

VISITOR CODE OF CONDUCT



Lougheed House National & Provincial Historic Site is a provincially recognized museum open to everyone. Respectful sharing of spaces and resources ensures an enriching experience for all visitors. Appropriate personal behaviour, decorum and conduct are always required from visitors. This ensures that the entire visiting public is treated with respect, and that every visitor has an equal opportunity to enjoy a meaningful and memorable experience in beautiful spaces. Activities and/or actions inconsistent with Museum values will not be tolerated.

We ask that all visitors follow the guidelines described below.

Those who do not comply may be asked to leave.

VISITOR BEHAVIOUR

Prior to entry into the Museum a Wellness Screening Questionnaire must be completed with Guest Services personnel. Individuals who are unwell are asked to reschedule their visit.

Masks are required to enter the Museum and are available for purchase through our Shop if the visitor does not have one.

All children under the age of 12 must be accompanied by an individual 16 years of age or older.

Visitors are required to wear proper attire while on Museum property. Shirts and shoes must be worn at all times.

Backpacks, large bags, umbrellas, strollers, are not permitted in the galleries. Please ask at Guest Services for assistance in storing these items free of charge. For safety and security reasons, we reserve the right to inspect all items carried into or out of Lougheed House.

While baby backpacks or slings are permitted, we ask your care to ensure there is no contact with the house or its contents.

Eating and drinking are not permitted in any of the Museum galleries. Food services and seating are available on the main level in the Restaurant located in the Dining room/Conservatory. School groups may also consume bag lunches in a specially designated lunch area located on the lower level. Guests are also welcomed to enjoy refreshments in the Gardens.

Alcohol consumption is only permitted within the restaurant assigned areas and in compliance with provincial AGLC restrictions.

Visitors are to refrain from shouting, running, and other disruptive behaviour. Individuals exhibiting any offensive, abusive, or threatening language or behaviour, and individuals suspected of being intoxicated or under the influence of drugs, will be asked to leave the Museum.

Visitors are not permitted to engage in the following activities: leafleting, protests, rallies, third-party sales, or any activity that has the effect, intent, or propensity to draw attention.

Pets are not permitted in the Museum. Service animals are permitted with presentation of official certification at Guest Services upon arrival.

Lougheed House is entirely smoke-free.

- ❖ Smoking, vaping, and the use of cannabis are not permitted on Museum grounds, inside the building and in all parking lots.
- ❖ The use of all smoke-related products including e-cigarettes, cigars, vaporizers, tobacco and its derivatives and cannabis and its derivatives are prohibited.

The following items are not permitted in the Museum at any time:

- Bicycles, scooters, tricycles, skateboards, roller/in-line skates
- No substances are allowed which could cause stains or damage to walls or floors, including but not limited to ice sculptures, bubbles, soap substances, sand, or flower petals.
- Drugs
- Weapons of any kind, and any other item deemed dangerous by the Museum; and
- Any other item prohibited under Canada's Criminal Code.

Cell phones may be used anywhere in Lougheed House or on the grounds.

Please respect the rights of other visitors to quiet contemplation and study.

Visitors are not to harvest, damage, or remove any plants from the gardens. Please use your eyes and not your hands and feel free to take images as outlined.

Observe our photo, video, and sketching guidelines:

- Photography is permitted for personal use only, with hand-held equipment and no flash is used. Please exercise due care when taking close-up photographs of any exhibit or display. The use of tripods, monopods, etc. is not permitted unless pre-approval has been requested and given. To make such a request, please visit the Guest Services. In some special exhibitions, photography may not be permitted. Photography of the second-floor artifact rooms and wherever signs are posted is prohibited.
- It is the visitor's responsibility to ensure no copyright is infringed. Photography of any objects on loan, as indicated on the label by "...loan, lent by, private collection..." or the name of an institution other than Lougheed House.

- Sketching is permitted. Use a lapboard or clipboard and either lead or colored pencils are also allowed. We ask people refrain from using the floors, walls, or pedestals as support for sketching. While in the galleries or packing up to leave, please carry your materials carefully.

SAFETY AND SECURITY

To adhere to COVID-19 virus spread prevention and preserve the artifacts on display, visitors are not to touch or lean on any of the exhibits or displays. Please keep a safe distance from, and do not touch, the artworks or historic furniture.

Any actions that support or commemorate current or historical hate groups (including propaganda or display of sensitive symbols) are not permitted inside the Museum or on its grounds. Individuals exhibiting any such actions or activities that are inconsistent with Museum values, are harmful to visitors, or are not in the spirit of the Museum will be asked to leave Museum premises.

The Museum does not allow items that promote, support or glorify hatred towards people based upon race, ethnicity, national origin, religion, gender, gender identity, disability, or sexual orientation (collectively considered “protected groups”), nor does it permit items or content that promote organizations or people with such views. Items or displays that contain racial slurs or derogatory language about protected groups are strictly prohibited.

Trespassing, entering, or remaining in or upon Museum premises when the Museum is not open to the public, except with the express consent of Museum staff, is strictly prohibited. Any access onto or within any adjacent areas under construction or closed to the general public is also prohibited.

Obstructing the use of public areas such as entrances, foyers, lobbies, corridors, concourses, offices, elevators, escalators, stairways, roadways, driveways, or walkways is not permitted.

Tampering with fire- and life-safety devices, such as fire extinguishers, alarm pull stations or first-aid equipment, is not permitted.

Violating the order of or preventing the execution of duties by Museum staff to maintain order and control public access and movement is prohibited. Threatening, resisting, intimidating, or intentionally interfering with Museum staff engaged in their official duties is prohibited.