Swindon Borough Council

Quality Badge awarded by Council for Learning Outside the Classroom

STEAM Museum of the Great Western Railway

TERMS AND CONDITIONS – COVID-19 ADAPTED SELF-GUIDED VISITS FOR SCHOOLS

1. All COVID -19 Adapted Self-Guided Visits for Schools 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 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. 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. 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 COVID-19 Adapted Self-Guided Visits is two classes with a maximum of 68 pupils per day. (The admission of larger groups will need to be discussed with the Steam Education team). Max capacity in the lunchroom with social distancing is 34. Larger groups may choose to have 2 lunch slots.

11. Masks are no longer mandatory but all visitors over the age of 11 are advised to wear a mask in the museum unless they are exempt. Formal Learning Officers will wear a mask or visor when welcoming the group and take it off for teaching.

12. Swindon Cards and STEAM Season Tickets cannot be used on organised school visits.

13. All COVID -19 Adapted Self-Guided Visits 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 will also be allocated a slot for lunch in our Lunchroom for schools, which is not negotiable. Your slot will be confirmed by email on your timetable.

15. Please arrange your class so that 2m social distancing from museum staff and other visitors is adhered to and leave the lunchroom in a clean and tidy condition.

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 sent with your booking confirmation. These have been especially adapted to be in line with government regulations surrounding COVID-19. These are also available on our website at www.steam-museum.org.uk/learning/ under the relevant Key Stage area on the 'Learning' page. **This applies at all times on Museum premises, including during Self-Guided Visits.**

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 and note that all tickets must be booked. Be aware that free entry does not apply on special event days e.g. The Brick Show, Christmas at STEAM etc., nor for non-staff members of school.

22. Please contact us if you would like to make a Familiarisation Visit. (Phone 01793 466646). 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 whilst they are on a Self-Guided Visit. Please look at the Teacher Support materials under the relevant Key Stage area on the 'Learning' page of the website at www.steam-museum.org.uk/learning/ and print off preferred Activity Sheets OR use your Familiarisation Visit to devise your own activities for your class/es. We are unable to provide clipboards and pencils at this time.

24. Whilst we are happy for you to take photographs of the children in your own school, at points that the Formal Learning Officer will stage for you, we do not permit filming of any Formal Learning 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 including your lunchroom slot.

26. 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 visit. If possible we will try to reschedule your visit 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.

27. 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.

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

29. 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.

30. Educational activities at STEAM are VAT exempt.

31. Any unforeseen circumstances that could affect STEAM's ability to host your Self-Guided Visit on the day of your visit will be dealt with on an individual basis.

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

33. All children and adults in the visiting party will be expected to wash their hands on arrival at the museum, before lunch and before leaving the museum.

34. Visits to the shop need to be pre-arranged. We can currently only take card payments so the pupils will not be able to pay by cash. Goody bags can still be pre-ordered.

35. These Terms and Conditions are valid at time of booking but may change following any update in guidance from the Government/ SBC policy. We will communicate any changes to schools before their visit.