



Policies and Procedures for Guest Experience & Safety



Visitor Expectations

The Gallup Children's Museum is a place for children and their families to engage in curiosity, culture, and community in a safe and respectful environment. To ensure everyone has a positive experience, we kindly ask all visitors to follow our expectations as posted at the entrance: Be Respectful of Others, Use Walking Feet, Be Respectful of the Exhibits, Keep Food in the Snack Area, and No Jumping off the Exhibits.

Below are longer and more detailed guidelines.

General Guidelines

Respect Others: *Be kind and considerate to other visitors, museum staff, and volunteers. Please use indoor voices and gentle actions during your visit. Obscene, profane, or abusive language is not allowed in the museum.*

Respect Museum Property: *Handle exhibits and materials gently and as instructed. Please clean up after yourselves when finished with an exhibit.*

Play Safely: *Share spaces, toys, and exhibits with others. Avoid running, climbing on non-designated areas, or engaging in rough play.*

Respect our Staff: *Our staff is here to help ensure a safe and enjoyable visit. Please follow their directions and respect any safety announcements.*

Healthy Environment: *If you or your child is feeling unwell, please plan your visit for another day to help us maintain a healthy space for everyone.*

Illegal Activity: *Individuals possessing or using illegal substances are not allowed in the facility. Individuals who commit theft or engage in criminal activity on museum grounds will be asked to leave the facility.*



Visitor Expectations

Visitor Policies

Adults Accompanied By Children: At the Gallup Children's Museum, the safety and well-being of our visitors, especially our children, are our top priority. To best serve our children and their families, our policy states that adults (18 years and older) are required to be accompanied by a child (17 years or younger) to enter the museum. Exceptions may apply for special events, adult-only evenings, or pre-approved educational visits or museum rentals.

Children Accompanied By Adult: Adults (18 years or older) must supervise their children at all times. Adults will not be permitted to leave their children in the facility unless there are programs where the adult has followed the museum's procedures for drop off.

Safety and Security: The museum reserves the right to refuse entry or ask individuals to leave if their behavior is deemed inappropriate, disruptive, or does not follow the museum's visitor policy.

Missing Child Policy: Museum staff should be alerted of a missing child. Museum staff will follow the museum procedure. You may be asked to help by looking for a description and phone number of a caregiver or standing by an exit or the front desk to ensure missing children are found quickly.

Child/Adult Ratio Policy: For the enjoyment and safety of all of our guests, at least one adult is required to accompany up to 6 children. This ensures that adults are able to interact with and keep eyes on all the children under their care.

Photo & Film Policy: By entering the Gallup Children's Museum facility you agree that GCM has the right to use your likeness, image, voice, etc. in video, and in any marketing, advertising, or related endeavors in a legitimate manner which is not intended to cause any embarrassment or undue harm.

If you do not wish to be photographed, recorded or appear under these conditions, please visit the Front Desk.



Accessibility

The Gallup Children's Museum actively works to ensure access for ALL children and their grown-ups, regardless of learning differences, economic status, race or gender. If your family requires specific accommodations, please contact the Gallup Children's Museum ahead of your visit.

1. **Service Animals:** Registered service dogs are welcome at Neighborhood North. Animals defined as "comfort animals" or "therapy animals" are not defined by the ADA as service animals and will not be admitted to the Museum.
2. **Sensory Bags:** Sensory Bags are available for check-out at the Front Desk for guests to use during their visits in the museum. Some items included in the Sensory Bags are noise-reducing headphones, fidgets, weighted blankets, and Visual behavior keyring).
3. **Wheelchair Accessibility:** We are committed to providing an inclusive and welcoming environment for all visitors, including those who use wheelchairs or have mobility challenges. All entrances and exhibits have wide, clear pathways to accommodate wheelchairs and mobility devices.

Strollers: Stroller parking space is limited in the Museum. Please consider leaving your stroller at home or parking it outside of the museum windows. The museum is not responsible for stolen strollers.

Restrooms: We encourage families to use the mall bathrooms near the food court. For families who would require a changing table, ask a staff member to escort you to the back bathroom.



Visitor Experience

Food and Drinks Policy: We are a peanut-free zone, so please avoid peanut butter or tree nut snacks. We ask that families enjoy all food and drinks in the mall public walkways or food court.

Dress Code: Guests wearing or otherwise displaying obscene messages, symbols/language of hate, or content that is generally inappropriate for a children's museum will not be allowed. This includes the display of imagery or words that convey violence, weaponry, profanity, racism, nudity, or incite unsafe behaviors. The Children's Museum reserves the right to determine what imagery, terms, language, etc. fit the criteria above. Examples of prohibited symbolism: Nazi swastika; Confederate flag. 8.

Lost & Found: All items found/turned into the front desk or found on the Museum floor will be kept for 30 days.

Health & Safety Policies

Maintaining a clean museum is paramount to our daily operations. We have implemented enhanced measures to protect you and your family. Our staff closely adheres to recommendations and guidelines set forth by the World Health Organization (WHO), the Center for Disease Control (CDC), the Association of Children's Museums (ACM), and the American Alliance of Museums (AAM).

Sanitizing & Disinfecting Procedures at the Children's Museum:

- Museum exhibits are sanitized daily
- High-traffic surfaces are cleaned multiple times a day
- Items within the exhibits (toys, pillows, costumes, etc.) are washed and sanitized on a regular schedule.
- Sanitize bins are placed within the museum for your convenience. If you see an item in need of cleaning or repair - place it in a sanitize bin or inform a staff member.

Hand Sanitizing Stations: Hand sanitizer dispensers are posted throughout the Museum. We encourage guests to sanitize their hands upon entering and exiting the Museum.

