

# Digital school sessions - Terms and Conditions

## 1. Making your booking

Here is our school booking process:

- To book a Maritime digital session (National Maritime Museum, Queen's House, Cutty Sark, PPMCC), please send an email to [learning@rmg.co.uk](mailto:learning@rmg.co.uk) and include the session title and 2-3 options of dates and times for your session.

To book a Royal Observatory digital outreach session, please send an email to [ROGEducation@rmg.co.uk](mailto:ROGEducation@rmg.co.uk) and include the session title and 2-3 options of dates and times for your session.

- Once we receive your email, our learning teams will check our session availability and look through your request.
- A team member will email you about your booking. If your requested session date and time is available, the learning team will confirm this. If it is not available, we will respond with other possible dates and times. Please note: because our digital sessions are popular, we work on a first-come-first served basis, so session dates and times may be offered to other schools as well.
- We'll wait for you to select and agree to a date and session time. With that confirmed, our learning teams will request information from you for the booking before formally handing your request over to our bookings team. Either the learning team or the bookings team will ask if you have read, understood, and accepted our safeguarding policy which is available on our website. Upon receiving confirmation of that, 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](mailto:bookings@rmg.co.uk), at least 28 days in advance of your session, so that we can 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 session. 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.

No refund will be issued if the cancellation relates to:

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

### **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 with Zoom/Teams session information.

### **3. 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](mailto: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.

### **Things to remember**

- The maximum number of students permitted to join a session is a class of up to 30 students. Any more than this will affect the interactivity and quality of the session.
- We require that a teacher be 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.
- Teachers must confirm they have read and understood the online safeguarding policy before we confirm your booking.
- 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