

# Terms and conditions for schools

## Virtual sessions



Terms and conditions apply to all schools

### Booking

- **Booking** is essential for virtual sessions. 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 immediately if any information is incorrect.
- **If payment is due** this must be paid in full 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 session 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 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 cost. This policy also applies to schools participating in Royal Mail supported sessions. Schools that cancel at short notice or do not attend test calls or virtual sessions may be charged 100% of the session cost (£80) at the discretion of the museum.

**Museum cancellations** may occur in rare unforeseen circumstances. We will contact schools as soon as we can and offer alternative session dates or a full refund. Regrettably we cannot reimburse any other costs incurred.

### Technical requirements

Schools must meet the technical requirements for hosting the sessions. To prepare for your virtual sessions read our [virtual FAQs](#) and the information attached to your booking email. It is a booking condition that all teachers attend a test call, or sessions may be cancelled. The museum cannot accept responsibility for technical problems at the school.

### Behaviour and supervision

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

### Safeguarding

If possible, schools should connect to the internet via an ethernet cable rather than WIFI. Internet connections and accounts should be protected by security features such as passwords and firewalls.

The Postal Museum's Safeguarding Policy can be found on our website.

### Recording

Virtual sessions may not be recorded without the prior consent of the museum.

### Assets

All assets including images and audio used in the session are ©The Postal Museum or licensed by ©Penguin Random House by The Postal Museum. Teachers may not use these for any purpose without prior written permission.

**Got a question for us?** Email [schools@postalmuseum.org](mailto:schools@postalmuseum.org) Call 0300 0300 700 (Mon – Fri 10:00 – 17:00)