

Terms and conditions for schools

Virtual sessions 2026-27



All booked virtual sessions are subject to these terms and conditions.

Booking

- **Advance booking** is essential for virtual sessions. Schools must complete a booking request form in full. We will be in contact within 5 working days to confirm/discuss your booking request. Then we will send a booking confirmation email. Check your booking details carefully and get in touch if any information is incorrect.
- If payment is due you will be sent an invoice by email with a 30-day payment term. Payment is by BACS transfer or cheque. Bookings under £100 can be paid by card over the phone. Payment in full is due at least 7 days before your visit date.
- It is the responsibility of the person booking to ensure your finance team has received the invoice and it is paid on time. If payment is not made before your virtual session, bookings may be cancelled.
- Schools can book a virtual session at shorter notice depending on availability. In this case if payment is due it is expected before the session date and may be requested immediately.
- **Booking changes** may be possible depending on availability. All changes to your session /class size must be requested by email six weeks before the session date. We will confirm changes by email.

Cancellations

- **School cancellations** received in writing at least six weeks before your virtual session will incur no charge. We cannot guarantee to move bookings after this point and schools may be charged 100% of the cost. This also applies to Royal Mail Group supported bookings. Schools that cancel at short notice or do not attend test calls or virtual sessions may be charged 100% of the session cost 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. Regrettably we cannot reimburse any other costs incurred.

Technical requirements

- Schools must meet the technical requirements to host virtual sessions. To prepare, read our [virtual FAQs](#) and the information attached to your booking email. It is a booking condition that 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 and visible to the facilitator throughout the session.

Safeguarding

- If possible, schools should connect to the internet via an ethernet cable rather than Wi-Fi. Internet connections and accounts should be protected by security features such as passwords and firewalls.
- The Postal Museum's Safeguarding Policy can be found [here](#)

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 Call 0300 0300 700 (Mon – Fri 10:00 – 17:00)