

## Coronavirus Visitor Charter

With special measures in place for the foreseeable future, we would ask everyone planning a visit to The National Archives to help us ensure everyone's safety by committing to our new visitor charter.

As a visitor to The National Archives, you agree to:

- Pre-book your visit at least a week in advance, and not travel to our building without having received confirmation of your booking
- Book a maximum of one visit in a week, to allow other researchers the opportunity to book
- Order your documents in advance, including a number of alternative documents in case any of your original choices are unavailable
- Delay your visit if you are experiencing any [COVID-19 symptoms](#)
- Follow the [government guidance on travelling](#), especially if using public transport
- Observe the safety measures that we have put in place
- Practice social distancing while on site and in our building
- Wear a face covering during your visit, unless you have a [legitimate reason not to do so](#)
- Wash your hands before and after visiting our reading rooms, and regularly throughout your visit
- Be patient and polite with our staff while you visit
- Notify us in advance, where possible, if you are delayed or unable to visit
- Accept that our services on site are limited
- Acknowledge that we may ask non-compliant visitors to leave
- Accept that The National Archives has taken every reasonable step to create a COVID-19 secure building, and that we rely on the co-operation of visitors to follow the measures we have put in place to protect everyone's safety.

We will review these arrangements regularly to ensure that they continue to meet government guidance.

Please note that, in order to help contain clusters or outbreaks of coronavirus, The National Archives will keep a secure temporary record of your visit for 21 days, after which it will be destroyed. During this time your information may be shared with the [NHS test and trace service](#) if necessary.

Thank you for your continued support, we look forward to seeing you soon.