

Frequently Asked Questions (FAQ)

General Visitation

Are masks required inside the museum?

Masks are currently optional at Stepping Stones Museum for Children for all visitors. Masks will be available for anyone who asks for one and our staff will continue to wear them at all times.

This decision was made in accordance with the end of indoor mask mandate in the City of Norwalk, the change to mask-optional policy in Connecticut's schools and the loosening of masking guidelines by the CDC. We remain committed to ensuring the safety and security of our guests and staff, and will continue to monitor public health guidance from local officials and the CDC.

Does my child need to wear a mask?

Our mask-optional policy extends to visitors of all ages. Masks are available at the museum for adults and children while supplies last, but we encourage all visitors who choose to wear one to bring their own.

Do you have any mask-only hours?

At this time, we do not offer any hours of operation in which masks would be required for visitors.

Do I need to pre-register to visit the museum?

We no longer require advance registration to visit the museum, nor do we offer it to those who would like to.

Do you have a capacity limit?

At this time, we are not enforcing a capacity limit but our staff monitors exhibits closely to ensure social distancing is possible. If we feel a need to add a capacity limit, we'll make that announcement on our website and via social media.

Will I have a limit on how much time I can spend in the museum?

At this time, we are not limiting visitors' time in the museum.

What are your hours?

Our hours are 9:00 am to 5:00 pm seven days a week and we have member-only hours from 8:00 am to 9:00 am on Tuesdays and Saturdays.

Will bathrooms be available to the public?

Bathrooms will be available for museum patrons.

Will you accept cash?

Yes, cash is accepted.

Can I bring my own food?

Yes, however we do not permit food with nuts or other common allergens. Additionally, food is not allowed in the galleries. Water is permitted.

Is there a special place/time for people with sensory issues?

Not at this time, but times reserved for those with sensory sensitivity are being developed as we continue the process of reopening.

Can I drop my child off and return to pick them up later?

All children must be accompanied by an adult, and all adults must be accompanied by a child at all times. Our floor staff are always monitoring the exhibit spaces to ensure visitors are safely enjoying the museum. Please note we cannot legally keep track of children for visitors. An adult must stay with their children at all times for the safety of all involved.

Can I bring a service animal?

Service dogs are the only animals permitted inside the museum and they must wear the appropriate official service animal vest.

Is the museum accessible for people with disabilities?

Yes, Stepping Stones' facility is compliant with the Americans with Disabilities Act.

