

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 two weeks 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** must be made at least 45 days before the visit date. Schools will receive an invoice by email. Payment is by BACS transfer or card. We do not accept cheques. To make a card payment call our Box Office on 0300 030 0700 (Monday – Friday 09.00 – 17.00). If timely payment is not made bookings may be cancelled.
- 3. Booking changes** may be possible depending on availability. All changes to your timetable and group size must be requested by email six weeks before the visit date and confirmed by email. Schools that bring additional pupils/adults will be asked to pay full child/adult rates (at the discretion of the museum).
- 4. School cancellations** received in writing 45 days 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 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: pupils. 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. This does not include the Mail Rail ride.
- 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. Timetables** are provided. Schools must arrive promptly for facilitated 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 030 0700 (Monday - Friday 09.00 – 17.00)