

School Visit Terms and Conditions

Please make sure you have read this information before making a booking.

The Story Museum is committed to working with schools to ensure that every school visit to the Museum is educational and enjoyable and is conducted in a safe and professional way.

In the event that you breach any of these Terms and Conditions, The Story Museum reserves the right to ask your group to vacate the site or to refuse your group access to the building.

School's responsibilities

- Group leaders and accompanying adults are responsible for the behaviour, general health and safety of their students. **They should remain with their groups at all times.** On these grounds, The Story Museum excludes liability for loss or damage suffered by the school or any member of the group as a result of the visit.
- The Story Museum has comprehensive risk assessments in place; however, we do not provide risk assessments for schools. It is the school's responsibility to carry out a risk assessment for its own students. To do so, we can provide free entry for up to 2 members of staff to arrange a pre-visit to The Story Museum. **The pre-visit tickets should be booked in advance** by emailing learning@storymuseum.org.uk and providing a preferred date.
- School sessions are for groups of up to 32 students per class plus accompanying staff.
- The school can bring a maximum of 35 students per class. Additional students will pay a supplementary charge.
- The school will designate a teacher as the person in charge of the group.
- The adult:student ratio for any school group will be:
 - 1:3 for Nursery
 - 1:5 for EYFS
 - 1:6 for KS1
 - 1:8 for KS2
 - 1:10 for KS3.
- Adults in the stated ratios are included in the overall cost of the visit. Additional adults are charged for per head.
- Adults supporting students on a 1:1 basis are also included in the overall cost of the visit. There is space on the booking form to show how many 1:1 support adults are required.
- An adult will be designated by the school as responsible for medication and first aid required by students in their school group. If any of the group members require first aid during the visit, the school must follow their own procedures and ensure that they inform a member of Museum staff. A Story Museum First Aider attending to any casualty must complete an Accident and First Aid Report detailing the circumstances of the incident and any injuries sustained. If appropriate the Museum's Duty Manager is responsible for reporting accidents and dangerous occurrences to the enforcing authority.
- Accompanying adults must ensure that students and adults obey specific instructions given by any member of The Story Museum staff while on the premises.

- Taking photos of the students in your group is allowed around the museum Galleries. If you would like to take photos of the Story Leader, ensure permission is sought first. Filming of storytelling is not allowed.
- Groups must be aware that The Story Museum may also be used by members of the public and other groups during the school's visit, including shared lunch spaces.
- The Story Museum accepts no responsibility for the safekeeping of any items brought to the premises. It is the school's responsibility to ensure that all students collect their belongings at the end of their visit.
- Food and drinks may only be consumed in designated areas. It is the school's responsibility to ensure this happens.
- The Museum will hold the school responsible for any damage to the Museum's property caused by your group's visit.
- It is the school's responsibility to ensure accompanying adults have DBS clearance. The Story Museum session leaders have enhanced DBS clearance, however not all Story Museum staff or volunteers are DBS cleared, because they do not have repeated or intensive contact with children and vulnerable adults.

Payment and Cancellation

- Payment, in full, must be received within 28 calendar days of the invoice date.
- Payment may be made by BACS or cheque.
- In the event it is not possible to make payment for an invoice until the visit to the Museum has already happened, or the school is in arrears, a deposit of 50% must be paid before any further bookings will be accepted.
- If a school or trust requires a PO number to ensure smooth payment of their invoice, one should be provided at the time of booking. A £20+VAT administration charge may be incurred if an invoice, that has already been issued, needs to be updated with a PO number.
- Any changes made to a booking after the initial invoice has been raised will incur a £20+VAT administration charge.
- If the school has to cancel a booking, we will endeavour to find another date for you. Groups not wishing to change their date and cancelling:
 - within 14 days of their booked session will not be entitled to any refund
 - within one calendar month of their booked session will be entitled to a 50% refund
- In exceptional circumstances, The Story Museum may have to cancel a session. In all cases schools may decide to either reschedule their booking for the next available opportunity or receive a full refund equal to the cost of the booking. If the circumstances are outside the control of either party, schools not wishing to rebook their session will receive a refund of 50% of their invoice.

Schools arriving late

- If schools arrive late, it is unfortunately not possible for the full visit option to be delivered nor the time extended, due to other venue commitments and group bookings.
- The Learning Team will endeavour to adjust the timetable so that the students will receive the most beneficial use of the time available.

Insurance cover

The Story Museum has public liability insurance up to the value of £10 million.

This information is valid for all bookings made for school sessions taking place after 1 May 2026.

The Story Museum reserves the right to change terms and conditions at any time.