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www.soane.org
Charity No: 313609

Social Media Code of Conduct

We are delighted that many people around the world want to keep in touch with Sir John Soane's Museum through social media – to hear about our history, exhibitions, and ongoing mission to preserve and celebrate Sir John Soane's remarkable legacy.

To ensure that everyone who follows us has a positive experience, we ask that anyone engaging with our social media channels follow these guidelines.

Protect Privacy

Please be mindful about what you are posting in response to our social media content. Try to avoid posting any personal information about yourself, other visitors, or individual members of staff and volunteers. Any posts that contain such information will be removed from our channels. Visitors must not photograph or record Museum staff without their explicit consent.

Be Respectful

We ask that you avoid using discriminatory, obscene, hateful or defamatory language, or anything that could be deemed offensive to others. Our team reserves the right to hide or delete any comments or content we consider inappropriate. In some cases, depending on frequency, scale or content posted, we reserve the right to 'ban' or 'block' users from posting to our social media pages.

Refrain from self-promotion

If you post links, images or comments that promote services that have no connection to Sir John Soane's Museum, these will be removed.

Intellectual property

Please avoid posting any content – images or video – that you do not have a lawful right to share. We will monitor activity closely to ensure any copyrighted materials are removed quickly and will make reports to channel moderators if such activity persists.

Opinions belong to the individual

Any views expressed by a member of our social media community are that member's own, and do not represent the views of Sir John Soane's Museum. Any staff, volunteers, trustees or partners of Sir John Soane's Museum, posting under their own name on social media, likewise, represent only their own views.

We will respond as soon as possible

Our core office hours are between 10am and 4pm GMT, Monday to Friday, excluding UK national holidays. We aim to respond to all direct questions as quickly as possible, but general comments or observations might not receive a response.

It may not always be possible for us to respond to your query via social media. If you have not heard back from us within 48 hours, we would advise emailing your enquiry to admin@soane.org.uk.

There is a lot of helpful information relating to the collection, exhibitions and [general visiting information](#) on the Museum's website, but if you cannot find what you're looking for, or would like to pass on feedback or make a complaint about your visit, please drop an email to admin@soane.org.uk or call us on 020 7405 2107.

END