



Warrington Museum of Freemasonry

Visitor Care Charter

1. Vision

To create a stimulating resource, reflecting best practice, to represent the development of Freemasonry both National and locally, as part of Warrington's cultural environment.

Warrington Museum of Freemasonry is dedicated to the provision of a high quality, customer focused and friendly service to all our users. Our Volunteers are committed to promoting the mission and objectives of our organisation and to deliver the standards contained within this policy.

2. Mission

To provide a varied and high-quality heritage experience for all members of the community.

3. Our Objectives

- To protect and conserve the collection
- To promote access to the collections appropriate to the 21st Century
- To attract more visitors to the museum, in turn contributing to the local and regional economy
- To create learning opportunities for all and develop programmes using the collections
- To network and collaborate with other museums and heritage organisations within the local and regional area

4. Our Visitor Commitment

Our standards of service are designed to support the mission and objectives of Warrington Museum of Freemasonry

- We will strive to ensure an inclusive and friendly treatment of all our visitors and volunteers.
- We will aim to offer new exhibitions and work in partnership with other organisations to achieve this.
- We are committed to documenting and digitising our collections to ensure accessibility to visitors, researchers and lenders.

Reviewed and approved by Board of Trustees: 19 March 2018