



**MUSEUM of
RICHMOND**

Family Workshop Terms and Conditions

By participating in the Family Learning Programme at the Museum of Richmond (MOR), accompanying adults are confirming that they have read, understood and agree to all of the following.

Booking, cancellation and payment

All Family Workshop places must be booked and paid for in advance, using Eventbrite. Links to Eventbrite can be found on the MOR's website: <http://www.museumofrichmond.com/whats-on/families/>

All Workshops have a maximum capacity of 20 participants, INCLUDING adults, so please confirm with MOR how many adults will be accompanying the children.

Charges for all Family workshops are as follows:

- £5.50 per child (5 to 18-year-old), which includes Eventbrite's booking fee of £1.50. The remaining £4 is used to cover the costs of the materials used during the workshop.
- Under 5s are free. They will be given colouring/drawing materials but will not be given any other craft materials as previously stated, the cost of these is covered by the £4 charge.
- Adults are free of charge. They will not be given any other craft materials as previously stated, the cost of these is covered by the £4 charge.
- All workshop charges are exempt from VAT

If you need to change the date of your booking, MOR will try to accommodate you. This will depend upon the availability of places.

If you need to cancel, MOR will refund you, if they are able to fill the places with new bookings.

On the Day of the Workshop

The Family Workshops run from 10am to 12noon. Participants are expected to arrive at MOR by 10:15am at the latest. Whilst MOR appreciates that delays can be unavoidable, the workshop must start promptly to ensure the timetable is adhered to.

The Learning and Audience Development Officer (LADO) will do their best to ensure late participants still get the most out of their visit and reserve the right to reduce the planned programme accordingly to the available time for the workshop and any conflicting demands on resources, galleries and exhibits at the time.

Any workshops that are missed or partly missed due to late arrival, for whatever reason, will be subject to full charges as detailed above. MOR takes no responsibility for unforeseen circumstances including but not exclusive to: transport delays, weather conditions, or adult/child sickness on the day.

MOR accepts no responsibility for the safekeeping of any personal items brought to the workshop. It is the participants' responsibility to ensure the security of all belongings throughout their visit.

The accompanying adults are responsible for the behaviour of the children during the workshop and visit to MOR. They are expected to be respectful to MOR staff, volunteers, resources and exhibits

- All children must be accompanied by adults at all times
- Accompanying adults are expected to manage any challenging behaviour. The LADO is responsible for delivering the workshops in a fun and informative manner, not to manage any challenging behaviour.
- If an individual, child or adult, behaves in such an unruly, rude or disrespectful manner that their behaviour makes it difficult for the LADO to deliver the workshop, they will be asked to leave the workshop.
- If an individual's behaviour is so unruly that it has a negative impact on other visitor's experience MOR reserves the right to ask the individuals to leave the site with immediate effect.
- Under no circumstances should any member of the Museum Team be left on their own with an unaccompanied child.
- It is also expected that **ALL** adults put mobile phones on silent and do not take calls or messages during the workshops.
- Any wilful damage to the Museum's property caused by participants will be charged for.

At the end of the Workshop

London Borough of Richmond Upon Thames (LBRuT) residents will be asked to complete a feedback form which will be shared with Achieving for Children (AfC). This is necessary as AfC have given funding to help support the design and delivery of the workshops, which has meant charges can be retained at a materials cost recovery level. Feedback will also help MOR with regards to themes, activities and prices etc., for future family workshops.

Non LBRuT residents will also be asked to complete a the feedback form, which will also help us with regards to themes, activities and prices etc., for future family workshops.

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