Onsite school sessions - Terms and Conditions

1. Making your booking

Here is our school booking process:

- Please complete our school booking request webform – this tells us everything we need to know so be sure to complete this fully first. We cannot accept incomplete forms.

- Once we receive your booking webform, the Bookings team will check our session availability and look through your request.

- A team member will email you with a possible dates and times. Please note: session dates and times will be offered to other schools as well. We expect our onsite schools programmes to be in demand, therefore we will work on a first-come-first-served basis.

- We'll wait for you to select and agree to a date and session time. Then, once you can confirm you've completed the necessary risk assessments for your visit and have the recommended number of supervising adults, you will be sent a confirmation of booking.

- Finally, you will be informed of our cancellation policy. This comes into effect as soon as you receive your confirmation of booking. Please do ensure you have checked with your school office and finance team before you confirm your school booking.

2. **Cancellation policy**

If you need to amend your booking, cancel your session, or reschedule, please let us know in writing, by email to bookings@rmg.co.uk, at least 28 days in advance of your session, so that can we allocate sessions for another school group. If you have already paid you will receive a full refund. Please note that changes to bookings or cancellations made less than 28 days in advance, will incur a fee of the full cost of your visit. You will not be entitled to a refund if you have already paid. If you are yet to pay, an invoice will be sent to your school for the full cost of your booking.

We cannot accept amendments or cancellations by phone or by voicemail. If you inform us of a cancellation or amendment by phone, your request will not register, and you will be asked to send notification of cancellation by email.

Royal Museums Greenwich booking cancellations

We reserve the right to cancel an education session under certain circumstances.

A full refund will be issued to the school if the cancellation relates to:

- Illness, injury, or death of a Royal Museums Greenwich employee.

- Government restrictions on social distancing that prevent the Royal Museums Greenwich from opening and delivering sessions or prevent schools from visiting the Royal Museums Greenwich. We will first offer a digital session as an alternative or rebook your onsite visit for a later date – a refund will be offered in the last instance.

No refund will be issued if the cancellation relates to:

- Late arrival or inability to make the visit due to travel issues on the day. If you are running late, please give us a call on 0208312 6608. We will try to adapt the session for you as much as possible,

although this may necessitate the time being reduced. We reserve the right not to run the session if we think the time is too short.

- The behaviour of the group is deemed unacceptable or inappropriate by the staff member delivering the session.
- The school is no longer able to meet the minimum requirements of supervising adults for the number of students attending the booked sessions:

  EYFS/KS1 – 1 adult per 5 students
  KS2 - 1 adult per 8 students
  KS3 and KS4 - 1 adult per 10 students
  Post-16 – 1 adult per 16 students.

3. Next steps

- A confirmation email will be sent to the lead teacher and school office. At this stage, your school booking is confirmed and now subject to our cancellation policy.

- Receipt of your confirmation email indicates that you have understood and accepted the details of the services that we will be providing, the timescale to which we will work and that you accept the terms and conditions detailed in this document. The sessions booked on your behalf at Royal Museums Greenwich are part of an extensive Educational Programme that provides support to a great number of schools across the country. The funding of such a programme is heavily reliant on the fact that schools do attend the programme, and when agreed to do so, therefore we expect schools to abide by our terms and conditions including our cancellation policy.

4. Payment

- We do not raise or send invoices.

- Please make payment by debit/credit card by calling 020 8312 6608. You must pay for your sessions before your session begins.

- If you would prefer to make a bank transfer, please email bookings@rmg.co.uk and the team will send you the relevant information. We ask for all BACS payment to be made at least 14 days before the date of your session.

- If payment cannot be made in advance, it must be done on arrival. We accept cash, card, and cheques at our admission desks. Cheques must be made payable to National Maritime Museum. We cannot accept posted cheques. **If you intend to pay on the day, please let us know, so we can inform our teams to expect this upon arrival. Please note that we cannot accept payment on site at PPMCC.**

- VAT is not applicable to your booking and is not charged.

- Please be aware that your group will be unable to enter our sites and/or start their booked session until payment is made.

5. Things to remember.

- We require that the correct number of supervising adults/teachers be present with pupils at all times during the onsite visit.
- We recommend you carry out your own risk assessments for visiting our sites.

You can find risk assessments for visiting our sites here.

- Your visit to Royal Museums Greenwich, including entry into our galleries and attendance at any facilitated sessions, is at all times subject to any notice to visitors that we post on our premises, the direction, supervision and guidance of our staff and your compliance with our Visitor regulations.

- We have introduced a range of new health and safety measures to reduce the risk associated with the presence of COVID–19 in line with government advice and the requirements of Public Health England. Please do check our website for up-to-date information on site visits.

- In line with government guidelines, all visitors need to register their visit with NHS Test and Trace. You must register your visit when you arrive by scanning the QR code with the NHS COVID-19 app or by giving your details to a member of staff. Children under the age of 16 are not included.

- You must pay for your sessions before your sessions begin. To facilitate this, we recommend payment in advance or if this cannot be done –arriving earlier to make payment at one of our admission desks. (sites open at 10:00).

- To avoid any cancellation fees, please remember to contact Bookings@rmg.co.uk at least 28 days in advance of your visit, if you need to amend your booking, cancel your session, or reschedule.

The contact data you provide to us is processed by us according to the Data Protection Act 2018 on the legal basis of 'for the performance of contract'. We shall not share this data with anyone outside RMG, it shall be stored securely and shall be deleted according to our disposal policy of 2 years. If you have a question about the way, we handle your personal information please, in the first instance, contact the Governance and Museum Records Manager, Royal Museums Greenwich.