



Roedde House Museum Reopening FAQ

HOURS:

What days will you be open?

Thursday, Friday, and Sunday from 1pm to 4pm

What are the hours?

1pm to 4pm

Visitors are only permitted 60 minutes (1 hour) to tour the Museum.

Visitors will not be allowed to enter the museum more than 5 minutes before their hour start time (as ticketed) and will be given up to 15 minutes after their hour start time (as ticketed) to enter.

TICKETS:

Do I need to buy tickets?

Yes – tickets must be purchased in advance online. No cash will be accepted at the museum.

What if I am a Member?

You must still purchase your free ticket online (there will be a 'Member' option in the tickets). Proof of membership will be required at the door, so please have this ready.

Can I use my Tourism Challenge Privilege Pass, Canoo Pass, or Inspiration Pass for entry?

Yes, these passes will be valid for the rest of the year. Please choose the 'Pass' option for your free ticket in the online ticketing options. Proof of your pass will be required at the door, so please have this ready.

Do I need to print my ticket?

You can print your ticket or show it to us on your phone/device to scan at the door. Whatever is easiest for you!

Why am I being charged a service fee?

This service fee allows us to offer ticketing from an online platform to ensure that we can manage capacity and provide our visitors with the safest, touch-free experience.

What if I need to cancel?

Ticket sales are final, but you may transfer your ticket to another person OR change your ticket time or date up to 24/hours before your scheduled time slot. Refunds will not be provided.

If I have ticketing issues, who can I contact?

If you have ticketing questions, please email info@roeddehouse.org and we will be able to assist you to the best of our abilities. If you require urgent assistance or have questions that do not relate to online

ticketing, please reach out to us through our social media channels, email us at info@roeddehouse.org or call 604-684-7040.

TICKETS TERMS & CONDITIONS

Lost, stolen or misused tickets cannot be re-issued. Not redeemable for cash. All sales final. Value is in Canadian dollars. In the event that duplicate copies are presented, Roedde House Museum reserves the right to refuse tickets redemption for any or all tickets holders.

PROTOCOLS:

Am I allowed to touch the artefacts or sit on the furniture?

Unfortunately, at this time visitors are no longer allowed to touch the artefacts or physically touch any of the furniture. We do hope to allow visitors to handle artefacts again in the future.

Do I need to wear a mask?

Yes. A mask, face-covering or face shield must be worn during your visit. Our docents and staff will be wearing visors or masks during your visit.

Will I need to physically distance while in the museum?

Yes. Only 5 visitors will be allowed per hour and visitors must distance (6 feet or 2 metres) between individuals/households (social bubbles).

Will your washrooms be open?

We ask all visitors entering the museum to wash their hands according to health standards (posted in the washrooms). Due to staffing constraints, public use toilets will not be permitted. Please use the toilet at home prior to your visit.

Will you be cleaning before my visit?

Docents and staff will sanitize high touch areas in between visitor hours. This includes: stair railings, bannisters, door handles/knobs, audio guide tablets, and point-of-sale equipment.

Will I be able to purchase items in the gift shop?

Yes, we will have a small display in the Den (tour start/entrance) of items for sale (including handmade masks) as well as the full gift shop at in the Entry Hall (tour end/exit). Purchases will be done electronically, no cash will be accepted at this time.