

## **SCHOOL VISIT FAQs**

### **How do I make a school booking?**

Please contact the Learning Team by email to [learning@storymuseum.org.uk](mailto:learning@storymuseum.org.uk) or call us on 01865 790050. When booking, please specify:

- The name and post code of your school
- Your name, email address and telephone number
- The size of the group
- The age range and ability of the group
- Your preferred dates and times
- The name of the session you wish to book (see details above)
- If you would like an emphasis for your chosen session (each session has a specific focus) or have your session adapted to fit your scheme of work
- If you would like to book our lunch room
- If you would like to order goody bags and if so, how many and/or your intention to visit our shop
- Any special requirements

### **When do school visits take place?**

School visits take place Tuesday – Friday, subject to availability. There is a morning session (10:00-12:00) and an afternoon session (12:30-2:30).

### **Who leads the school sessions?**

Each session is led by a member of our friendly and experienced Learning Team who are all qualified primary and secondary teachers. If you have any queries on the day, they will be happy to help.

### **How many students can we bring?**

Our school sessions are for groups of up to 32 students plus accompanying staff. Additional students will pay a supplementary charge (£6 per student, per half day/£8 per student, per full day) up to a maximum of three additional students. We cannot exceed 35 students per group; classes of 36 or more must be split into two groups. We can usually accommodate two groups per time slot.

### **How many adults do we need to bring?**

The adult:student ratio for a school group will be:

- 1 adult for every 3 students for groups in Nursery
- 1 adult for every 5 students for groups in EYFS
- 1 adult for every 6 students for groups in Key Stage 1
- 1 adult for every 8 students for groups in Key Stage 2
- 1 adult for every 10 students for groups in Key Stage 3

### **What do I need to do before the visit?**

When you have agreed a date with the Learning Team, you will be sent a booking form. Please return this booking form so that we can confirm your booking.

We recommend that you visit the Museum before your group visit so that you know where we are and to complete your school's risk assessments. You'll receive two free preview tickets for this purpose; preview visits must be booked in advance by emailing us at [learning@storymuseum.org.uk](mailto:learning@storymuseum.org.uk)

### **What safety measures are in place to keep staff and students safe?**

To ensure that school groups have a safe and fun visit to The Story Museum, please read the [Access & Virtual Tour](#) page of the Museum's website.

### **Do you provide schools with risk assessments?**

We do not provide risk assessments for schools but we do provide a Hazard Identification Sheet at the point of booking. It is the school's responsibility to carry out a risk assessment for its own students. We recommend that you make a preview visit so that you can produce your own risk assessment - we offer two free preview tickets for this purpose. Preview visits must be booked in advance by emailing us at [learning@storymuseum.org.uk](mailto:learning@storymuseum.org.uk)

### **What if we need to change/cancel our booking?**

We appreciate that sometimes plans can change. If you need to change your booking, please contact the Learning Team as soon as possible. We can't guarantee to accommodate all requests but we will work with you to facilitate any changes.

If you need to cancel your booking, we will endeavor to arrange another date for you. If you cancel within 14 days of your session and do not wish to change your date, you will not be entitled to a refund.

Please see our Terms and Conditions for more information about payments and cancellations.

### **Can we eat lunch at the Museum?**

Our lunch room can be reserved free of charge at the time of booking. Lunch slots are bookable for 30 minutes after a morning session or 30 minutes prior to an afternoon session. Groups without a pre-booked lunch space will be required to leave the museum at the end of their session. Please note that your lunch space may be shared with other visiting school groups.

### **Can we visit the Museum shop?**

As visits to the shop can be time-consuming, we recommend instead that you pre-order goody bags. For details, please email us at [learning@storymuseum.org.uk](mailto:learning@storymuseum.org.uk)

Please let us know at the time of booking if your students would like to visit the shop. We ask that students do so at the end of their visit, in groups of no more than 6, and that they are supervised by an adult at all times. Please note that the shop does not accept cash payments.

### **How do we get to The Story Museum?**

The Story Museum is located 42 Pembroke Street, Oxford OX1 1BP.

If you are travelling by public transport, the nearest bus stops are on St Aldates but all the city centre stops are within a 10-minute walk of the Museum.

We are approximately a 15-minute walk from Oxford railway station.

The nearest public car parks are located at the Westgate Shopping Centre and the Oxpens car park on Oxpens Road. Both are a five-minute walk from The Story Museum. Please check here for current parking information on the Oxford City Council website here:

<http://www.oxford.gov.uk/carparks>

### **Where should the coach/mini bus drop off/pick-up and park?**

The nearest drop off point is a five-minute walk from The Story Museum at St Aldates South (northbound) – just south of the Combined Court OX1 1TL.

There is **NO PARKING** or vehicle access at The Story Museum. Your coach company must make their own arrangements to park.

Information about drop-off/pick-up points in Oxford city centre and coach parking can be found on the Oxford City Council website here:

[https://www.oxford.gov.uk/info/20078/parking\\_in\\_oxford/490/parking\\_for\\_coaches\\_lorries\\_and\\_mini\\_buses](https://www.oxford.gov.uk/info/20078/parking_in_oxford/490/parking_for_coaches_lorries_and_mini_buses)

### **What time should we arrive and what happens if we're running late?**

Please plan to arrive at The Story Museum 15 minutes prior to your session. If you have pre-booked the lunch room, please do not arrive more than 10 minutes before your allocated slot.

Please make sure that you have our number (01865 790050) in your mobile so that you can contact the Learning Team if you are running late.

If you arrive late, we will not be able to deliver the full two-hour session due to other venue commitments and group bookings but the Learning Team will endeavour to adjust the session so that your students get the most out of the time available.

### **How accessible is the site?**

All of our spaces, including our galleries, café and shop, are fully accessible for wheelchair users. There are three lifts offering access to all floors. Accessible toilets are situated on the ground floor and the first floor.

If you would like to discuss any particular needs or access issues, please speak to the Learning Team.

**If you have any other questions, please contact the Learning Team who will be happy to help - [learning@storymuseum.org.uk](mailto:learning@storymuseum.org.uk)**