

Community Access Scheme at Royal Museums Greenwich

These are the terms and conditions applicable to the Community Access Scheme (CAS) of Royal Museums Greenwich.

In these terms, 'scheme' or 'CAS' refers to the Community Access Scheme, 'CAS Leader' or 'CAS Partner' refers to the group that is a member of CAS of Royal Museums Greenwich (or applicant for such status), 'visitor' or 'group' refers to a member's service users and accompanying staff/volunteers and 'we' and 'RMG' refers to Royal Museums Greenwich.

Tickets are non-transferable, non-refundable, non-exchangeable and should not be resold. Your ticket(s) is/are valid for the number of person(s), the date and the entry time stated on them. We reserve the right to refuse entry to latecomers. Lost tickets will not be replaced. Please see rmg.co.uk/terms-conditions for full conditions of entry.

The maximum number of visitors per CAS group visit is 30. You must not exceed the maximum number of visitors per group visit.

CAS Leaders are always fully responsible for their group members and their behaviour at sites. CAS Leaders and group members must be respectful and comply with any instructions given by Royal Museums Greenwich staff. All groups must be considerate of other visitors and not block doors, access routes or exhibits for prolonged periods. Groups may be asked to move along to other areas if the site is particularly busy. Site entrances and spaces may be very busy and crowded at times; we reserve the right to restrict the number of people having access to areas if the circumstances require us to do so.

CAS group visits must not impact RMG-run talks and tours on site. Loudspeakers, amplifiers and microphones must not be used. Noise levels should be kept to a minimum to ensure groups are not distracting for other visitors.

CAS Leaders are advised to create their own risk assessment for their group visit, which will record who might be harmed and how what they're already doing to control the risks and what further action they will take to control the risks. Please see our list of possible risks and hazards to help conduct a risk assessment: [Risk assessments | Royal Museums Greenwich \(rmg.co.uk\)](http://rmg.co.uk/risk-assessments)

Children under the age of 16 will not be admitted to sites unless accompanied by a responsible adult aged 18+.

We reserve the right to refuse admission to CAS groups if the ratio of children to adults doesn't match the advice below

EYFS Nursery (children aged 0–4 years): 1 adult per 3 children

EYFS Reception (children aged 4–5 years): 1 adult per 3 children

KS1 (children aged 4–7 years): 1 adult per 5 children

KS2 (children aged 7–11 years): 1 adult per 8 children

KS3 and KS4 (children aged 11–16 years): 1 adult per 10 children

Post-16 (children 16+): 1 adult per 16 children

Free entry will be provided for one person accompanying a disabled visitor to facilitate their visit. A free companion ticket can be requested at the time of booking.

Child Under 4 will be admitted to the ship for free with a paying adult (18+)

To ensure the enjoyment, wellbeing and safety of visitors, volunteers and staff, we ask that all visitors abide by our regulations: <https://www.rmg.co.uk/policies/visitor-regulations>

RMG CAS membership is for community groups to visit on an informal, self-guided basis. If you are visiting for formal educational purposes, then you can visit through our schools programme.

RMG CAS membership is for the benefit of community groups only and is not suitable for individuals visiting independently.

RMG CAS membership cannot be used by a member's staff/volunteers, unless they are accompanying its service users.

RMG may refuse or revoke CAS membership at any time if we reasonably believe that you are not an employee or volunteer with an eligible organisation that meets the criteria for RMG Community Access Scheme.

Group leaders may be asked for ID to identify individuals working for CAS Partners.

CAS Partners must notify Bookings@rmg.co.uk as soon as possible if their primary contact details change.