



FAQs for Phase 2 Re-Opening: July 19

Safety Protocols FAQs:

Newfields is a privately funded nonprofit organization with the mission to enrich lives through exceptional experiences with art and nature. The health and safety of our guests, staff, members and volunteers remains a top priority at Newfields. In line with the latest guidelines issued by federal, state, and local officials related to COVID-19, Newfields kindly requests your support by adhering to the following protocols to protect your health and safety.

- A face covering or mask is required in all public spaces at Newfields. Parents are encouraged to follow CDC [guidelines](#) regarding the use of masks on all children over the age of two years old.
- If you are sick, please stay home and avoid close contact with others, as recommended by the Centers for Disease Control and Prevention (CDC).
- We ask that all guests practice social distancing towards others by staying six feet apart.
- Use everyday infection prevention measures (e.g. wash hands, cover coughs and sneezes, avoid touching eyes, nose, or mouth, etc.)
- All guests and members are required to reserve tickets online in advance allowing us to safely control the crowd size to comply with large gathering protocols, while ensuring a contactless check-in process.

Are guests required to wear masks?

In line with the latest Government mandate, a face covering or mask is required in all public spaces at Newfields. Parents are encouraged to follow CDC [guidelines](#) regarding the use of masks on all children over the age of two years old.

How often are the restrooms and high touch surfaces cleaned?

The public restrooms are completely cleaned every two hours and high touch surfaces are disinfected every 30 minutes.

Will there be hand sanitizer available?

Yes, hand sanitizer stations will be available for the public. However, we encourage guests to bring their own if they have some.

Will there be protective shields at check-in?

Yes, for your safety we have installed protective shields at all check-in counters.

Will Newfields employees be wearing masks?

Yes, all Newfields staff and volunteers are required to wear a face covering or mask in all public areas.

How many people are allowed on campus at one time?

We are following all directives from federal, state, and local officials concerning capacity. For the safety of all guests and staff, Newfields will adhere to all crowd gatherings restrictions by maintaining a reduced capacity onsite.

Are you taking temperatures at check-in?

Newfields will not take temperatures of guests. However, Newfields staff members are required to complete a health screening each day before reporting to work.

Do I have to social distance from the group I arrived with?

We encourage guests to stay six feet apart from anyone they did not arrive with.

General Information FAQs:**Will restrooms be open?**

Yes, restrooms are open at a reduced capacity for guests. Guests will be required to practice social distancing and wear a facial covering when inside the building.

What areas of campus are open?

The IMA Galleries, The Garden, The Virginia B. Fairbanks Art & Nature Park, The Beer Garden, The Museum & Garden Shop, The Café, the Lilly House and the Madeline F. Elder Greenhouse are all open at a reduced capacity. The Pop Up: Hotel Bar is temporarily closed to comply with all State and local Government mandates.

Is The Museum & Garden Shop open?

The Museum & Garden Shop is open onsite, or items are available for delivery or curbside pickup. Learn more at <https://shop.discovernewfields.org/>.

Is Fairbanks Park still free?

Yes, as always Fairbanks Park remains free and open to the public dawn to dusk. We kindly ask that all safety protocols are followed in the park as well.

Can I access the Fairbanks Park from The Garden?

There will not be direct access from The Garden to The Virginia B. Fairbanks Art and Nature Park: 100 Acres. However, the Fairbanks Park main surface parking lot will be open and available for public access.

Can we bring in food and beverage?

Bottled water only is allowed onsite. The Beer Garden, The Café, and Pop-Up: Hotel Bar are open for guests.

Will you accept cash onsite?

No, we are currently a cashless campus.

What accessibility devices will be available?

Wheelchairs and rollators are available for guests to use free of charge. These devices are cleaned after each use.

What if there is severe weather?

The Garden, Fairbanks Park and The Beer Garden will stay open rain or shine. In the event of severe weather, we will follow all safety protocols which may cause these areas to temporarily close.

Ticketing & Check-in FAQs:**How much are tickets?**

All of Newfields' open spaces will be included in general admission and free for members. General admission is \$18 for adults, \$10 for youth ages 6-17, and free for children five and under, while Fairbanks Park remains free to all. All guests and members will be required to reserve a timed ticket at discovernewfields.org before they arrive, which will allow Newfields to safely control crowd size and facilitate a contactless check-in process.

What are the hours?

Starting July 19, the Newfields campus will be open to the public during our regular summer hours of: Tuesday, Wednesday and Sunday 11 a.m. to 5 p.m., Thursday through Saturday 11 a.m. to 8 p.m., and the campus will remain closed on Mondays. Fairbanks Park will be open to the public daily from dawn to dusk.

Why do we need to purchase tickets online?

All guests, including members, are required to reserve tickets online in advance allowing us to safely control the crowd size to comply with large gathering protocols, while ensuring a contactless check-in process.

Where do I park?

Guest will have access to the entire main surface parking lot.

Where do I go to check-in?

Guests can choose to check-in at two locations; the main entrance located inside the Welcome Center or The Garden entrance located just outside the Deer Zink Special Events Pavilion.

Regardless of where you check-in, you will have access to both The Garden and the IMA Galleries. We kindly ask that you follow all crosswalks leading from the parking lot to the entrances. Both entrances will have ticket scanners for a completely contactless check-in process, as well as clear one-way traffic signage for entering and exiting.

Do we have to arrive at our designated ticket time?

We kindly ask that all guests arrive 15 minutes before their designated ticket time to help ensure a safe and smooth check-in process.

What if we are waiting in line when our ticket time starts?

We kindly ask that all guests arrive 15 minutes before their designated ticket time to help ensure a safe and smooth check-in process. If that time passes while in line, depending on current capacity guests might need to reserve a new available ticket time.

How is capacity being restricted?

For the safety of all guests and staff, Newfields will adhere to all crowd gatherings restrictions by maintaining a reduced capacity onsite.

How will I secure my tickets with the Access Pass?

Access Pass card holders are now able to purchase their tickets online. To do this, you must first come on campus with your Access Pass and the team will help you create your online account. Once this is complete, you will be able to log in and reserve your tickets.

Will we be able to exchange our tickets?

Guests are able to exchange their tickets online for up to seven days in advance. In order to do this, you will log into your Newfields account and view your tickets. There is an exchange option available and from there you will be able to select a new date and time.

Membership FAQs:**Do members have to reserve a spot online?**

All guests, including members, are required to reserve tickets online in advance allowing us to safely control the crowd size to comply with large gathering protocols, while ensuring a contactless check-in process.

What are my membership benefits?

- As always, members receive free general admission.
- Members will have first access to the Newfields campus on two Member Days on July 16 & 17.

How do I log into my membership account?

Go to the Join Page on the [website](#) and click the orange "Membership Login" button. Your username will be the email you provided when you purchased your membership. If you don't remember your password or haven't set one up, click "I don't know my password." You'll need to be logged in to access your free general admission tickets, which must be reserved in advance.

How do I upgrade my general admission tickets to a Membership?

Please contact the membership department at 317-920-2651. Please have the confirmation number available from the ticket purchase that you wish to upgrade, which can be found in your confirmation email and on the tickets themselves. The membership team will apply the amount you paid for your tickets to a membership purchase. Upgrades from a general admission ticket to a membership must be completed before the date and time of the ticket.

What do I do if I can't remember my password/username?

If you need assistance with your membership or navigating membership needs online, please contact the membership department by calling 317-920-2651 or emailing membership@discovernewfields.org. On the login page, you can also enter the email address you provided when you purchased your membership as your username and click "I don't know my password" to receive an email to reset or create your password. If you do not receive this email, check your spam folder and make sure that info@discovernewfields.org is added to your whitelist.

Who can I call if I need help reserving my tickets online?

If you need assistance with your membership or navigating membership needs online, please contact the membership department by calling 317-920-2651 or emailing membership@discovernewfields.org.

How do I know if my membership is still valid?

To find out if your membership is still valid, you'll need to login as a member on our website. Once you are logged in, click on My Account. Your expiration date will be listed under Memberships at the top of the page. If you have any questions about your membership expiration, please contact the membership department by calling 317-920-2651 or emailing membership@discovernewfields.org

How do I become a member?

There are two ways to become a member. You can call the membership department to join/renew over the phone or you can join [online](#). If you have any questions or concerns about Newfields membership, please call 317-920-2651 or email membership@discovernewfields.org.

Food Service areas FAQs:**Is The Beer Garden open?**

Yes, The Beer Garden is open at a reduced capacity. Guests will be required to practice social distancing while they wait in line to order and receive their order.

Is there seating in The Beer Garden?

Limited table seating will be available and placed six feet apart for guests to use, or as always, guests are invited to stroll with their food and beverage. Tables and hard surfaces are cleaned regularly.

Is The Café open?

Yes, The Café is open at a reduced capacity. Guests will be required to practice social distancing while they wait in line to order and receive their order.

Is seating available in The Café?

Limited seating is available, and tables have been placed at least six feet apart from one another.

What safety measures are being taken in food service areas?

All culinary staff members will be wearing the required personal protective equipment, such as masks and gloves. Tables and hard surfaces are cleaned regularly.

Will there be hand sanitizer available?

Yes, hand sanitizer stations will be available for the public. However, we encourage guests to bring their own if they have some.

Will there be protective shields at counters?

Yes, for your safety protective shields have been added to the order counters.

Will Newfields employees be wearing masks?

All culinary staff members will be wearing the required personal protective equipment, such as masks and gloves.

Will you accept cash onsite?

No, we are currently a cashless campus.

What are The Beer Garden hours?

The Beer Garden will be open during all regular Newfields hours, which is Tuesday, Wednesday, and Sunday 11 a.m. to 5 p.m., Thursday through Saturday 11 a.m. to 8 p.m., and the campus will remain closed on Mondays. Last call will be 30 minutes before the close of campus.

What are Hotel Bar hours?

Pop Up: Hotel Bar is temporarily closed to comply with State and local Government mandates.

What are the hours for The Café?

The Café will be open 11 a.m. to 3 p.m. everyday the museum is open.

Can I take my food and drink away from The Beer Garden?

Yes, as always guests can order food and beverage and stroll throughout The Garden.

Gallery FAQs:

Are masks required in the IMA Galleries?

Yes, face coverings or masks are required in all public spaces at Newfields. Parents are encouraged to follow CDC [guidelines](#) regarding the use of masks on all children over the age of two years old.

Are restrooms open in the IMA Galleries?

Yes, the restrooms will be open on Floors 2 and 3.

Is *Edward Hopper and the American Hotel* open now?

Yes, the highly-anticipated exhibition of the summer is now open and included in your general admission ticket.

Will docents be available in *Edward Hopper*?

Yes, AskMe! docents will be available to answer questions, chat about artwork and provide insider stories Tuesday through Thursday from 2 to 3 p.m. and Friday through Sunday 12:30 to 1:30 p.m. and 2 to 3 p.m.

Are interactive spaces in the IMA Galleries open to the public?

Below is a list of updates regarding interactive spaces for each floor.

- Floor 2:
 - Star Studio is closed until November 2021. Visit www.discovernewfields.org/newfields-at-home for family-friendly activities.
- Floor 3:
 - In the African Arts activity space high-touch elements like the Make a Pouch activity, Let's Go Shopping iPad app, and Coin Magnet activity have been removed for the health and safety of guests.
 - In the Asian Arts activity space high-touch elements like the Japanese tea ceremony kimonos and utensils have been removed for the health and safety of guests.
 - In the Design Gallery the Design Lab is temporarily closed until September 18, 2020 for the health and safety of guests.
 - Also in the Design Gallery, the Material Wall, the Miller House and Gardens Virtual Reality Tour, and the Furniture Drawing activity have been removed for the health and safety of guests.
 - The Textile & Fashion Arts activity space is temporarily closed for the health and safety of guests.

Are all the floors of the IMA Galleries open?

Floor 2 and Floor 3 are open, whereas Floor 4 is closed for renovation.

Why is Floor 4 being renovated?

Something grand is coming to the 4th floor! Renovations are underway to make room for a new cutting-edge immersive exhibition. This will be the first of its kind in the nation and we can't wait to share it with you in the summer of 2021.