

## Museums for All Training Recommendations

- Museums for All is about accessibility and inclusiveness for all visitors. Let this be your guiding principle, above all others.



## Staff Awareness

- It is important staff at all levels are aware of Museums for All, and what the particular details of its implementation in your museum are. It will also be important to periodically remind staff of these policies, particularly the visitor services staff or volunteers, which might see more turnover. It is even important that the board of trustees knows that your museum is a Museum for All.

## Daily Operations

- Museums for All works by having visitors display their Electronic Benefits Transfer (EBT) card. Although EBT cards can be used as payment in places like grocery stores, it is **not** used for payment with this program. It is shown simply to identify the visitor(s) as qualifying for Museums for All. If your museum charges an admission price for Museums for All (no higher than \$3.00), collect payment using your accepted methods (e.g. cash, credit card, traveler's checks, etc.)
- A valid form of photo ID should also be presented, along with the EBT card.
- In cases of suspicions of fraud, please follow your museum's policies.
- All cases of returns or refunds should follow your museum's policies.

## How Many People?

- The Museums for All guidelines state that up to four individuals can receive the Museums for All benefit with the presentation of one EBT card. The individuals should all be part of the same group, of course.
- However, if the EBT card holder comes with a group of four or more, at least four of those visitors must receive the Museums for All rate. It is up to your museum to decide if the rate will extend to all members of the group beyond those four. For children's museums, it is acceptable to restrict this to two adults and two children.

## Signage

- EBT cards from any state are valid for receiving the Museums for All benefit. Every state's EBT card is different though. It will be useful to have an image of your state's EBT card at the point of sale for reference.
- There should be information about Museums for All participation on your website (please use the [logos provided](#)). It will be a good idea to have some visual notice of Museums for All at the point of sale where it can easily be referenced when asking visitors if they are eligible to receive any of the museum's discounts.

## Restrictions

- The Museums for All discounts are available during all normal operating hours. The idea is to make the museum accessible for low-income families on their own time, whenever they're able to come. It gives them the agency to choose what time works best for a museum visit, rather than having to schedule around certain dates or times that may be inconvenient or crowded.
- The Museums for All discount only applies to general admission. If your museum has a special exhibit or attraction that carries an extra, or "add on" fee, it is not obligated to offer a discounted rate for it. However, your museum is welcome to include any such extra perks in its Museums for All offerings, if it wishes to go above and beyond.