

TERMS AND CONDITIONS – Virtual Museum Sessions

1. All Virtual Museum Sessions must be booked at least three weeks in advance directly with the Lifelong Learning Team at STEAM and confirmed by the Lifelong Learning Team at STEAM.
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 Lifelong Learning Team at STEAM 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.
5. Your invoice will be sent out at the end of the half term prior to your Virtual Museum Session, or at the start of the half term of your session. If you book and then have your Virtual Museum Session 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. **We are currently not taking payments by cash or cheque on the day. If you can't make a BACS payment you will need to pay by card.**
7. If you or your Local Authority pay by BACs, send the remittance advice to STEAM (steameducation@swindon.gov.uk) and not to Swindon Borough Council.
8. All Virtual Museum Sessions are sold as pre-allocated, timed slots. If, however, the session cannot be delivered due to technical difficulties we will endeavour to allocate you another time. Your time slot and 'Microsoft Teams' or 'Zoom' meeting link will be confirmed by email.
9. Teaching staff must be present in the classroom when the Virtual Museum Session is being delivered by a Formal Learning Officer from STEAM.
10. **Due to the current Covid-19 situation we have suspended our usual cancellation policy. If you have to make a last minute cancellation due to Covid-19 related circumstances we will not charge you for your Virtual Museum Session. If possible we will try to reschedule your session for another date but this will depend on circumstances at this uncertain time.** 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. Alternatively, as the office may not be manned during COVID-19 restrictions, email seducation@swindon.gov.uk. Please include a contact number.

11. The cost of bespoke services (outside the published programme) is subject to negotiation and all costs will be agreed in advance.
12. Educational activities at STEAM are VAT exempt.
13. In the exceptional circumstance that STEAM is unable to deliver your booked Virtual Museum Session e.g. because of staff illness or technical problems, you will not be charged for the session.
14. Any other unforeseen circumstances that could affect STEAM's ability to deliver your booked Virtual Museum Session will be dealt with on an individual basis.