



## Virtual Visits – Terms and Conditions

### PRE-VISIT

- **Making a booking:** Please download and fill in section 1 of the Virtual Visit Booking Form, and return to [learning@amberleymuseum.co.uk](mailto:learning@amberleymuseum.co.uk).
- **Booking confirmation:** Your visit will only be confirmed once a member of the Learning Team has signed and returned your form by email. We cannot guarantee your choice of date and will notify you should an alternative need to be found.
- **Pre- and post-visit activities:** We will send you these resources with your booking confirmation.
- **Online safeguarding:** Please let us know if you would like to see our risk assessment.
- **Cancellations:**
  - *During the pandemic, visits cancelled by you will not be charged a cancellation fee.* If you need to cancel, please let us know ASAP. If you wish, we will try to rearrange your visit.
  - If we need to cancel your visit due to COVID-19 we will endeavour to rearrange your visit for a more convenient date.

### ON THE DAY

- **Please try to be available 10 minutes before the workshop** for a quick sound/visual check and to set up the relevant technical settings with Museum staff.
- **As with a visit to the Museum site, supervision, behaviour and management of your group is your responsibility at all times.** Please ensure that children treat staff with respect.
- **We will work with you to adjust the workshop to your needs before and during the workshop.** Although we have designed the session to be varied and engaging throughout, we understand that an hour of digital content can be a lot for young people to handle.

### AFTER THE VISIT

- **Payment:** You will be charged after the visit: you have the option to pay by BACS (30 day-payable invoice) or credit card over the phone.
- **Feedback:** We will send you a link to a short online survey relating to your experience of the Virtual Visit. This is a new part of our offer and your feedback would be much appreciated!
- **'Free child entry vouchers':** We will also send you a 'free child entry' voucher, to give to each child who attended the session. This is valid for one visit to the Museum site, within a year of its issue.

*We hope you have an enjoyable Virtual Visit to Amberley Museum!*

The Learning Team  
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