



## **Florence Nightingale Museum Shop Click and Collect Information**

A free click and collect is now available on orders from the Florence Nightingale Museum shop!

Orders can be picked up from:  
The Florence Nightingale Museum,  
Gassiot House,  
St Thomas Hospital,  
2 Lambeth Palace Road,  
London,  
SE1 7EW

Once an order has been processed the team will contact you to let you know that your order is ready and how to arrange collection of your order.

Orders not picked up within 7 days of notification will be refunded.

Please note that click and collect orders may still take up to 4 weeks to process at this time.

Please only select click and collect if you can travel to the museum at the current time in line with government guidelines and please do not come to the museum until you have received your notification from us.

### **Click and collect: How it works**

#### **1. Select your items**

Add items to your basket.

#### **2. On the Basket page, select Click & Collect**

When you are ready to checkout, on the Basket page under 'Select Delivery Option' choose 'Click & Collect from Museum' before proceeding to Checkout.

Our click and collect service is completely free!

#### **3. Order confirmation email**

You will receive your order confirmation email.

#### **4. Ready for collection email**

You will receive an email from the team detailing collection instructions.

#### **5. Collect your order**

Collect your order from the Florence Nightingale Museum – don't forget your photo ID and your order confirmation

#### **Click and collect FAQ**

##### **Does click and collect cost me anything?**

No, our click and collect service is free.

##### **How long will it take before I can collect my order?**

Orders can currently take up to 4 weeks to be processed. As a small team, the Visitor Experience/Shop team are not onsite every day, so things sometimes take us a little longer than bigger institutions with dedicated retail staff. Orders are normally processed within 7 days, but this is not guaranteed.

##### **How do I know when my order is ready to collect?**

Once we have processed your order and it is ready to collect the team will notify you by email, using the email address provided at point of purchase. This email will detail all the current collection information that you will need.

At the current time the museum is closed due to government restriction so please do arrange a suitable time with us before arriving at the museum.

##### **Where do I collect my order from?**

Orders can be picked up from the Florence Nightingale Museum, based in the basement of St Thomas' hospital. See our website for more details on how to find us.

##### **How long do I have to collect my order?**

Due to limited space within the shop, orders that have not been collected 7 days after the notification email has been sent will be refunded.

##### **My order is ready to collect, what will I need to bring with me?**

When collecting your order you will be required to bring a valid photo ID and a copy of your order confirmation. We will accept a printed copy or you can show us a copy of the email confirmation on your phone or tablet.

##### **Can someone else collect my order?**

If you cannot get to the museum to collect your order, but someone else can, please contact us at [shop@florence-nightingale.co.uk](mailto:shop@florence-nightingale.co.uk) and let us know the name of the person who will be collecting the order. They will need to bring valid photo ID and a copy of the order confirmation, either digitally or printed.