

## **Tyne & Wear Archives & Museums Facilitated Workshops & Teacher Led Visits Terms & Conditions**

### **Workshops:**

All workshops can accommodate 30 children unless otherwise stated.

Entry to all our venues is free. However charges apply on our facilitated activities in venue and those taking place in school. All the charges are clearly stated in all printed literature and will be communicated to you by the Learning Team when you make your enquiry.

Teacher led visits are free and downloadable resources to use when visiting the venue are available to download for free from <https://twamschools.org.uk/learning-resources-by-venue>

If you require a lunch space this must be booked in advance. Participating in a facilitated session does not guarantee you a lunch space.

### **Payment:**

All facilitated workshops must be paid for in advance of the booked workshop taking place. Payment can be made in two ways:

**Invoice** – Tyne & Wear Archives & Museums will invoice your school for the workshop you have booked. If you wish to use this method of payment please email the completed 'Facilitated Workshop/Visit Confirmation Form' with the following information:

- School name
- Full address including postcode
- Point of contact (this is usually your school business manager or member of the administration team)

**Newcastle City Council Journal request** - If you qualify for this method of payment please email the completed 'Facilitated Workshop/Visit Confirmation Form' with the following information:

- School name
- Point of contact (this is usually your school business manager or member of the administrator team)
- Cost Code and Sub Code
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### **Confirmation:**

Once you have received your 'booking' email from us your workshop will be **held for five working days**. The date you must reply to confirm your booking will be clearly stated on your 'booking' email. Failure to reply to this email with your completed

form, within five working days will mean that your booking will be cancelled and the slot will be offered to another group.

Once we have received your completed confirmation form and email your booking will be confirmed.

### **Cancellation:**

If you have to cancel a booking please contact the venue as soon as possible to arrange an alternative date.

If you wish to cancel but not to rearrange a booking, a minimum of 30 days' notice is required, if less notice is given you will be required to pay the total cost.

No cancellation charge will apply to cancel self-led visits.

In the unlikely event that the Museum has to cancel the workshop, we will endeavour to give as much notice as possible and try to rearrange or find a suitable alternative. If this is not possible the school or group will not be charged.

### **Health & Safety:**

Tyne & Wear Archives & Museums actively try to make our venues as safe as possible. However, our venues (especially outdoor sites) can still be hazardous. Members of staff are always on site to ensure, as far as possible the safety of visitors. However, ultimately your pupils are your responsibility, never leave them unsupervised.

**Please ensure you have read our guidance document '[Planning and managing a Group Visit](#)' and shared it with all adult helpers along with any other information we send you to help you plan your visit.**

**Hazard Identification** - TWAM are not able to provide you with a risk assessment for your visit as the level of risk is dependent on your group's particular needs. However, all venues have Hazard Identification sheets to help you write your risk assessment. These can be downloaded from <https://twamschools.org.uk/essential-information>

**Preliminary visits** - We highly recommend that you make a preliminary visit to help you get the most out of your visit, especially if you are on a self-guided visit. Please contact the learning team directly if you would like to discuss any aspect of your visit in more detail.

**Ratio & Behaviour** - During your visit to the venue, whether you are in a facilitated session or in the gallery the behaviour and safety of your pupils is your responsibility. We expect all visiting groups to follow current guidelines for number of accompanying adults appropriate for the age and needs of their individual group.

The venue Learning Team will be happy to advise you how to get the most from your visit and prepare your pupils and adult helpers, to ensure it is a valuable and enjoyable experience for all.