

WING LUKE MUSEUM

Visitor Guidelines

WLM encourages all guests to have a fun, educational, and inspiring experience! **Please treat fellow guests, staff, and volunteers with respect and courtesy to create an environment where everyone can learn and explore safely. Harassment of and disruptive/disrespectful behavior towards staff, guests, and volunteers is not tolerated.** WLM encourages guests to take non-flash photos to commemorate and share about your visit except where forbidden by signage (see more restrictions below.) Please also leave your thoughts in exhibits where designated.

Additional restrictions and guidelines below:

RESTRICTIONS:

A1. Alcohol and Drug Use: Responsible alcohol consumption by guests of museum events or Facility Use events is permitted. Intoxication is not allowed onsite and is grounds for denial of service or being asked to leave the premises. Smoking and vaping are not allowed inside WLM or around entrances, exits, windows, and air intakes where forbidden by law.

A2. Backpacks, Bags, and Luggage: Please leave luggage, backpacks, and large bags at home and carry purses, bags in front of the body to avoid bumping into others and museum items. First-come, first-serve lockers are available, and shelving is available for non-valuable items. Storage is at the customer's own risk and the museum cannot be held responsible for missing or lost items.

A3. Behavior and Etiquette: Please be respectful of people and objects on the premises. No running, roughhousing, or disruptive behavior in the exhibition and gallery areas. Art and artifacts in the exhibition and gallery areas are not to be handled, picked-up, or touched unless posted otherwise. If you are unsure, please ask staff.

A4. Photos and Video: Non-flash photography welcomed unless posted otherwise. To preserve sensitive artifacts and art, WLM forbids the use of flash, tripods, and selfie sticks.

Videographers/photographers should not film/photograph staff members or other patrons without first obtaining express permission. Guests of WLM events may be filmed/photographed by staff and/or contractors for documentation and/or promotional reasons.

A5. Restrooms: Restrooms are for patrons only. The Mezzanine level has an all-gender restroom. The 1st Floor has women's and men's restrooms; the 2nd Floor has women's restrooms; the 3rd Floor has men's restrooms. Each restroom has 1 accessible stall and a diaper changing station.

A6. Weapons: Please leave weapons (firearms, knives, sharp or blunt objects) at home.

GUIDELINES:

B1. Accessibility: please visit wingluke.org/accessibility for the most up-to-date information.

B2. Animals: Service animals are welcome, but no pets or emotional support animals are allowed in the building. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the animal's ability to perform the work of tasks.

B3. Attire, Costumes, and Face Coverings: Customers are required to wear attire over top and bottom, and wear shoes with soles for their own safety. Guests in attire deemed offensive by staff may be asked to leave. Medical masks and religious coverings are allowed, otherwise masks and face paint that cover the entire face are not allowed. Costume weapons are not allowed.

B4. Balloons: Helium balloons are not permitted within the museum building.

B5. Children and Babies: WLM offers children of all ages an inspiring and educational experience. Children 14 and under must be accompanied and supervised by an adult (18+). The following amenities are available for families with small children:

- Stroller storage is behind the front desk, please check with staff for storage for larger strollers.
- Guests are welcome to nurse wherever they feel comfortable, a private room on the Mezzanine is available upon request.

- Restrooms have diaper changing stations (see “Restrooms” below for more detail).
- Our galleries for youth include our KiDPlace gallery and Frank Fujii Youth Gallery on floor 2.

B6. Food and Drink: Food and drink may be left at the front desk or designated storage areas. Food or drink in the exhibitions, collections, and library areas are prohibited. There are water fountains by the elevator on each floor.

B7. Health and Safety Precautions: Please stay home if you are feeling unwell and are experiencing COVID-19, flu, or cold symptoms that may indicate a respiratory infection. WLM encourages medical face masks to discourage the spread of respiratory disease such as COVID-19 and free masks are available at the front. By visiting WLM, you accept the risk of exposure to respiratory diseases including COVID-19.

B8. Pens, Pencils, and other Art Mediums: Pencils (lead and color) are welcome for writing and sketching while visiting the galleries, please no paints, pastels, markers, or pens.

Please note that the restrictions and guidelines above may not cover every situation and guests are expected to comply with staff instructions. Violation of restrictions and guidelines may lead to refusal or revocation of access/admission without refund. Exceptions to the above guidelines may be made with management approval.