



North East Museums Facilitated Workshops & Teacher Led Visits Terms & Conditions

Workshops:

All workshops can accommodate 32 children unless otherwise stated.

Charges apply on our facilitated activities in venue and those taking place in school. All the charges are clearly stated in all printed literature and will be communicated to you by the Learning Team when you make your enquiry.

Teacher led visits to Woodhorn are free for students, and adults would need to purchase a day ticket.

If you require a lunch space this must be booked in advance.

Payment:

All facilitated workshops must be paid for in advance of the booked workshop taking place.

Payment can be made in two ways:

Invoice - North East Museums will invoice your school for the workshop you have booked. If you wish to use this method of payment please email the completed 'Invoice Confirmation Form' with the following information:

- School name
- Full address including postcode
- Point of contact (this is usually your school business manager or member of the administration team)

Newcastle City Council Journal request - If you qualify for this method of payment please email the completed 'Facilitated Workshop/Visit Confirmation Form' with the following information:

- School name
- Point of contact (this is usually your school business manager or member of administrator team)
- Cost Code and Sub Code

Confirmation:

Once you have received your 'booking' email from us your workshop will be **held for five working days**. The date you must reply to confirm your booking will be clearly stated on your



'booking' email. Failure to reply to this email with your completed form, within five working days will mean that your booking will be cancelled and the slot will be offered to another group.

Once we have received your completed confirmation form and email your booking will be confirmed.

Cancellation:

If you have to cancel a booking please contact the venue as soon as possible to arrange an alternative date.

If you wish to cancel but not to rearrange a booking, a minimum of 30 days' notice is required, if less notice is given you will be required to pay the total cost.

No cancellation charge will apply to cancel self-led visits.

In the unlikely event that the Museum has to cancel the workshop, we will endeavour to give as much notice as possible and try to rearrange or find a suitable alternative. If this is not possible the school or group will not be charged.

Health & Safety:

North East Museums actively try to make our venues as safe as possible. However, our venues (especially outdoor sites) can still be hazardous. Members of staff are always on site to ensure, as far as possible the safety of visitors. However, ultimately your pupils are your responsibility, never leave them unsupervised. **Please ensure you have read our guidance document 'Planning and managing a Group Visit' and shared it with all adult helpers along with any other information we send you to help you plan your visit.**

Hazard Identification - TWAM are not able to provide you with a risk assessment for your visit as the level of risk is dependent on your group's particular needs. However all venues have Hazard Identification sheets to help you write your risk assessment.

Preliminary visits - We highly recommend that you make a preliminary visit to help you get the most out of your visit, especially if you are on a self-guided visit. Please contact the learning team directly if you would like to discuss any aspect of your visit in more detail.

Ratio & Behaviour - During your visit to the venue, whether you are in a facilitated session or in the gallery the behaviour and safety of your pupils is your responsibility.



There is no restriction on the number of adults you can bring on a visit, however we expect all visiting groups to follow current guidelines appropriate for the age and needs of their individual group.

We suggest you prepare your pupils and adult helpers for this visit, ensuring a valuable and enjoyable experience for all. The venue Learning Team will be happy to help you with this.



	North East Museums HEALTH AND SAFETY CODE OF PRACTICE: TWM 05
--	--

PLANNING AND MANAGING GROUP VISITS TO MUSEUMS AND GALLERIES
--

Distribution: To be brought to the attention of all Learning and Front of House staff and teachers, parents and other helpers supervising group visits.
--

Introduction

It is to be hoped that group visits to any of the venues or site of North East Museums will be educational, exciting and enjoyable. The health and safety guidance notes below are designed to help the organiser plan and manage visits as safely as possible.

General Safety

When moving around the building please ensure that participants in the group walk, and do not run or climb. There are hazards such as stairs, pillars, objects and display cases, walking will reduce the risk of collisions, slips, trips and falls.

Some exhibits have been fitted with safety guards or barriers and visiting groups need to be reminded, not to remove, interfere with, or try to reach beyond the barriers provided for their safety. Please look on the Museum/gallery website and refer to the hazard identification sheet when planning your risk assessment.

Group Activities and Workshops

Every effort is made to ensure activities are designed to be suitable for the age range and abilities of the participants in the group. When using equipment such as pens, pencils, scissors or paint please remind your group of the need to use the equipment in a careful and sensible way to avoid accidents and injuries.

All group sessions involving handling objects, tools or specialist equipment issued by museum staff will begin with a safety talk concerning the correct use of the equipment which is going to be used.

Please inform museum staff in advance if there are any participants in the group requiring additional support and the nature of their needs, so that we can ensure that all participants can be provided the best possible experience.

Supervision

Please remember that it is the organiser's responsibility to supervise the behaviour and oversee the activities of the group while within the museum. The organiser needs to ensure that their arrangements conform to their governing body or appropriate LEA guidelines particularly in ensuring the adult/child ratio for supervision is appropriate.



Please ensure that all adult helpers are prepared for the visit and receive a copy of this information sheet and all support material provided by TWAM for the visit.

Accidents and Emergencies

If anyone in the group is involved in an accident, no matter how minor, please contact a member of museum staff immediately and they will ensure that the necessary steps are taken.

If the fire alarm sounds please make your way calmly via the nearest emergency exit to the assembly point. Attendant staff will supervise the evacuation of the building.