The ROM is a world leader in inspiring wonder and building understanding of human cultures and the natural world. Through our nationally and internationally outstanding and innovative research, collections and programs, we strive to deliver a high and continuously improving level of service to visitors to foster life-long discovery and learning.

Quality & Innovation

The ROM recognizes the public’s right of access to our nationally and internationally outstanding collections. Our galleries are therefore object-rich and object-centred, showcasing the highest quality to increase understanding of the interdependent domains of cultural and natural diversity, their relationships, significance, preservation, and conservation.

Respect & Courtesy

Visitors to the ROM can expect warm and attentive service from all our staff and volunteers, as well as a clean, comfortable and safe environment.

Exploration & Discovery

Everyone should have an equal opportunity to explore the ROM’s collections for inspiration, life-long discovery and learning. To that end, we are continuously improving physical and intellectual access to our collections and services to ensure engagement and a meaningful experience.
Communications

Visitors can expect clear communication about the amenities, facilities and services provided by the Museum and any costs or restrictions related to their use.

Action

All enquiries will be dealt with promptly and courteously by our staff to the best of their ability. Failures in service will also be addressed in an expeditious manner.

Consistency

To ensure a consistently high level of service, we will monitor and evaluate our progress on a regular, on-going basis. The commitments expressed in this service statement will be reviewed on an annual basis.

We welcome comments from members, visitors and users. Comment Forms are available at ROM information desks. You may forward written comments to Cheryl Blackman, Senior Manager, Visitor Experience, Royal Ontario Museum, 100 Queen’s Park, Toronto, Ontario, M5S 2C6, or telephone (416) 586 8000. You may also communicate with the ROM through info@rom.on.ca or our website at www.rom.on.ca. The address of the Director and CEO is Royal Ontario Museum, 100 Queen’s Park, Toronto, Ontario, Canada, M5S 2C6.
All levels are accessible by elevator, ramp and/or chair lifts. Chair lifts are operated by security. Please ask an officer for assistance or use the call buttons located at the lifts.

Chair lifts accommodate a level change on Level 3 between the old and new wings. A chair lift also connects the ICC Roloff Beny Gallery on Level 4 with the c5 Restaurant/Lounge on Level 5.

Chair lifts provide access to the Signy and Cléophée Eaton Theatre on Level B1 and to the theatre stage.

An accessible water fountain is located on Level B1.

Fully accessible washrooms are located on Levels B2, B1 West, 2 and 5. Washrooms with accessible features are located on Levels 1 and 3. A private washroom for assisted toileting purposes is located on Level 1. Please ask security for access.

Assistive devices such as audio and video players are available for free with identification at the admissions desk. The Director's Choice Audio Tour provides vivid and detailed descriptions of objects on display chosen by our Director & CEO, William Thorsell. To listen to a more detailed description of an object, press 5 then the object identification number listed on the audio guidemap.

Captioning is available on most of our audio-visual kiosks. Locations for audio-visual stations with captioning are shown on this guide.

Docent-led tactile tours can be requested. Some self-guided tactile objects are also available throughout the galleries. Ask a visitor representative at the admissions desk for assistance in locating these objects within the building.

The Museum has two galleries devoted to a tactile and interactive experience on Level 2: the Patrick and Barbara Keenan Family Gallery of Hands-on Biodiversity and the CIBC Discovery Gallery. Our trained gallery facilitators assist visitors to examine and handle hundreds of objects.
For Food Studio Café, use Restaurant Elevator in Hyacinth Gloria Chen Court on Level 1.

Please note there is no access between B1 East side and B1 West side.

Did you bring your lunch today? Vending machines and tables are available in our Lunch Room – Via the Main Elevators.
Via Restaurant Elevator from Level 1 in Hyacinth Gloria Chen Crystal Court.