

## **Melton Carnegie Museum School Visit Terms & Conditions**

**Please note: These terms and conditions apply from the date that your booking is confirmed.**

### **Cancellations**

- School bookings are complex to arrange and take a lot of staff time and effort, so it is important that the school/organisation has checked dates, numbers and has the authorisation before proceeding with a booking.
- Cancellations and requests to reschedule bookings must be received in writing **at least ten working days** before the date of the confirmed visit.
- If any amendment is made before the date of the visit by the school/organisation to the date or itinerary once the booking is **confirmed**, even outside the ten days' notice period, then an admin fee of £30 will be charged.
- If cancellation notice is received fewer than ten days before the date of the visit, then a cancellation charge of 50% of the total value of the booking will be made. This is to reimburse the Educators and cover staff time.
- If a booking is made and confirmed fewer than ten days in advance of the date of the visit and then is cancelled, a 75% cancellation charge will then apply.
- If a cancellation is made on the day of the visit, or if the school/organisation does not attend and gives no notice, 100% of the booking cost will still be charged.
- Any school/organisation wishing to challenge any cancellation charges must provide evidence that notice was sent more than 10 days before the confirmed visit date, including proof of the correct email address, date and time sent. Exceptional circumstances will of course be considered.
- We reserve the right to cancel a booking if the school/organisation repeatedly makes changes to a booking or does not confirm itinerary details in a timely manner.

### **Supervision & Behaviour**

- A minimum ratio of one adult to eight pupils/students (1:8) under the age of 16 is recommended and it is the responsibility of these adults to always supervise the behaviour of pupils/students during the visit.
- Pupils/Students under the age of 16 must not be left unsupervised at any point of the visit.
- Any damage, loss or claims and costs that are incurred to Melton Carnegie Museum as a result of the visit may be recharged to the school/organisation.
- If pupil/student behaviour is deemed to be unacceptable, your group will be asked to leave by a member of the Melton Carnegie Museum staff.

### **Invoicing**

- If the number of pupils/students being brought to the museum is known to be lower or higher than stated on the booking form, then you must inform us at least 10 days in advance of the date of the visit to ensure that the itinerary is appropriate.

- If more pupils/students attend than stated on the booking form, then they will be charged for additionally. Please be aware that there are maximum numbers for the sessions and that extra pupils/students may not be easily accommodated.
- If fewer pupils/students attend than stated on the booking form without 10 days notice, then no refund will be given for pupils/students who do not attend on the day.
- Please be aware that prices quoted at the time of enquiry may be subject to change.

### **Itinerary**

- Please report the final numbers of your group to the member of staff who greets you on arrival at the museum.
- Your itinerary will start from the time of your arrival. Late arrival may result in your group losing some activities from the itinerary.

### **Housekeeping**

- No food or drink should be consumed in the museum or education room.

### **Personal Data**

Personal data supplied on this form will be held on a computer and will be used in accordance with the Data Protection Act 1998 for statistical analysis, management, planning and in the provision of services by the County Council and its partners.

The County Council will treat all information as confidential.

**If you would like to discuss any aspects of your booking, please contact our team on:**

**0116 305 3860 or email: [meltonmuseum@leics.gov.uk](mailto:meltonmuseum@leics.gov.uk)**