

TERMS AND CONDITIONS – SCHOOL VISITS

Discovery Sessions

1. All school visits for Discovery 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 venue the booking is established and the school agrees to meet these Terms and Conditions.
4. Once your booking is established with STEAM 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 as soon as possible after the date of your visit. The invoice will include any additional pupils attending on the day of the visit.
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 (seducation@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. The maximum group size for all Discovery Sessions is 34 pupils.
10. Masks are no longer mandatory but all visitors are welcome to wear a mask in the museum if they wish to.
11. Swindon Cards and STEAM Season Tickets cannot be used on organised school visits.
12. 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.
13. Your group(s) will also be allocated a slot for lunch in a dedicated area of the museum, which is not negotiable. Your slot(s) will be confirmed by email on your timetable.
14. Please arrange your class so that social distancing from museum staff and other visitors is adhered to when moving around the museum and leave the lunch area in a clean and tidy condition.

15. 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.
16. 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.
17. Any other adults additional to paragraphs 15 and 16 will be charged the current full adult admission rate.
18. 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 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 the museum premises, including during Discovery Sessions with Formal Learning Officers.**
19. It is the responsibility of the Group Leader to be absolutely familiar with all documents referred to in paragraph 18 and these Terms and Conditions before the day of the visit and to ensure that all accompanying adults and children are fully briefed.
20. 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.
21. Please contact us by email if you would like to make a familiarisation visit. 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.
22. 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 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. Please bring your own clipboards and pencils.
23. 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.
24. 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 lunchroom slot/s.
25. For the time being we have suspended our usual cancellation policy. If you have to make a last minute cancellation due to financial or Covid-19 related circumstances we will not

charge you for your visit. If possible, we will try to reschedule your visit for another day. Please email seducation@swindon.gov.uk if you need to cancel/ reschedule your visit.

26. 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.
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. 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.
32. 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.
33. Items are brought to the museum at your own risk. We accept no liability for any items lost or stolen during your school visit.
34. We encourage schools to fully engage in their day at the museum by dressing up in 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.)
35. All children and adults in the visiting party will be expected to wash their hands or use hand gel on arrival at the museum and after each Discovery Session.
36. Please let us know if you wish to visit the shop. Goody bags can be pre-ordered.
37. 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.