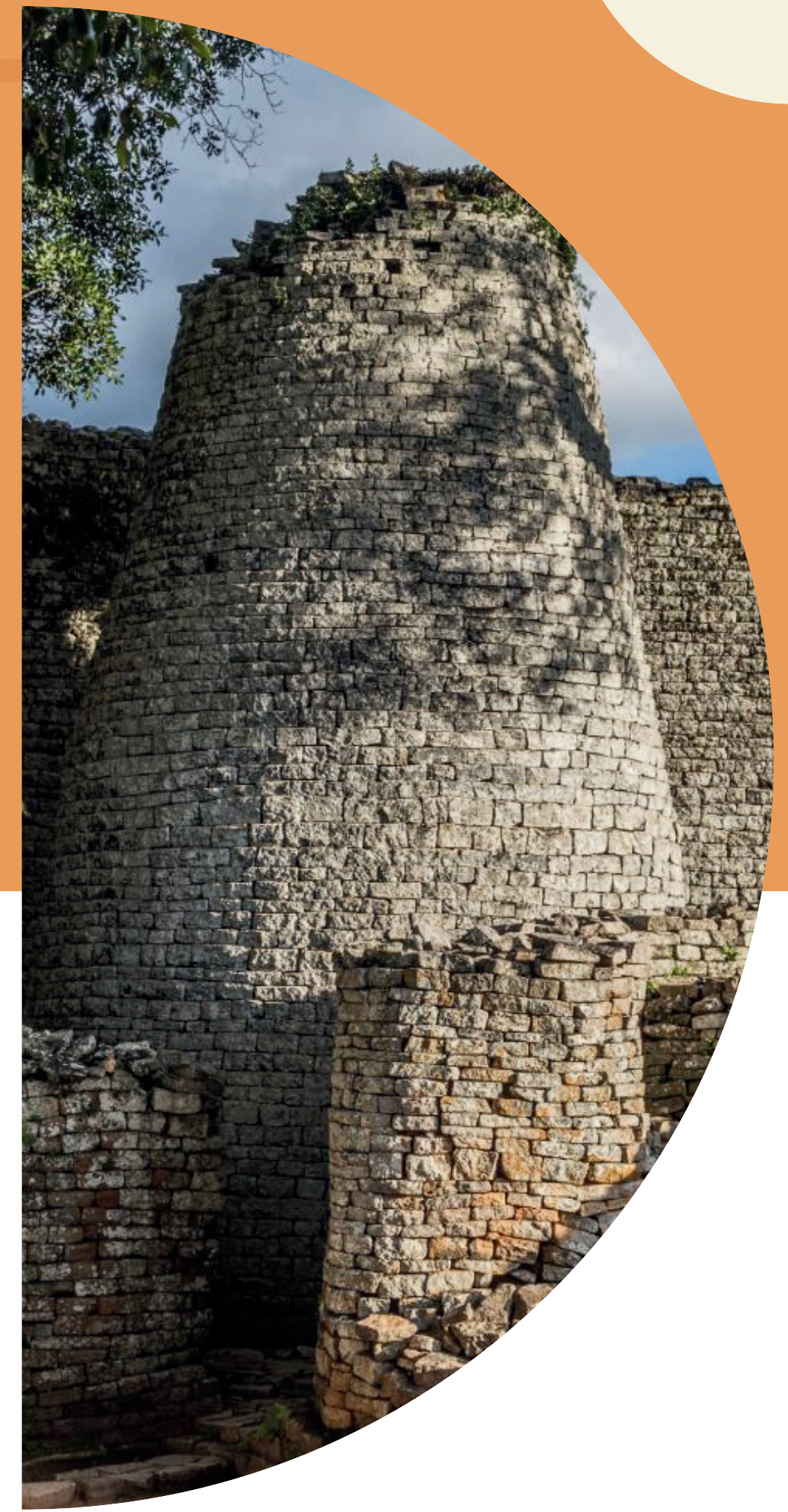




NATIONAL MUSEUMS AND
MONUMENTS OF ZIMBABWE

CLIENT SERVICE CHARTER

A society inspired by a well preserved heritage



Our Core Services and Commitments



Conservation

Apply global standards to protect heritage assets



Tour Guiding

Provide knowledgeable, courteous, and informative guides



Outreach

Deliver inclusive, participatory heritage education and outreach initiatives



Research

Support evidence based heritage management and inclusive knowledge sharing



Collections

Maintain up-to-date inventories, digitize records, and ensure secure access



Site Listing

Ensure fair, transparent, and timely processing with stakeholder consultation



Museums

Establish museums that promote national identity, support education, and tourism



Consultancy

Offer professional, timely, and standards compliant consultancy services

Our Service Standards

- ✓ Respond to general enquiries within **3 working days**
- ✓ Acknowledge official correspondence within **1 working days**
- ✓ Provide archaeological and cultural impact assessment within **14 working days**
- ✓ Issue research permits within **7 working days** of complete application
- ✓ Ensure guided tours are available to all booked groups upon request
- ✓ Investigate threats/damage to heritage sites within **7 working days**



f @nmmzl07

Client Responsibilities

We kindly request clients to:

**Be courteous and respectful | Follow museum rules |
Give accurate information | Engage constructively |
Respect and protect heritage.**

Complaints and Feedback

We value your feedback. For complaints or suggestions, contact us via:

- +263 24 2752876 | 24 2774208 | 24 2777940
- natmus@nmmz.co.zw | info@nmmz.co.zw
- www.nmmz.co.zw
- 107 Rotten Row, Penrose Hill Building, Harare

All complaints will be acknowledged within **3 working days** and resolved within **14 working days**