press Team – [press@horniman.ac.uk](mailto:press@horniman.ac.uk)

If you would like to obtain digital images of the collections for use in your research or publications, we may be able to help. [Visit our Images and Media page to find out more and apply for Reproduction Rights](#). The Horniman is a charity so income gained through commercial activity goes back into running the Horniman.

## Sharing

We love to see the results of photography and sketching in our galleries, as well as artwork inspired by Horniman visits. You can [view a selection of our favourite pieces shared by visitors on Pinterest](#).

If you're choosing to share your Horniman visit or any sketches, don't forget to tag us on Twitter [@HornimanMuseum](#) and [Facebook](#), or on [Instagram](#) be sure to use the #horniman hashtag or tag us [@HornimanMuseumGardens](#).

## Getting here

Horniman Museum and Gardens

100 London Road, London SE23 3PQ

[Google maps](#)

[Citymapper maps](#)

## Transport info and video - Train/Overground

The Horniman is a five to ten minute walk from Forest Hill station and is signposted from the platform 1 exit. Please be aware this walk is uphill, although there are several bus services which stop at both the station and Museum.

Forest Hill is on the London Overground line between Highbury and Islington and West Croydon / Crystal Palace line which offers a high frequency service from North, East and South London.

The station is also well served by trains from Central London, Croydon and Surrey. Direct train services run from

London Bridge (approx every ten minutes, journey time 15 minutes) linking with the Northern and Jubilee Underground lines, and London Victoria linking with the Victoria, Circle and District Underground lines, East Croydon, West Croydon, Sutton, Purley and Caterham.

Please use the Journey Planner to the right or visit [TFL Journey Planner](#) or [National Rail Enquiries](#).

See the [route from Forest Hill station on foot](#).

### **Transport info and video - Bus**

176, 185, 197, 356, P4 - stop outside the Museum and Gardens on London Road

122 - stops on Dartmouth Road

P13 - stops on Underhill Road

363 - stops on Sydenham Hill Road

See the [route from Forest Hill Station by bus](#).

### **Transport info - Bicycle**

There are bicycle racks on the Avenue, near the main entrance on London Road.

### **Transport info - Car**

Parking is severely limited in local area, so we recommend using public transport to come to the Horniman.

A pay-and-display car park is available locally behind Sainsbury's (see map), and there are two pay-and-display car parks at Forest Hill station (one at the front, one at the back).

Please avoid parking on private roads. For coaches, there is a drop off point outside the Museum near to the Clock Tower.

### **Transport info - Accessible parking**

Limited on-site car parking is available for disabled visitors - call 020 8699 1872 for more details and have a look at the [information on our access page](#).

Got a question? Get in touch

020 8699 1872 [enquiry@horniman.ac.uk](mailto:enquiry@horniman.ac.uk)