

Terms and conditions apply to all schools and learning groups.

1. **Pre-booking** is essential for schools and learning groups including self-led visits and outreach visits. Complete the Bookings Request Form. Booking confirmation will be sent by email within two weeks. Schools will be asked to show this email on arrival at the museum.
2. **Payment** for museum visits and outreach must be made at least 30 days before the visit date. Schools will be sent an invoice with payment details. If timely payment is not made bookings may be cancelled. Check your invoice carefully. Schools that bring additional pupils/adults will be asked to pay full child/adult rates (at discretion of the museum).
3. **Booking changes** may be possible depending on availability of sessions and outreach dates. All changes to your timetable and group size must be requested by email six weeks before the visit date and will be confirmed by email. Schools that bring additional pupils/adults will be asked to pay full child/adult rates (at discretion of the museum).
4. **School cancellations** received in writing six weeks before the visit date 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 planned visit cost. Mail Rail rides are non-refundable on the day (e.g. if a child is unwell).
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** may incur booking charges. Check your journey time for travel delays and contact the Museum if your route is affected. We will try to accommodate lateness, but it may not be possible to start a session late or reschedule activities.
7. **Health and Safety** is the responsibility of teachers. Information and risk assessments and guidance notes for Mail Rail and *Sorted!* will be sent with your Welcome Pack. Teachers can also request a familiarisation visit.
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.

Got a question for us?

Email schools@postalmuseum.org

Call 020 8183 0064 (Monday - Friday 09:00 - 17:00).