

Henry

Henry Art Gallery: Frequently Asked Questions

Updated March 10, 2021

OPERATIONS & SAFETY MEASURES

What are the museum's hours?

- The Henry is open to the public on Saturdays and Sundays from 10 AM to 5 PM, starting on March 6, 2021. Advance registration of [timed tickets](#) is highly encouraged!

What exhibitions will be open when I visit the Henry?

- The museum's Upper Level Galleries feature a new slate of exhibitions, including *Illustrating Injustice: The Power of Print, Plural Possibilities & the Female Body*, and *Bambitchell: Bugs & Beasts Before the Law*. The James Turrell Skyspace will also be open. Visit our [On View](#) page to learn about current and upcoming exhibitions, permanent installations, and more.

What safety measures has the museum taken to provide a safe visit?

- The Henry has implemented strict safety protocols, including reduced capacity, timed ticketing, mask and social distancing requirements for all visitors and staff, plexiglass shields in key locations, as well as designated visitor pathways and occupancy limitations within the galleries. The building is undergoing enhanced daily cleaning, including disinfection of high-touch areas twice daily and frequent cleaning of the entrance area. Hand sanitizing stations are available throughout the museum. Please visit the University of Washington's [Covid-19 Prevention: Enhanced Cleaning and Disinfection Protocol](#) for details.

Do you have wheelchairs available?

- Yes, a limited number of wheelchairs are available. Please email info@henryart.org before your visit to request use.

Can I store luggage?

- Lockers are temporarily unavailable. Please do not bring large items or bags to your visit.

Where can I eat/drink?

- Food and drinks are not allowed inside the building. Please also note that City Grind Café as well as drinking fountains are temporarily closed. If you'd like to consume food/drinks, we recommend the [9 Spaces 9 Trees](#) outdoor installation adjacent to the museum, which provides tables and seating.

Are accessible restrooms available?

- Yes, our restrooms are ADA accessible. Please note that restrooms are non-gendered and the use of restrooms is restricted to one person or household at a time.

Can I use cash onsite?

- For onsite purchases such as memberships, credit or debit cards are preferred. If you would like to use cash, please have the exact amount ready. We will not be able to provide change.

TICKETING

What is the cost of admission?

- With gratitude for our community and the members who have sustained us this past year, admission is being made free to all through June 30, 2021.

Do I need to reserve tickets in advance?

- Advance registration for timed tickets is highly encouraged. Please use [this link](#) to make your reservation. Admission is limited to 5 tickets per reservation. Walk-ups are welcome as capacity allows.

I am a Henry member. Do I still need to reserve a ticket in advance?

- Yes, all visitors are encouraged to reserve tickets in advance. Please use [this link](#) to make your reservation.

I forgot to buy my tickets online, can I buy them onsite?

- Please use the QR code posted on the exterior of the building (or [this link](#)) to see available time slots and reserve a ticket at the next available time. If you can't access our website, please check in with the greeter at the front entrance for assistance.

I need to cancel my visit. What do I do?

- Please use the "cancel" link in your ticket confirmation email to cancel and/or change your visit. If you would like to make a new reservation, click [here](#).

What if I am feeling ill?

- If you are feeling ill before your visit and/or have had known exposure to COVID-19, please postpone your visit. (The "cancel" link in your ticket confirmation email allows you to cancel and/or change your visit.)

WHILE AT THE HENRY

How long do I have to visit the museum?

- Upon arrival within 15 minutes of the designated time on your ticket, we ask that you complete your visit within an hour (the average Henry visit is between 45 and 60 minutes). Please note that the last entry to the museum is at 4 PM.

Will someone take my temperature before I enter the museum?

- No, a temperature check is not required to enter the museum. However, if you feel unwell or have had known exposure to someone with COVID-19, please postpone your visit.

Why am I required to wear a mask?

- Visitors (and staff) are required to wear masks as per Washington State, Centers for Disease Control and Prevention, and University of Washington recommendations and regulations. Masks must cover nose and mouth and must be worn at all times during your visit. Neck gaiters, bandanas, and face shields (when not combined with a mask) are not permissible. If you need a disposable mask, please inquire with the greeter at the front desk. Visit [this page](#) to learn more about face covering requirements.

I forgot my mask. Are masks available at the museum?

- Yes, please inquire with museum staff at the front entrance (before entering the building) and they will provide you with a disposable mask. Please use a temporary face covering (such as a scarf or tissue) while interacting with staff.

Is the Henry offering special visiting hours for people with medical exemptions?

- We are unable to provide accommodations for those with medical exemptions at this time.

Are there signs/directions to help with social distancing?

- Yes, designated pathways and signage, as well as occupancy limits are in place to assist with social distancing.

What do I do if I see someone who is not following safety protocols?

- Please alert a member of the museum's Visitor Services team. Look for individuals who wear green lanyards.

Is photography allowed?

- Yes, please tag @henryartgallery or use the #AtTheHenry hashtag in your social media posts.

AFTER YOUR VISIT

How do I share feedback about my visit?

- Please fill out this [brief survey](#) or email us directly at info@henryart.org. We look forward to hearing from you.

I've tested positive for COVID-19 after visiting the museum (or I'm a health care official with a patient who has tested positive after a recent visit to the museum). What should I do?

- Please contact the University of Washington's Environmental Health & Safety Department for contact tracing and guidance related to COVID-19: covidehc@uw.edu or 206.616.3344.

How do I keep in touch with the Henry?

- Subscribe to our [e-newsletter](#) or join us on social media at @henryartgallery on [Facebook](#), [Instagram](#), and [Twitter](#) to learn about upcoming exhibitions, programs, and more.

I'd like to sign up for a membership and/or make a donation. How do I do that?

Please visit henryart.org/support for more information. We appreciate your support!