

Plan Your Visit

Museum closed: The Museum and Butterfly House are expected to open on 17 May, subject to Government guidance.

Café and Kiosk opening times: The Cafe is open 10am - 5pm daily with outdoor seating only.

The Bandstand kiosk is open from 9am - 5pm daily. The Crepe kiosk on the Cafe Terrace is open weekends only, 10am - 5pm.

Gardens opening hours: The Gardens are open daily, from 7.15am (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 Museum and Butterfly House are expected to open on 17 May 2021, subject to Government guidance. The Gardens remain open.

Entrance to the Gardens is free.

Subject to government guidance, the Museum and Butterfly House will reopen from Monday 17 May 2021. Our Gardens remain open, including the Café and kiosks, toilets and Sunday market (food only), but please continue to follow social distancing and the latest safety advice.

Thank you to everyone who has been able to [support us](#) during this time.

What can I see on my visit?

The [Gardens](#) will remain open daily from 7.15am (or 8am Sundays and Bank Holidays) until sunset.

The Garden toilets are open during Gardens opening hours. Extra cleaning and additional safety measures remain in place. Please note, the male and female toilets will be **closed from 4 May for two weeks** to carry out urgent works. The adapted toilet in the Gardens toilet block will be available.

The [Animal Walk](#) is open daily from 12.30pm to 4pm. Please follow social distancing advice.

The [Café and kiosks](#) are open serving hot and cold drinks, sandwiches, snacks and ice-cream to take away.

- **Cafe** – 10am – 5pm, daily, with outdoor seating only
- **Bandstand kiosk** – 9am – 4pm Monday to Friday, and until 5pm at the weekend
- **Crepe kiosk on the Cafe Terrace** – weekends only, 10am – 5pm

The [Horniman Market](#) is open weekly, from 10am – 3pm. A limited group of traders will be offering fresh produce and hot food to take away.

What will not be open?

The Museum, all exhibitions and the Aquarium, remain closed. In the Gardens, the Butterfly House remains closed. We will announce on our social channels and the website when tickets are available, once we know that we can reopen following 17 May.

Staff will continue to care for the residents of our Animal Walk, Nature Base, Aquarium and Butterfly House to ensure their wellbeing throughout the closure.

Information on the page can help you prepare for your visit to the Gardens, and to the Museum and Butterfly House once they reopen.

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.

[We're good to go logo]

Before Your Visit

All visitors must book an entry ticket to the Museum in advance.

- To control capacity and ensure social distancing in the Museum, all visitors, including Members, are required to book a free ticket in advance for admission to the Museum. You cannot be admitted to the Museum without a valid ticket.
- You can book **up to five tickets** for you and your household.
- Tickets allow entry at any time during a 15 minute time slot. There are no restrictions on how long you can stay in the Museum.
- **Please note**, if you leave the Museum you will not be readmitted without a new ticket for a future timeslot. **This includes visiting the Café.** Please ensure you plan your visit to the Café in advance of your timeslot or once you have finished your visit in the Museum.
- You must show your tickets on a mobile or tablet, or a printed version, at the entrance to the Museum. We will do our best to admit you as quickly as possible, but please note that you may need to queue outside before being admitted. As this area is open to the elements, please bring your own umbrella in case of rain.
- Please only book one visit per week so as to give others the opportunity of visiting the Museum.
- Tickets will be regularly released so please check back for availability and updates.

Please note, all buggies must be left in the designated area inside the main entrance.

Requirements for Test & Trace

Due to current Government guidelines on Test & Trace, we have to ask for the contact details of everyone visiting the Horniman who is over the age of 16.

When you visit the Museum, Butterfly House or Cafe, **everyone over the age of 16 in your party** will need to check-in to the NHS app using the QR codes onsite. Alternatively, you and your party can provide contact details to a member of Horniman staff who will check you in via an app called Spout.

Your details collected by the NHS app are not accessible to the Horniman. Details taken via Spout are for Test & Trace only and will be deleted automatically 21 days after your visit.

All personal data will be held securely and managed in accordance with the General Data Protection Regulation. Full details are available in our [privacy policy](#).

Monkey Business Exhibition

Please book your tickets to Monkey Business in advance.

All Monkey Business tickets include entry to the Museum, so you don't need to book two tickets.

Horniman Members must book their free tickets (via logging in to the webshop) and present a valid Membership card at the entrance to the exhibition. Please ensure you book sufficient tickets, accounting for each member of your party.

Tickets are valid for entry to the exhibition at any time. Please note that you may need to queue inside the Museum before being admitted to the exhibition.

Find out more about [Monkey Business](#).

Aquarium and Butterfly House

Please wear a mask or face covering unless you have a good reason not to (children under 11 are exempt).

To control capacity, **all visitors, including Members, must book a ticket in advance** online for admission to the Aquarium and Butterfly House.

Children under three may visit free of charge, and carers accompanying visitors with access requirements get free admission, but you must book into a timeslot. A family ticket is for two adults and two children aged 3-16 years.

Aquarium

Tickets for the Aquarium include free admission to the Museum at the same time. Please visit the Aquarium **as soon as possible** once you enter the Museum. You will be able to enjoy the rest of the Museum once you leave the Aquarium.

To enjoy the Aquarium and the Monkey Business exhibition on the same visit please book tickets via the Aquarium booking page. Please visit the Aquarium first, Monkey Business second, followed by the rest of the Museum to ensure you **don't miss your slot**.

Find out more about [the Aquarium](#).

Butterfly House

Tickets for the Butterfly House are separate to those for the Museum, and you do not need an entry ticket to the Museum to purchase a ticket for the Butterfly House.

Find out more about [the Butterfly House](#).

Visitor Route and Maps of the Museum and Gardens

Download our Museum floorplan and the Gardens map to help you plan your visit.

[Museum floorplan](#)

[Gardens map](#)

Visitor route

Visitors must follow the one-way route around the Museum.

You must only use the designated up and down stairways to change levels. An accessible step-free route is also available and the lift is available for all to us.

Safety and Cleaning

Please wear a mask or face covering unless you have a good reason not to (children under 11 are exempt).

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

- The toilets off Gallery Square will be open – please follow social distancing guidelines. They will be cleaned regularly throughout the day. Please note that the toilets near the main entrance are currently closed.
- Hand sanitiser stations will be located throughout the Museum, and additional cleaning of doors and touch points will take place regularly throughout the day.
- Extra staff will be on hand in the Museum. Our team will wear face coverings and are available for the usual help and assistance.
- We encourage visitors to use contactless methods of payment where possible in the Shop and Cafe.
- Please follow social distancing guidelines throughout your visit, including when speaking to our staff.

Access

The Museum and Gardens are both wheelchair friendly with accessible toilets. All buggies and pushchairs must be left in the buggy park by the entrance.

A lift gives access to all the exhibition areas, for those with access needs.

Different galleries have different accessible elements – tactile maps, torches and large print guides, to name a few. You can check what is available in each gallery on each gallery page on the right hand side.

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 at the Horniman](#).

After Your Visit and Data

Due to current Government guidelines on Test & Trace, we have to ask for the contact details of anyone visiting the Horniman who is over the age of 16.

When you visit the Museum or Butterfly House anyone over the age of 16 in your party will need to check-in to the NHS app using the QR codes onsite. Alternatively, you can provide your contact details to a member of Horniman staff who will take your details via a check-in app called Spout.

Your details are collected for Test & Trace only and will be deleted automatically from the Spout app 21 days after your visit.

After your visit, all ticket bookers will be emailed a survey to provide feedback on their experience at the Horniman.

All personal data will be held securely and managed in accordance with the General Data Protection Regulation. It will not be passed on to any third parties unless explicitly stated. Full details are available in our [privacy policy](#).

Support for the Horniman

The Horniman is a charity.

We have put in place cost-saving measures, but are still expecting a deficit of over £500k this year, and a shortfall for years to come.

We are asking for your help and there has never been a more important time to support the Horniman.

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

Toilets

- **The male and female Toilets in the Gardens will be closed from 4 May for two weeks, but the adapted toilet in the Gardens toilet block will remain open.**
- Toilets are located off Gallery Square downstairs, which are also wheelchair accessible.
- Baby changing facilities are available in these toilets.
- There are also toilet facilities in the Gardens, near the Bandstand.
- There is an increased cleaning regimen in place across the Horniman – please follow social distancing guidelines.
- The toilets by the Museum entrance will not be open.
- The Museum does not provide hoists or adult changing facilities.

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

Baby Change and Feeding

Baby changing facilities are available in both of the toilets in Gallery Square.

If you would prefer to breastfeed in private, please speak to one of the Visitor Hosts who can help direct you to a quiet space.

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.

Buggy parking is available by the entrance, and buggies will not be permitted into the rest of the Museum. Please note that all items are left at their owner's risk.

Wheelchair Hire

We have three wheelchairs that can be borrowed, free of charge, if you require one during your visit.

The wheelchairs will be sanitised after use.

Please ask at the Ticket Desk.

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.

The Horniman Café is open from 9am until 4pm daily.

The Café will have a separate entrance and exit for ordering, with seating outside only. This will only be accessible from the terrace outside the Museum.

Seating around the Conservatory or Conservatory Terrace is for Café customers only, and the Café is operating with a table service.

When you visit the main Café anyone over the age of 16 in your party will need to check-in to the NHS app using the QR codes onsite.

You are welcome to consume takeaways from our kiosks, as well as packed lunches and picnics, in the Gardens. From Wednesday to Sunday the Dutch Barn opposite the Bandstand is also available once we reopen.

The toilets available for visitors to the Café and Café kiosk are the Gardens toilets.

Please use contactless payment if you can.

Find out more about [food and drink at the Horniman](#).

Please note, food cannot be consumed anywhere inside the Museum because it attracts pests, which can damage our exhibits.

Please note, if you leave the Museum **you cannot be readmitted** without a new ticket for a future timeslot. **This includes visiting the Café.** Please ensure you plan your visit to the Café in advance of your timeslot or once you have finished your visit in the Museum.

National Art Pass and NMDC reciprocal free admission

[National Art Pass holders](#) (Art Fund members) and museum colleagues entitled to reciprocal free admission can visit the temporary exhibition and Aquarium for free.

Book your free ticket online, and show your Art Pass or work ID at the Ticket Desk on arrival to receive your free ticket.

Please note, access to the Butterfly House is not included and availability for the Aquarium is limited.

Lost Property

If you think you have lost property at the Museum, either call us on 020 8699 1872 (x183) or e-mail 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.

Monopods and selfie sticks are permitted in the Gardens for personal photography.

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. 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

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.

Sketching

We love to see people sketching and drawing in the Horniman. If possible, please avoid sitting to sketch in one place, as this makes the area inaccessible to others due to social distancing.

We would prefer if you used pencils, as these are less likely to cause damage to the displays and collections.

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