

UPDATED VISUAL AIDS FOR HILLWOOD'S BAG CHECK POLICY

October 31, 2024

To enhance the visitor experience in relation to our bag policy, Hillwood has introduced two new visual resources: updated measuring boxes and identifying ribbons for exempt items. These tools are also intended to aid volunteers and staff who help communicate and enforce mansion guidelines. Please consult the information and images below regarding the design and location of the measuring boxes and the updated protocol for bag check exceptions.

Mansion Bag Policy: Updated Measuring Boxes Now Available

As a way to provide more clarity to our visitors about the size of items permitted to carry in the mansion, Hillwood designed new measuring boxes to be available in the coat room and visitor center (Fig. 1). The box measures about 11x14x8 inches, and its open top allows visitors to easily check if they can keep their bag or item with them as they explore the mansion. **Bags or belongings must fit inside the box to be carried in the mansion;** items that do not fit inside or extend beyond the top will not be permitted (see Fig. 2 as a reference).

Starting Saturday, November 2, a measuring box will be available in the visitor center near the window to the right of the main entry door, on the tour desk side (Fig. 1). Having this resource available at Hillwood's entry provides guests with the opportunity to measure their bags before they begin their mansion experience. As VSVs aid in communicating important mansion policies with guests while at the tour desk, guests can have more insight into what to expect during their mansion visit with adequate time to prepare.

In the event the visitor center box needs to be moved, Hillwood staff will oversee its movement and placement. We kindly ask that volunteers do not move the box; in the unlikely event that a volunteer discovers an urgent need for it to be moved, please let a staff member know.



Figure 1. Measuring box available for guests in the visitor center. Its open top allows visitors to easily check if they can keep their bag or item with them as they explore the mansion.



Figure 2. Items that extend beyond the top of the box, like the backpack pictured here, are not permitted to be carried inside the mansion.

Bag Policy Exceptions

On rare occasions, Hillwood understands that a visitor may need to keep an oversized belonging on their person while in the mansion. Exceptions will be determined by Hillwood Security personnel. If you encounter a visitor who shares that they need to keep their large item in the mansion for an exceptional reason such as a medical need, please direct them to a member of Hillwood's security team.

Visitors granted permission to keep an oversized item on their person will receive specialized guidance on safely navigating the mansion from Hillwood security. To help Hillwood volunteers and staff identify individuals who have been granted a bag policy exception and received prior guidance, visitor bags will be tagged with an orange ribbon tied around the strap to indicate their item is permissible (Fig. 3). If you notice a visitor carrying a large item with one of these identifying ribbons, please note that the visitor will not need further instructions about our bag policy.

If a guest expresses an unexpected question or concern about Hillwood's bag policy, please direct them to a member of Hillwood Security or Visitor Services staff.



Figure 3. These new orange ribbons will be tied around the strap of a permitted oversized item, for guests who have been granted exemption from the bag policy while in the mansion.

We Value Your Perspective

These updates reflect Hillwood's commitment to enhancing the visitor experience amid our growing visitation. We value your patience and support as all who help with communicating and enforcing mansion guidelines adjust to these updated resources and protocols.

If you have any questions or feedback about these updates, please do not hesitate to speak with a member of volunteer management at your next shift or by emailing volunteers@hillwoodmuseum.org.

Thank you for your support in making Hillwood a welcoming and enjoyable place for all visitors!