



School Site Visits 2024 – Terms and Conditions

PRE-VISIT

- **Making a booking:** Please download and fill in section 1 of the Learning Site Visit Booking Form, and return to learning@amberleymuseum.co.uk.
- **Adult-child ratios:** We will admit accompanying adults for free up to the following ratios: 1:5 EYFS-KS1; 1:8 KS2, 1:10 KS3 and above. One-to-one support staff also attend for free. We welcome groups with larger numbers of adults, however these will be charged at £9.50 each.
- **Minimum charge:** For state and private mainstream school visits, we operate a minimum charge of 20 children (at the appropriate rate for your age group).
- **School Visit Grant:** If you have been awarded a grant, you will be sent the terms separately.
- **Booking confirmation:** Your visit will only be confirmed once a member of the Learning Team has signed and returned your form by email. This will include a schedule for your day and a summary of the charges. We cannot guarantee your choice of date and will notify you should an alternative need to be found.
- **Changing the date of a booking:** Once your booking has been confirmed, we can change the date once free of charge, subject to availability. Thereafter, we reserve the right to charge a £25 administration fee per successful change request. If we are unable to provide a new date that is convenient for you, our cancellation charges will apply.
- **Cancellations:** If you need to cancel your visit, we will offer you the option to reschedule on a mutually convenient date for no extra charge. If this is not possible, we will send you a BACS invoice for the appropriate cancellation charge, listed below. If you had been awarded a School Trip Grant, the cancellation charge will reflect the value of the booking with the grant.

Time frame	Cancellation charge
Less than 14 days from the visit date	100% of booking value
Between 14-28 days from visit date	50% of booking value
More than 28 days from visit date	£25 administration charge

- **Payment:** We require you to log the numbers attending on arrival at the ticket office. If you do not pay on the day, you will be invoiced (BACS) after your visit as per the numbers on your booking form or the day log, whichever is greater. We cannot offer refunds for non-attending individuals.
- **Timetable:** Following discussions with yourself, the Museum will provide a timetable for the day. Please check this and inform us of any necessary changes as soon as possible.
- **Pre-visits:** It is highly recommended that all groups conduct a free pre-visit in order to familiarise themselves with the site and the arrangements for the day. If you are visiting at the weekend, any dependent children can also visit for free, but any additional adults (not part of your school staff) will need to pay a discounted entry rate of £9.50. If a mutually convenient time cannot be found, we will ask to speak to you by phone instead. We can also provide you with our site risk assessments on request.

ON THE DAY

- **We are pleased to offer free parking for coaches, cars and minibuses in the visitors' car park** adjacent to the parking for Amberley train station.
- **You will be met in the car park by a member of the Learning Team**, who will welcome the group and escort you onto the museum site via the ticket office, where you'll be asked to **confirm numbers attending**.
- If you have requested it, there will be a **dedicated lunch space** available where bags can be left during the day. Please leave the room as you find it.
- **Amberley Museum cannot accept responsibility for any personal belongings.**
- **It is your responsibility to ensure that you arrive for booked sessions at the agreed time.** You will be provided with maps of the site to help you navigate the museum. We reserve the right to alter the timings and content of your day due to late arrival.
- **All talks, workshops, exhibitions and live interpretation of the site are subject to availability** and may be closed, amended or cancelled without prior notice due to technical, operational or other reasons, or poor weather.
- **Supervision, behaviour and management of your group is your responsibility at all times.** Please ensure that children treat staff, volunteers and visitors with respect. Groups should keep to the marked paths, tracks and trails, taking particular care along the road and when crossing the railway. Please do not allow children to climb on exhibits or fences. When riding on our buses or trains (some of which have open sides) all passengers should stay seated, keep arms and legs inside the moving vehicle and adhere to any further safety briefings given by Amberley Museum staff or volunteers.
- **Children (and accompanying adults!) must wear sensible clothing and shoes**, particularly in wet weather: although most of our exhibition areas are undercover, Amberley Museum is still an outdoor site.
- **Please treat the site and its collections with respect.** The museum houses an extensive collection of artefacts large and small and is home to a varied range of plants, flowers and wildlife.
- **Toilets** for school use are located opposite Humphrey's Barn (lower site) and opposite Connected Earth (upper site). A member of the Learning Team will close the Humphrey's Barn toilets to general visitors temporarily on your arrival and, at your request, on departure and at lunch. School groups should not use the toilets in the Limeburners' Café, unless in an emergency.
- **Shop:** Please plan to visit in small groups, as this small space also acts as the main visitor entrance and exit.
- **Departure:** The Museum begins closing at 16:00 and all groups must be offsite by 16:30. The Museum exit is through the Time Tunnel (next to the shop).

We hope you have an enjoyable day out at Amberley Museum!

The Learning Team
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