

## TERMS AND CONDITIONS – SCHOOL VISITS

1. All school visits must be booked in advance directly with the venue and confirmed by the venue.
2. A school booking is deemed as confirmed by STEAM, on behalf of Swindon Borough Council, once the Booking Confirmation email has been sent to the school by the Lifelong Learning Team.
3. Once confirmed by the venue the booking is established and the school agrees to meet these Terms and Conditions.
4. Once your booking is established with STEAM, your invoice will be generated. You will not be able to make any reduction to the number of pupils booked from this point.
5. Your invoice will be sent out at the end of the half term prior to your visit, or at the start of the half term of your visit. If you book and then visit within the same half term, you will receive your invoice as soon as your booking is confirmed.
6. Payment is required within 30 days of the date of the invoice. Details about Payment options can be found on your invoice.
7. If you or your Local Authority pay by BACs, send the remittance advice to STEAM ([steameducation@swindon.gov.uk](mailto:steameducation@swindon.gov.uk)) and not to Swindon Borough Council.
8. Swindon Borough Council does not issue refunds for any pupils absent on the day of your visit.
9. If more pupils attend than stated on your invoice and confirmed by the venue, you will receive an additional invoice for the full price per additional participant.
10. The maximum group size for all Discovery Sessions is 34 pupils.
11. Swindon Cards and STEAM Season Tickets cannot be used on organised school visits.
12. If urgent circumstances mean that you need to change the date of your booking, Swindon Borough Council may at its discretion agree to an alternative date, if our capacity allows. Otherwise, cancellation charges will apply, as in paragraph 26 below.
13. All Discovery Sessions are sold as pre-allocated, timed slots, which are not negotiable. Your slots will be confirmed by email on an attached timetable. These timings must be adhered to because of the high volume of schools using STEAM each day.
14. Your group(s) will also be allocated a 30-minute slot for lunch in our Lunchroom for schools, which is not negotiable. Your slot(s) will be confirmed by email on your timetable. These timings must be adhered to because of the high volume of schools using STEAM each day.

15. It is likely that you will be sharing the lunchroom with another group. If you enter the Lunchroom and it is empty, please arrange your class over one half of the tables so that space remains for the second group.
16. Accompanying adults are free at the ratio of 1 to 6 at KS1, 1 to 10 at KS2 and 1 to 12 at KS3 and above. This is our **minimum** supervision ratio and our **maximum** group walkabout number. Schools must comply with these supervision ratios at all times.
17. Additional adults providing 1:1 support for pupils with special needs are also admitted free of charge, but we must be notified of this at the time of booking, or if an additional need arises, before the day of the visit.
18. Any other adults additional to paragraphs 16 and 17 will be charged the current full adult admission rate.
19. Schools must adhere at all times to the Standard Health and Safety Conditions for School Groups Visiting STEAM and to the Risk Assessments, Safe Systems of Work and Health and Safety Requirements published online. These are provided on our website at <https://www.steam-museum.org.uk/info/1/steam/14/learning/2> on the 'Planning Your School Visit' page ('Risk Assessments and Health and Safety Requirements'). **This applies at all times on Museum premises, including during Discovery Sessions with Education Officers.**
20. It is the responsibility of the Group Leader to be absolutely familiar with all documents referred to in paragraph 19 and these Terms and Conditions before the day of the visit, and to ensure that all accompanying adults and children are fully briefed.
21. Teachers wishing to conduct their own additional Risk Assessment should do so during a free Familiarisation Visit. STEAM's opening times are on the website; please check before visiting for any unscheduled closures. Be aware that free entry does not apply on special event days e.g. The Brick Show, Comicon, STEAM Punk etc., nor for non-staff members of school.
22. It is not necessary to book a Familiarisation Visit or to tell us you are coming. Simply bring along a copy of your Booking Confirmation email to show at the Ticket Desk on arrival and you will be let into the Museum free of charge. We are happy for any school staff that will be accompanying the children on the day to attend the Familiarisation Visit, so that everyone feels fully confident about planning for their visit.
23. Children need to have something to focus on in the Museum when they are not taking part in Discovery Sessions. Please look at the Teacher Support materials on the 'Planning Your School Visit' page of the website ([www.steam-museum.org/learning](http://www.steam-museum.org/learning)) and print off preferred Activity Sheets OR use your Familiarisation Visit to devise your own activities for your class/es. We provide clipboards and pencils.
24. Whilst we are happy for you to take photographs of the children in your own school, at points that the Education Officer will stage for you, we do not permit filming of any Education Officer or volunteer led session.
25. Please bring enough copies of your group timings for all of your accompanying adults on the day of your visit, so that everyone has a record of the timings and location/s of your Discovery Session/s and of Lunchroom slot/s.

26. **Cancellation charges** for visits with booked Discovery Sessions will be applied as follows:

**0 – 3 WEEKS:** 100% i.e. the full price per pupil for the number of pupils confirmed by the venue and stated on the invoice.

**3 – 6 WEEKS:** 50% i.e. half of the full price per pupil for the number of pupils confirmed by the venue and stated on the invoice.

The notification period above counts backwards from 10am on the morning of the booked visit. The above charges will be invoiced.

27. Any cancellations that need to be made must be received by telephone, **Monday to Friday**, between 10am and 2pm on 01793 466640 (STEAM Learning Team) or 01793 466637 (STEAM Administration). Do not leave a message. You must speak to a member of the Learning or Administration Team.

28. Charges for late arrivals. Sessions that are missed or partly missed because of late arrival for whatever reason will be subject to full charges. i.e. the full price per pupil for the number of pupils stated on the invoice and confirmed by the venue.

29. It is the responsibility of the Group Leader to ensure that groups arrive on time. We take no responsibility for unforeseen circumstances including transport delays, weather conditions, problems with coach companies or teacher sickness within the school.

30. The cost of bespoke services (outside the published programme) is subject to negotiation and all costs will be agreed in advance.

31. The school is responsible for the cost of transport to and from STEAM and for any optional extras such as purchases from the STEAM Gift Shop.

32. Educational activities at STEAM are VAT exempt.

33. In the exceptional circumstance that STEAM is unable to deliver your booked Discovery Session(s) on the day of your visit e.g. because of staff illness, you will not be charged for the Discovery Session. You will be charged admission to the Museum only. If you have booked two Discovery Sessions and we can only deliver one, you will be only be charged for one Discovery Session and Admission.

34. Any other unforeseen circumstances that could affect STEAM's ability to deliver your booked Discovery Session(s) on the day of your visit will be dealt with on an individual basis.

35. Items are brought to the Museum at your own risk. We accept no liability for any items lost or stolen during your school visit.

36. We encourage schools to fully engage in their day at the Museum by dressing up 1940s or Victorian style. Please be aware that WW2 gas masks contain asbestos, and are not safe to be brought to the Museum by children or school staff and other accompanying adults. (Our own gas masks have undergone specialist treatment to make them safe.)