

Terms and conditions for schools



Terms and conditions apply to all schools and learning groups.

1. **Booking** is essential for schools and learning groups. To make a booking request fill in the Schools Booking Form. We will email within one week to confirm your booking or discuss your request if you have questions for us. Check your booking confirmation email carefully. Get in touch immediately if any information is incorrect.
2. **Payment** is due in advance 30 days from the date of your booking confirmation email. Schools can book at short notice depending on availability. In this case payment is expected before the visit date and may be requested immediately. Schools will receive an invoice by email. Payment is by BACS transfer or cheque. If timely payment is not made bookings may be cancelled.
3. **Booking changes** may be possible depending on availability. All changes to your itinerary and group size must be requested by email 30 days before the visit date and confirmed by email. Schools that bring additional students/adults will be asked to pay full student/adult rates (at the discretion of the museum).
4. **School cancellations** received in writing up to 30 days from the date on your booking confirmation email will incur no charge and a full refund. We cannot guarantee to move bookings or provide refunds after this point and schools may be charged 100% of the visit cost.
5. **Museum cancellations** may occur in rare unforeseen circumstances. We will contact schools as soon as we can and offer alternative visit dates or a full refund. Regrettably we cannot reimburse travel or other costs.
6. **Late arrivals** will not receive a refund. Check your journey time for travel delays and call us as soon as possible if your route is affected. A late start to a workshop, different Mail Rail ride and Sorted! time slot is arranged at the discretion of the museum and subject to availability.
7. **Health and Safety** is the responsibility of teachers. Bring the required ratio of adults: students. Your Welcome Pack includes health and safety information, risk assessments and guidance notes for Mail Rail and Sorted! Teachers can request a familiarisation visit for two adults per class.
8. **Disruptive behaviour** affecting the safety of visitors, or causing damage to exhibitions may result in a group being asked to leave, accompanied by their teacher. We will not provide a refund in these circumstances.
9. **Storage cupboards** are provided for schools. Schools must keep personal belongings with them at all times if not in the storage cupboards. We accept no responsibility for loss, theft or damage to personal items brought into the museum or left in storage cupboards or onsite lockers.
10. **Itineraries** are provided. Schools must arrive promptly for interactive sessions, Mail Rail and Sorted! and only use the lunch room during the allocated timeslot unless otherwise instructed or agreed by museum staff.

Got a question for us?

Email schools@postalmuseum.org

Call 0300 0300 700 (Monday - Friday 10.00 – 17.00)