



**MUSEUM of  
RICHMOND**

## **School and Group Visit Terms and Conditions**

**By signing confirmation section on the booking form you, as the School or Group's Lead Adult, are confirming that you have read, understood and agree to all of the following.**

### **Booking, cancellation and payment**

All School and Group visits must be booked in advance directly with the Museum of Richmond (MOR)

Schools and Groups must confirm the booking in writing by returning a signed copy of the booking form within 10 working days of making the provisional booking. If the signed form is not returned within 10 working days, the date will be released and offered to other Schools and Groups.

All Workshops are sold as pre allocated, timed slots which are not negotiable. These timings must be adhered to in order to avoid disruption to other visitors.

All Workshops have a maximum capacity of 30 children.

MOR recommends the following adult to child ratios:

- Key Stage 1 (Year 2 and below) – 1 adult to every 6 children
- Key Stage 2 (Year 3 to Year 6) – 1 adult to every 8 children
- Key Stage 3 and above (Year 7 and above) – 1 adult to every 10 children
- Adults who are there as a 1:1 support do not count as part of the ratio.

Charges for all Schools and Group workshops are as follows:

- £3 per child for schools funded by the London Borough of Richmond Upon Thames
- £4 per child for all other schools
- 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 nature of your booking and MOR's availability.

All Schools and Groups will be invoiced for payment after the visit. They will be charged for actual number of children brought on the day. Schools and Groups can also pay on the day.

The School or Group Lead Adult is responsible for conducting a pre visit and completing their own risk assessments. MOR does not provide Schools and Groups with risk assessments for their visit. An appointment can be made with the Learning and Audience Development Officer (LADO) for a tour of the site and a talk through the planned visit.

The School or Group Lead Adult is responsible for keeping the LADO up to date with all changes to their booking before the visit

### **On the Day of the Visit**

The Group Leader is responsible for getting the School or Group to MOR at least 15 minutes before the start of their workshop to allow time for the group to remove coats, to use the toilets as needed, and get settled for the workshop to start on 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, problems with coach companies or teacher/adult/child sickness on the day.

The LADO will do their best to ensure your group still gets the most out of their visit and reserve the right to reduce the planned programme accordingly to the available time for your visit and any conflicting demands on resources, galleries and exhibits at the time.

MOR accepts no responsibility for the safekeeping of any items brought to MOR. It is the School or Group's responsibility to ensure that all belongings are collected at the end of the visit.

The School or Group Lead Adult is also responsible for ensuring the LADO has been correctly informed of the number of children brought to the Museum. There is a £25 administration charge if an amended invoice or refund needs to be issued.

**The School or Group Leader is responsible for the behaviour of the children and accompanying adults during the visit. They are expected to be respectful to MOR staff, volunteers, resources and exhibits**

- School and Group Leaders are expected to discipline any unruly behaviour. The LADO is responsible for delivering the workshops in a fun and informative manner, not to manage any challenging behaviour. It is expected that students, accompanying adults and teachers/group leaders will follow any specific instructions given to them by any member of the Museum Team.
- 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, the School or Group Leader will be asked to remove the individual from the workshop.
- If a School or Group's behaviour is so unruly that it has a negative impact on other visitor's experience MOR reserves the right to ask the School or Group to leave the site with immediate effect.
- Under no circumstances should any member of the Museum Team be left on their own with any of the group.
- The School or Group Leader must make every effort to ensure that LADO is always accompanied by a member of the School's staff and/or parent helpers in which they have full trust in.
- It is also expected that **ALL** adults put mobile phones on silent and do not take calls or messages during the workshops.
- Any damage to the Museum's property caused by your group's visit will be charged for.

*Updated November 2019*