

Frequently Asked Questions:

- What are the museum's hours?
 - The new Museum hours are 10 am to 3 pm, Friday, Saturday, and Sunday.
- What time is the last entrance?
 - Last admission is at 2 pm.
- How long can I stay in the museum? Will I be required to leave by a certain time?
 - Visitors can stay in the Museum as long as they like – but need to leave by 3 pm.
- Can I get a ticket at the door?
 - At this time, all visitors need to have a timed-ticketed reservation before entering the Museum and need to have printed tickets or e-tickets on their mobile device to present to Admissions. You can get tickets by visiting www.thefhm.org and go to the "Visit" page.
- Can I get a ticket on the day of my visit?
 - If time slots are available, you can obtain tickets on the day of your visit but must have them prior to entering the Museum. There will be a sign outside of the museum with a QR code to purchase available day of tickets on your mobile device.
- I'm a member, do I have to pay?
 - Members have free entry to the Museum but still need to have timed ticket reservations.
 - If you are a **member**, you will need to Register on our "General Timed Admission" page to receive free admission. Your membership will be verified automatically on the next page if the information provided when registering is the same as in our system. If it doesn't do so automatically, please contact our Membership department at membership@thefhm.org.
- How long do I have before my arrival window closes?
 - We would appreciate it if visitors come at their designated time. However, if you come late and there are no other visitors during that timeslot you can enter the Museum. However, if there are other visitors during the time period you arrive, we will try to accommodate you at the next available time slot.
- If I miss my arrival window, will I get a refund?
 - All ticket purchases are final and there will be no refund if you do not visit the Museum at the selected date and time.
- I lost my ticket; can you still check me in?
 - If you reserved a timed-ticket reservation, we can check those who have registered and if a reservation was made, we can check you in.

- How do I get my ticket?
 - Go to the “Visit” page select “Hours, Admission Prices and Directions” at www.theFHM.org. Click on “Purchase General Admission Advanced Time-Tickets Here” button.
 - Select a date and time for your visit.
 - Select the number of tickets for each ticket type. Can not exceed 5 tickets for a 15-minute interval.
 - If you received a discount code enter it and click on “Apply”
 - Enter your information and then click on “Check Out”

- What should I expect when I arrive for my visit?
 - Masks must be worn (over nose and mouth) for the duration of your visit – all museum staff will be wearing masks – The Florida Holocaust Museum masks are available for purchase for \$8 by credit card only.
 - Your temperature will be checked before entering the museum – Visitors with temperatures over 100.4 will be requested to return when they are well.
 - Plexiglass shields have been installed at Security and Admissions.
 - Please remember to socially distance during your visit – our reduced capacity, floor markers, signage and time-ticketed reservations will support this.
 - Parties should remain together, and children should remain with adults.
 - The museum will be frequently disinfecting surfaces and amplifying our cleaning practices.
 - Our air filtration system has been updated with CDC recommended filters
 - Interactive elements like touch buttons and virtual reality will not be available
 - Hand sanitizing stations installed throughout the Museum

- If I bring a friend who doesn’t have a ticket, can they still get in?
 - All visitors must have a pre-purchased timed ticket.

- I’m NOT a member, but there is reciprocity with an organization I belong to, can I get in for free? Reciprocal Memberships –
 - If you are a member of a museum with a reciprocal agreement with The Florida Holocaust Museum, you will receive a code from your museum that can be used for free or discounted admission tickets. Membership ID MUST be provided to redeem tickets.
 - NARM and SERM Memberships - If you have a NARM or SERM membership, please enter 'NARM' or 'SERM' in the as a discount code on the next page, to receive free admission tickets. Membership ID MUST be provided to redeem tickets.

- Is there parking?
 - There is limited parking behind The Museum and along the side of the Museum on the Museum side of the alley.

- Can I leave my car parked at the museum while I go somewhere else in St. Petersburg?
 - Since there is limited parking, we request that our parking lot is used only during the time people are visiting the Museum as a courtesy for others visiting the museum.