

Museum & Visitor Policies



Welcome you to the Virginia Holocaust Museum (VHM). To make sure you have a meaningful experience, we ask that our guests follow our Museum and Visitor Policies while visiting. Our friendly staff and guides are here to answer any questions.

PHOTO, FILM AND AUDIO POLICY

- Photos for personal use are permitted and encouraged at the VHM.
- Don't forget to tag us on social media!
- Professional photography or videography is not permitted without prior authorization.
- Video or audio recording of live programming or tours is not permitted without prior authorization.

SMOKING

The VHM is smoke-free. Smoking or the use of electronic cigarettes are not permitted anywhere on the museum campus including the garden and parking lot.

BAG INSPECTION POLICY AND PROHIBITED ITEMS

- FIREARMS ARE NOT PERMITTED ON THE VHM PROPERTY.
- Food, drink, gum, candy, backpacks, umbrellas or firearms are not permitted inside the Museum.
- Bags larger than 16 x 16 x 8 are prohibited inside the Museum. Any and all bags are subject to inspection. Guests who refuse inspection of parcels will be restricted from entering the Museum.
- We have lockers available to check your backpack, umbrellas, or bags in our lobby, free of charge.
- Free coat check is available in our lobby.
- The following items are strictly prohibited:
 - Weapons/firearms, except qualified law enforcement.
 - Knives/blades longer than 3.5 inches.
 - Clubs, hammers, martial arts devices, and related items.
 - Flammable liquids and gases greater than 0.5 oz.
 - Fireworks, ammunition, explosive devices, and related materials.
 - Paint and related marking materials; spray cans and aerosols.

UNWELCOME CONDUCT

To secure a safe and healthy environment that fosters inclusion, diversity, equality and respect we encourage our visitors to demonstrate courtesy to all.

- Inappropriate treatment, including threatening and unwelcome conduct, of guests or any VHM staffer, whether physical, verbal, or visual, is not permitted.
- Use or display of obscene or abusive language is not permitted.
- Engaging in disorderly conduct or participating in unauthorized assemblies or protests (including the use of flags or banners) is not permitted.
- Displaying signs or distributing solicitations, advertisements, or other materials without prior authorization is not permitted.



FOOD AND BEVERAGES

Eating and drinking in the VHM is only permitted in designated areas. Chewing gum or sucking on candy or lozenges is discouraged.

FAMILY SERVICES

For breastfeeding mothers, we have a private space so that one can nurse privately away from the other Museum guests. Just let the front desk staff know so that they can lead you there.

WATER FOUNTAINS

Water fountains are located outside of the bathrooms on both the upper and lower levels of the Museum.

DOG VISITATION

- No dogs are allowed inside the Museum unless they are a Service Animal.
- Pet owners must stay with their leashed pets at all times.
- Pet owners must pick up and properly dispose of any waste.
- Pet owners are asked to be respectful of other guests, maintain a safe and comfortable distance from others, and discourage excessive barking.
- Other animals are not permitted.

MUSEUM PHOTOGRAPHY

Museum staff often takes photographs of museum events and programs for the museum's archives, for social media and the museum's website as well as for promoting future programs. Please let the photographer know if you would not like your photo taken.

PARKING LOT RULES AND REGULATIONS

- Free parking for Museum visitors and members is intended as a benefit when visiting the Museum and is not to be used for daily/regular parking for purposes other than participating in VHM guest activities.
- The VHM upper lot is intended for passenger vehicles (no more than 2 axles and not more than 19 feet in length) only and should not be utilized by commercial or mass transit vehicles, buses, or recreational vehicles.
- The VHM lower lot can accommodate school and tour buses.
- Guest vehicles should not be parked in a way that results in the occupation of more than one designated parking space.
- Children and animals may not be left unattended for any amount of time in vehicles parked in the VHM parking lot.
- The VHM parking lot is intended for short-term parking only and should not be used for car repairs or washing, tailgating, picnicking, sporting activity, or habitation. Vehicles parked for more than 24 hours without prior VHM permission may be towed at the owner's expense (period).
- Boisterous, insulting, or indecent language and loud music are not permitted in the parking lot.



PARKING (Continued From Previous Page)

- Food trucks are not permitted to operate in the parking lot unless prior authorization has been specifically provided by the VHM.
- Vehicles should be locked and the VHM is not responsible for fire, theft, damage or loss of vehicles or the property left inside them.
- Violation of these policies may result in the removal of vehicles from the parking lot by our towing service. Information on towed vehicles can be found by calling 804-233-5757.

SOCIAL MEDIA

The VHM encourages people to engage with us on social media. Any opinions expressed by users on our social media platforms do not reflect the views of the museum, its trustees, employees or volunteers.

- Social media users should be respectful. Any posts that contain abusive, offensive, defamatory, discriminatory or unlawful language or images will be removed, and the user may be blocked.
- Spam and posts that advertise or promote goods or services may be removed.
- We appreciate your cooperation. Failure to observe our Museum and Visitor Policies may result in denial of access. Please let us know if you have any questions by contacting Matt Simpson by email (msimpson@vaholocaust.org).

TERMS & CONDITIONS

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