

# Mansion Bag Policy Guidelines for Docents

April 16, 2025

Hillwood's bag policy supports the safety and comfort of visitors, the collection, and mansion. To accommodate guest belongings that are not permitted to carry in the mansion, a secure and complimentary coat check, located in the mansion entry hall, is available to all visitors. The coat check is managed by Hillwood's Security team who oversees the liability and risk of checked items. When assigned to the mansion, visitor services volunteers (VSVs) assist Security with receiving and returning items, while also offering exceptional customer service and light interpretation to visitors throughout the mansion.

Mansion and garden docents help share Hillwood's bag policy with visitors. Mansion docents, whether on tour or on-station, support visitor comfort and protect the collection by alerting Security if they see an oversized bag. Garden docents can remind visitors about mansion rules and the free coat check at the end of their tours, when helpful.

This resource is designed to clarify Hillwood's bag policy and address frequently asked questions, ensuring a safe and smooth experience for visitors, staff, and volunteers.

## Questions?

While on volunteer duty, please direct any questions about Hillwood's bag policy to the nearest Security team member. If you encounter a visitor who is resistant about our coat check policies, kindly refer them to a Security team member for further assistance.

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## Bag Policy

Visitors must check oversized\* bags, totes, backpacks, and bulky items upon entering the mansion. This policy also includes any other items that cannot be carried reasonably and safely in these spaces:

- Oversized coats and outerwear. These items may not be carried throughout the mansion and must be worn or checked.
- Oversized bags, purses, and backpacks.
- Hillwood shopping bags, regardless of size.
- Water bottles. If a guest asks for an exemption due to a medical reason, please direct them to a member of Security.
- Any other oversized item that does not fit inside the bag check box.

\***Oversized** = Any item that does not fit in the bag check box (11" x 14" x 8"). [Boxes](#) are located in the visitor center and the coat check room for easy measurement.

Security staff stationed inside the mansion entrance (by the glass doors) will determine which items must be checked and direct guests accordingly. Hillwood volunteers and staff can also inform guests about the bag policy while in the visitor center, which gives visitors the option to leave items not permitted in the mansion inside their vehicle. Please note that all visitors are instructed to leave luggage in their vehicle.

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## Items Permitted in the Mansion

Visitors are welcome to carry certain personal items inside the mansion, provided they meet size and safety guidelines outlined below.

- Visitors may carry items that meet size requirements while visiting the mansion.

- **Backpack Policy Update:** Small backpacks (those that fit inside the bag check box) may now be worn on the back. Guests are no longer asked to wear small backpacks on their front.
- A guest may carry multiple bags (e.g., a purse and tote) as long as both fit within the bag check box together.
- Children may carry soft toys (e.g., stuffed animals) through the mansion. Please feel free to kindly remind families to be mindful of their surroundings when doing so. Feel free to use one of the examples below:
  - “You’re welcome to bring the stuffed animal along—just a quick reminder to be mindful of the artwork and displays as you explore. Some of the spaces can be a bit tight!”
  - “That’s a great stuffed animal you’ve got there! Just make sure they stay close to you and don’t bump into anything while you’re exploring, okay?”

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### If a Visitor Loses Their Tag

If you encounter a guest who cannot find their coat check tag, please refer them to a Security team member. Security will follow their established protocol for resolving missing tag situations.

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### Items Stored Outside the Mansion

Some items are not permitted inside the mansion and must remain outside, disposed of, or stored in a visitor’s vehicle. These items include:

- **Strollers** must be parked outside the mansion and exhibition spaces (including the dacha and Adirondack building).
- **Wet umbrellas** may be placed in the stand outside the mansion, under the porte cochère.
- **To-go coffee cups or open lids** of any kind are not permitted to enter the mansion and must be finished or disposed of outside in a nearby trashcan.

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### Lost and Found

If a visitor believes they have lost an item, please instruct them to call 202.686.5807, email [info@hillwoodmuseum.org](mailto:info@hillwoodmuseum.org), or visit the front desk in the visitor center. The visitor services team logs all items found turned into staff. Items will be kept for three calendar months.

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### Questions

Thank you for supporting Hillwood’s visitor experience and protecting the collection. Your attention to detail and warm presence helps keep the mansion safe and enjoyable for all.

If you have questions about the bag policy or encounter a tricky situation while on shift, don’t hesitate to:

- Ask a nearby Security team member
- Reach out to the volunteer management team:

#### **Volunteer Department**

202.686.8528

[volunteers@hillwoodmuseum.org](mailto:volunteers@hillwoodmuseum.org)