



## **Jersey Heritage Visitor Charter**

Our Visitor Charter outlines what you, the visitor, can expect from us and our sites. It suggests how you can be part of looking after these special places and helping all visitors have a positive and memorable experience.

Our **purpose** is to care for the heritage of Jersey, to promote wider access to it, act as advocates on its behalf and bring imagination to telling its stories so that we inspire people to create a better Island for everyone.

Our **mission** is to collect, conserve and safeguard Jersey's heritage and to create enriching experiences through our collections, exhibitions, heritage sites, education programmes and events.

Our **vision** is to create welcoming, inspiring and memorable experiences for all our visitors, to ensure that Jersey's heritage is for everyone, for always.

We strive to meet and exceed your expectations, and to provide a safe and welcoming experience to all.

### **What you can expect:**

A warm welcome from friendly and helpful staff and volunteers.

That you will be treated respectfully.

An engaging and memorable visit.

Imaginative and accessible storytelling.

An opportunity to see the Jèrriais language.

As far as possible, sites that are accessible to those with disabilities within the limitations of historic places and heritage legislation.

Clean and functioning visitor facilities.

You will have opportunities to express opinions and share ideas. Your voice will be heard.

**Please help us look after this Island's special places and heritage by:**

Being polite and respectful to other visitors, our staff and volunteers.

Taking care of yourself and of others as you explore our historic places, respecting our rules for your own safety and that of others.

Leaving nothing behind but your footprints and taking nothing with you but a wonderful visit, great photos and fun memories.

Helping us look after historic objects and places by treating them well, so that everyone can enjoy them.

Helping nature flourish by not picking flowers, disturbing animals or wildlife.

Enjoying food only in designated areas.

Not smoking, vaping, riding bikes or scooters.

Only bringing assistance dogs to our sites.

Letting us know if you have ideas on how your visit could be improved.

Letting us know If you had a great visit and encouraging others to visit!