**Reminder for visitors**

**RSE “National Museum of the Republic of Kazakhstan”**

**of the Ministry of culture and sports of the Republic of Kazakhstan**

**on compliance with the sanitary and disinfection regime**

**1. General statement**

This reminder was developed in accordance with the Algorithm of gradual reduction of quarantine measures for cultural organizations of the country, provided that all the sanitary measures of the quarantine regime are observed.

This reminder is drafted for visitors to comply with the sanitary and disinfection regime and is aimed at ensuring order and safety when visiting the Museum and is mandatory for all visitors located on the territory of the Museum.

The Museum's territory includes: parking, lobby with a lobby area, wardrobe area, approach corridors, stairs, escalators, elevators, lifting platform for people with disabilities, exhibition halls, restrooms, a buffet and exhibition halls.

In accordance with the requirements of sanitary standards, the Museum performs regular full sanitary treatment of all premises, including wardrobes and storage rooms.

Working hours, free days, prices and benefits are saved and indicated:

- on the Museum’s official website (kazmuseum.com);

- on informational reference media in the entrance area of the Museum.

Entrance tickets are sold online through the system Ticketon.kz or the Museum's website, as well as by phone: 919-031, 919-032, without exception the sales through the ticket office.

Ticket refund is made online for free, the day before visiting the Museum, with a refund of the full ticket price.

**2. The procedure and requirements of visiting the Museum**

You can enter the main building of the Museum only through the main entrance from the 2nd floor; block 5 from the side of Tauelsizdik Avenue, exit – only through the 1st floor of block 5.

***Visiting the Museum takes place in the following sessions:***

• 1st session at 10.30 – groups form at 10.30, 10.45, 11.00;

• 2nd session at 12.00 – groups form at 12.00, 12.15, 12.30;

• 3rd session at 14.30-groups form at 14.30, 14.45, 15.00;

* 4th session at 16.00-groups form at 16.00, 16.15, 16.30.

Note: a session is the time when you can enter the Museum

The Museum excursion takes 45 minutes.

The capacity of the hall will be limited to only a few visitors, based on the possibility of maintaining a social distance in the visitor zone of 1 person per 5 square meters. For security reasons, the Museum staff can restrict access to the hall until other visitors leave this space.

To ensure social distance, floor markings are installed in checkout areas and other places where queues form (bathrooms, wardrobes, etc.), as well as in front of each Museum exhibit.

**In order to ensure sequence and security, visitors are obliged:**

* to wear a mask and gloves. The museum visitor can come wearing his or her own mask and gloves, if he or she does not receive them for free at the ticket office;
* to undergo a non-contact body temperature check at the entrance to the Museum. For security reasons an employee of the Museum has the right to refuse to visit a visitor with an elevated temperature;
* to pass verification through customs equipment (introscope) and special equipment (metal detectors). If necessary, a visual inspection of personal belongings of the visitors of the Museum (lady's, sports and household bags, bags, folders, etc.) can be carried out, as well as a personal inspection;
* leave antiseptic gels and sprays in the storage room, as antiseptic agents are installed in the halls of the Museum;
* on entrance, exit and inside the Museum, to observe a social distance of 1.5 meters with other visitors, except the relatives and friends who came with the visitor;
* follow the instructions of the Museum staff.

Video instruction on the strict observance of the rules of personal hygiene and hygiene inside the Museum, the visitor can watch on the Museum website (kazmuseum.com).

In case of non-observance of the above actions by the visitors, the Museum employee has the right to apply the measures aimed at ensuring the security as well as the stay of visitors and remove the violator from the Museum building.