



School Visit Terms and Conditions

Please make sure you have read this information before making a booking.

The Story Museum is committed to working with schools to ensure that every school visit to the Museum is educational and enjoyable and is conducted in a safe and professional way.

In the event that you breach any of these Terms and Conditions, The Story Museum reserves the right to ask your group to vacate the site or to refuse your group access to the building.

School's responsibilities

- Group leaders and accompanying adults are responsible for the behaviour, general health and safety of their students. **They should remain with their groups at all times.** On these grounds, The Story Museum excludes liability for loss or damage suffered by the school or any member of the group as a result of the visit.
- The Story Museum has comprehensive risk assessments in place; however, we do not provide risk assessments for schools. It is the school's responsibility to carry out a risk assessment for its own students. To do so, we can provide free entry for up to 2 members of staff to arrange a pre-visit to The Story Museum.
- The school should bring no more than 35 students to each session.
- The school will designate a teacher as the person in charge of the group.
- The adult:student ratio for any school group will be 1:6 for KS1 and KS2 or 1:10 for KS3.
- An adult will be designated by the school as responsible for medication and first aid required by students in their school group. If any of the group members require first aid during the visit, the school must follow their own procedures and ensure that they inform a member of Museum staff. A Story Museum First Aider attending to any casualty must complete an Accident and First Aid Report detailing the circumstances of the incident and any injuries sustained. If appropriate the Museum's Duty Manager is responsible for reporting accidents and dangerous occurrences to the enforcing authority.
- Accompanying adults must ensure that students and adults obey specific instructions given by any member of The Story Museum staff while on the premises.
- The Story Museum accepts no responsibility for the safekeeping of any items brought to the premises. It is the school's responsibility to ensure that all students collect their belongings at the end of their visit.
- Food and drinks may only be consumed in designated areas. It is the school's responsibility to ensure this happens.
- The Museum will hold the school responsible for any damage to the Museum's property caused by your group's visit.
- It is the school's responsibility to ensure accompanying adults have DBS clearance. The Story Museum session leaders will have enhanced DBS clearance, however not all Story Museum staff or volunteers are DBS cleared, because they do not have repeated or intensive contact with children and vulnerable adults.

Payment and Cancellation

- Due to the popular nature of the Story Museum events, all event bookings are treated as provisional bookings until full payment is received.
- Payment, in full, must be received within 28 calendar days of the invoice date.
- Payment may be made by BACS, cheque, cash or card.
- In the event it is not possible to make payment for an invoice until the visit to the Museum has already happened, please note that the school will not be able to make bookings for further school sessions to The Story Museum until payment has been received for all previous bookings.
- If the school has to cancel a booking, we will endeavour to find another date for you. Groups not wishing to change their date and cancelling within 14 days of their booked session will **not** be entitled to any refund.
- In exceptional circumstances, The Story Museum may have to cancel a session. In all cases schools may decide to either reschedule their booking for the next available opportunity, or receive a full refund.

Schools arriving late

- If schools arrive late, it is unfortunately not possible for the full session to be delivered nor the time extended, due to other venue commitments and group bookings.
- The Learning and Participation Team will endeavour to adjust the timetable so that the students will receive the most beneficial use of the time available.

Insurance cover

- The Story Museum has public liability insurance up to the value of £10 million.

This information is valid for all bookings made for school sessions taking place after February 2019.

The Story Museum reserves the right to change terms and conditions at any time.