

## ACM Reciprocal Network Policy Guide COVID-19 Addendum

Many museums that participate in the Association of Children's Museums (ACM) Reciprocal Network (RN) are reopening their facilities and developing reopening plans after mass closures due to COVID-19. In recognition of common challenges and questions from those that participate in the RN, ACM has created this ACM Reciprocal Network Policy Guide COVID-19 Addendum, which provides an update to the ACM Reciprocal Network Policy Guide. The policies outlined here will be effective October 1, 2020.

1. Museums must be ACM members in good standing (i.e., membership dues current) in order to participate in the ACM Reciprocal Network. They must also follow other policies as outlined in the ACM Reciprocal Network Policy Guide.
2. A museum with an inactive ACM membership cannot participate in the ACM Reciprocal Network. If a museum is unable to pay their membership dues or the ACM Reciprocal Network fee due to financial hardship, they should contact [Membership@ChildrensMuseums.org](mailto:Membership@ChildrensMuseums.org) for options.
3. Any museum open to the general public must honor Reciprocal Network benefits in order to keep offering these benefits to its own members.
4. Museums should include clear and updated information about their participation in the ACM Reciprocal Network and how to access benefits on their websites.
5. Museums using online ticketing systems must enable ACM Reciprocal Network cardholders to buy online tickets that have the 50% discount for up to six guests.
6. Museums offering membership extensions must send a copy of their updated membership policies to [Membership@ChildrensMuseums.org](mailto:Membership@ChildrensMuseums.org) for our records.
7. Museums offering membership extensions must provide their members with documentation that displays:
  - a. Name of museum
  - b. Member name
  - c. New membership end date
  - d. ACM Reciprocal Network logo

This documentation can be physical or virtual (such as a letter or an email). Museums are not required to reprint membership cards.

8. Museums that are closed to the public may continue to sell memberships with ACM Reciprocal Network benefits as well as offer these benefits to their existing members. If unable to issue membership cards due to facility closure, they must provide members with documentation that displays:
  - a. Name of museum
  - b. Member name
  - c. Membership end date
  - d. ACM Reciprocal Network logo

This documentation can be physical or virtual (such as a letter or an email).

9. Museums must honor the ACM Reciprocal Network discount for visitors presenting valid documentation (i.e. membership cards, documentation as detailed above).
10. Museums must ensure that their front desk staff have an updated copy of the ACM Reciprocal Network Brochure. ACM will update the brochure monthly at a minimum or more frequently as needed.
11. Museums must complete the ACM Reciprocal Network COVID-19 Policies Agreement Form and return a signed copy to [Membership@ChildrensMuseums.org](mailto:Membership@ChildrensMuseums.org) by October 15, 2020, to continue participating in the ACM Reciprocal Network. After this deadline, ACM will update the Reciprocal Network Brochure and [Find a Children's Museum](#) website to reflect which museums are active participants in the ACM Reciprocal Network.
12. Any museums that are unable to adhere to the updated policies described in this document should reach out to ACM. Museums will be allowed to pause their participation in the RN and rejoin once they are able to adhere to the described policies.