

TERMS AND CONDITIONS – Discovery Box Loans

1. All Discovery Box Loans must be booked 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 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 Box Loan delivery, or at the start of the half term of your Box loan period. If you book and then have your Box Loan 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. 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. If items in the Loan Box are returned to the museum in a damaged state, or not returned you will receive an additional invoice to cover the cost of repairing or replacing items.
9. All Box Loans are sold as pre-allocated two week loan periods. Your delivery and collection times will be confirmed by email. These timings must be adhered to because of the need to quarantine loan boxes between bookings the time available to the Learning and Engagement Team.
10. Schools must adhere at all times to the Discovery Loan Box Agreement.
11. It is the responsibility of the class teacher to be absolutely familiar with all documents contained in the Loan Boxes, these Terms and Conditions and the Loan Box Agreement before they use the Discovery Box and to ensure that all children are fully briefed.
12. **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 loan box. If possible we will try to reschedule your loan for another date but this will depend on circumstances at this uncertain time.** Any cancellations that need to be made must be received by email,

Monday to Friday, between 10am and 3pm. Please email seducation@swindon.gov.uk. Please include a contact number.

13. It is the responsibility of the Formal Learning Officer to call your school if they are running late due to traffic hold ups. If the Formal Learning Officer cannot deliver your loan box due to a sudden illness or accident you will be offered another date.
14. The Formal Learning Officer will deliver and collect the box/boxes from the school entrance area to avoid spending too much time in the school. They will wear a mask.
15. Educational activities organised by STEAM are VAT exempt.