

Guidelines for group visits

Useful information to help your visit to the museum run smoothly.

Pre-visit planning

Teachers and group leaders are encouraged to make a free preliminary visit to support the development of risk assessments and planning for group visits. Generic risk assessments for each site can be downloaded [here](#).

The Learning Team can be contacted at any time prior to your visit to discuss any questions you may have. Should you wish to adapt sessions to meet the specific needs of your group, or to fulfil learning objectives, please get in touch and we will do our best to accommodate this.

Supervision of children

Teachers and group leaders are responsible for the supervision of children throughout their visit. Please be aware that the museum will be open to the public during your visit.

Arrival

A street map to show all sites, including postcodes and contact numbers, is included with your Booking Confirmation to assist with the planning of your journey. To ensure a positive learning experience for all visiting groups, please ensure you arrive on time for your booked activity. Traffic can be quite unpredictable so if you are running late, it would be helpful to call the museum and let us know. On arrival the Learning Session Leader (the member of staff who will be delivering your session) will welcome you and help you get settled before your session begins. Your Curriculum Enrichment Activity will always finish at the time stated on your Booking Confirmation.

Appropriate behaviour

To ensure the safety of visiting groups and the protection of museum exhibits, we have some guidelines that will help your visit run smoothly:

- We request that visitors should refrain from climbing on exhibits, walls, monuments, or statues at the museum.
- We recommend that visitors should not run in the galleries and on historical outdoor sites.
- Visitors may eat and drink only in the designated lunchrooms, or in the museum grounds or gardens.
- It would be great if you could leave the lunchrooms as they are found.
- Groups will be asked to handle and touch museum exhibits, please wait to be asked either by a Learning Session Leader. Unfortunately, some objects may not be handled for conservation reasons.
- The objects you handle should be handled with care and always with teacher or group leader supervision.
- Unfortunately, if behaviour guidelines are broken, the Learning Session Leader may cancel the Curriculum Enrichment Activity and the group will be invoiced for the full cost of the booking.

Damages

Please report any accidental damage to museum exhibits or property during your visit. Where damage is caused deliberately or through in-appropriate behaviour, groups will be invoiced for the repair or replacement of each damaged item.

Cancellation or alteration of visit

The Learning Team must be contacted at least five working days before your visit if you wish to cancel or alter a booking. Groups that make a cancellation at short notice will be invoiced for the full cost of the booking.