

TERMS AND CONDITIONS – WE’LL MEET AGAIN

1. The maximum group size for We’ll Meet Again is 34 pupils. The price per pupil is £15.50.
2. The minimum group size for We’ll Meet Again is 15 pupils.
3. All school visits must be booked in advance directly with the venue and confirmed by the venue.
4. 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.
5. Once confirmed by the venue, the booking is established, and the school agrees to meet these Terms and Conditions.
6. Once your booking is confirmed with STEAM you will not be able to make any reduction to the number of pupils booked from this point. Increases will be subject to availability. One group is 15 to 34 children.
7. You will be sent your timetable and other relevant information for the day. **PLEASE KEEP US INFORMED OF ANY CHANGES to additional needs and SEN** amongst your pupils, and especially of any **wheelchair users** (so that we can discuss access arrangements ahead of your visit).
8. Your invoice will be sent out as soon as possible after your visit. Payment is required within 30 days of the date of the invoice. Details about payment options can be found on your Invoice.
9. 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.
10. Swindon Borough Council does not issue refunds for any pupils absent on the day of your visit.
11. Swindon Cards and STEAM Season Tickets cannot be used on organised school visits.
12. If urgent circumstances mean that you need to change the date of your booking, Swindon Borough Council may at its discretion agree to an alternative date, if our capacity allows.
13. The We’ll Meet Again day is sold as a pre-allocated, timed experience, which is not negotiable. Your group/s will also be allocated a slot for lunch in our school lunch area. Your slot/s will be confirmed by email by the week before the event.

14. You may be sharing the lunch area with another group. Please arrange your class over only one half of the tables so that space remains for the second group.
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 ration and our **maximum** group walkabout number. Schools must comply with these supervision ratios.
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 those referred to in paragraphs 15 and 16 above 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 published online. These are provided on our website at www.steam-museum.org.uk/learning on the 'Planning Your School Visit' page ('Risk Assessments and Health and Safety Requirements'). **This applies at all times on Museum premises, including during We'll Meet Again workshops with Education Officers.**
19. It is the responsibility of the Group Leader to be absolutely familiar with all documents referred to in paragraph 18 above, 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. Be aware that free entry does not apply on special event days e.g. The Brick Show, Comicon, STEAM Punk etc., nor for non-staff members of school.
21. It is not necessary to book a Familiarisation Visit or to tell us you are coming. Simply 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. Please look at the Teacher Support materials for We'll Meet Again and for WW2, on the 'Planning Your School Visit' page of the website (www.steam-museum.org.uk/learning) and print off any of the suggestions and templates that you might like to use with your class on the day of your visit. We provide clipboards and pencils once the organised part of the We'll Meet Again day is complete.
23. Whilst we are happy for you to take photographs of the children in your own school, at points that the Formal Learning Officers will stage for you, we do not permit filming of any Formal Learning Officer or volunteer led session during We'll Meet Again.
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 locations of your We'll Meet Again workshops and of lunch area slots. You will also have a Minder on the day to manage your timings and lead you around the carousel of activities.

25. Please let us know as soon as possible if you need to cancel your booking. If you cancel with less than 4 weeks' notice, and we can't fill your space, cancellation charges may apply. Any cancellations that need to be made must be received by email (steameducation@swindon.gov.uk) or by telephone, Monday to Friday, between 10am and 2pm on 01793 466640 (STEAM Learning Team). Do not leave a message. You must speak to a member of the Learning or Administration Team.
26. Charges for late arrivals. We'll Meet Again workshops 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 confirmed by the venue and stated on the invoice.
27. It is the responsibility of the Group Leader to ensure that groups arrive on time. We take no responsibility for unforeseen circumstances that may result in a late arrival or a failure to turn up on the day including transport delays, weather conditions or problems with coach companies.
28. 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.
29. Educational activities at STEAM are VAT exempt.
30. Any unforeseen circumstances that could affect STEAM's ability to deliver We'll Meet Again on the day of your visit will be dealt with on an individual basis.
31. Items are brought to the Museum at your own risk. We accept no liability for any items lost or stolen during your school visit.
32. We encourage schools to fully engage in their day at the Museum by dressing up 1940s style. Please be aware that WW2 gas masks contain asbestos and so are not safe to be brought to the Museum by children or school staff and other accompanying adults. (Our own gas masks have undergone specialised treatment to make them safe.)