

Mansion Coat Check Restroom Protocol

March 13, 2025

The restroom located in the mansion coat check is designated for **urgent visitor needs only**. Due to its limited, single-use occupancy and location within the coat check, visitors should be directed to other restrooms on the estate whenever possible.

Examples of Urgent Needs

- A guest requiring immediate restroom access to prevent an accident
- A young child who needs to use the restroom urgently
- A visitor experiencing a sudden medical issue or emergency, such as nausea or dizziness

Urgent Usage Guidelines

- Only **one guest** is permitted in the restroom at a time, except when companion care* is required.
- If the guest is visiting with others, those individuals are **not permitted** to wait inside the coat check. Guests are welcome to wait in the entry hall.
- A **Security team member must be present** inside the coat check while the restroom is in use.
- If a volunteer is unsure whether a guest's request qualifies as urgent, please direct them to Security for assistance.

Responding to Visitor Inquiries

When directing visitors or responding to questions about restroom locations, please use the following language:

"The nearest accessible restrooms are in the visitor center on the first floor. Additional accessible restrooms are available at the Merriweather Café and C.W. Post Center."

Restroom Locations on the Estate

Visitors are encouraged to use the following restrooms based on their needs:

- **Visitor Center:** Accessible with changing station
- **Merriweather Café:** Accessible
- **C.W. Post Center:** Accessible companion care with changing station
- **Dacha:** Not accessible. Available on the lower level. Enter using the outdoor stairs on the side of the building.

* Companion care refers to assistance provided to a guest who requires support from a caregiver, family member, or companion while using the restroom. This may include individuals with mobility challenges, disabilities, or other medical needs that prevent them from using the restroom independently.