

Terms and Conditions for Digital Workshops

From February 2026

1. Making your booking

Here is our school booking process:

- Please complete our school enquiry form – 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 form, 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 new schools digitalised programmes to be extremely popular, therefore we will work on a first-come-first-served basis.
- Once you have agreed to a date and session read our online safeguarding policy.
[Safeguarding Policy](#)
- You will then be informed of our cancellation policy which comes into effect as soon as you receive your confirmation of booking. Please ensure your school office and your finance team are aware of your booked online session before you confirm your booking.

2. Cancellation policy

We have a strict 28-day cancellation period. If you need to amend your booking, cancel your session, reschedule, or reduce the number of students taking part in online sessions, please let us know in writing, by email to bookings@rmg.co.uk, at least 28 days before the date of your online session. If you have already paid you will receive a full refund. If the booking was made less than 28 days before the session date, the cancellation policy still applies.

Cancellations, alterations or reschedule requests made less than 28 days before your session, will incur a fee of the full cost of your booking. 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.

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 or freelancer facilitator.
- Public sector strikes that prevent RMG employees, freelancer facilitators or schools from delivering/ attending online sessions.

No refund will be issued if the cancellation relates to:

- Late attendance or inability to access the online session. If there are issues, 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:
 - **Sessions to be streamed in school**

At least one member of teaching staff must be in the session at all times. Pupils will not be allowed access into sessions until there is sufficient teacher or group leader supervision.
 - **For students joining a session from home aged -**
 - 0-7 years must have an adult with them at all times.
 - 7-13 years must have an adult within the same social space of their home at all times.
 - 14-18 years must join the session from a social space in their home.

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.
- Our Learning team will be in touch a week before your booking with Zoom/Teams session information.

4. Payment

- We do not send invoices or accept payment by cheque.
- 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 we 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.

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

5. Things to remember

- We require that a teacher is present with pupils at all times during the digital session.
- Some pupils from the same school may also join school digital sessions from home in compliance with our online safeguarding policy.
- Sessions do not need to be paid for on point of booking but do need to be paid for in advance of the digital session over the phone by credit/debit card or by BACS.

Privacy Notice:

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.