

TERMS AND CONDITIONS – SCHOOL VISITS

Self-guided Visits

1. All school visits for Self-guided Visits 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. Swindon Cards and STEAM Season Tickets cannot be used on organised school visits.
10. 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.
11. Please leave the lunch area in a clean and tidy condition and take your litter home with you.
12. 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.
13. 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.
14. Any other adults additional to paragraphs 12 and 13 will be charged the current full adult admission rate.

15. 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.**
16. It is the responsibility of the Group Leader to be absolutely familiar with all documents referred to in paragraph 15 and these Terms and Conditions before the day of the visit and to ensure that all accompanying adults and children are fully briefed.
17. 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.
18. 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.
19. 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.
20. 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.
21. 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 lunchroom slot/s.
22. 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.
23. 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.
24. The cost of bespoke services (outside the published programme) is subject to negotiation and all costs will be agreed in advance.
25. 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.

26. Educational activities at STEAM are VAT exempt.
27. Items are brought to the museum at your own risk. We accept no liability for any items lost or stolen during your school visit.
28. All children and adults in the visiting party are advised to wash their hands regularly whilst at the Museum.
29. Please let us know if you wish to visit the shop.
30. 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.