

# Terms and conditions for schools

## Schools outreach 2023-24

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Terms and conditions apply to all schools and learning groups.

### Booking

- **Booking** is essential for schools and learning groups. Teachers must complete the booking request form in full. We will email within one week to confirm/discuss your booking request. Check your booking confirmation email carefully. Get in touch asap if any information is incorrect.
- Payment in full is due in advance within 30 days from the **date of your booking confirmation email**. Schools can book at shorter notice depending on availability. In this case payment is expected before the outreach 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.
- **Booking changes** may be possible depending on availability. All changes to your outreach session times/class size must be requested by email 30 days before the session/s date and confirmed by email.

### Cancellations

**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 outreach visit cost.

**Museum cancellations** may occur in rare unforeseen circumstances. We will contact schools as soon as we can and offer alternative outreach visit dates or a full refund.

### Health and safety

**Risk assessments** for outreach sessions are provided with your booking confirmation email. School staff are responsible for ensuring sessions take place in safe, suitable space.

### Behaviour and supervision

Teachers are responsible for the behaviour, safeguarding and supervision of the students taking part in the outreach sessions and should be present throughout the session.

The Postal Museum's Safeguarding Policy can be read [here](#):

### Photography

We welcome photography of outreach sessions but politely ask you not to film The Postal Museum staff on phones or tablets.

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**Got a question for us?**

**Email** [schools@postalmuseum.org](mailto:schools@postalmuseum.org)

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