

The National Museum of Computing (referred to as “TNMOC” or “the Museum”)

**Terms and Conditions applicable to bookings from School, College and University Groups (referred to as “groups”) to TNMOC.**

1.10 TNMOC is committed to working with schools, colleges and universities to ensure that each visit to the Museum:

- achieves its learning objectives
- is a safe experience for the students, visiting adults and the TNMOC staff
- properly respects the TNMOC, staff, volunteers and the Museum’s collection.

1.11 Your booking is accepted by TNMOC on condition of your acceptance of these terms and conditions. Given your acceptance TNMOC undertakes to offer your group access to the Museum and provide an appropriate number of Museum Learning Guides to support your group and allow them to achieve the objectives of their visit.

1.12 Should you breach the TNMOC group visit terms and conditions before or during your visit, TNMOC reserves the right to refuse entry for your group or require your group to vacate TNMOC premises with immediate effect.

**Booking, cancellation and payment for your booking**

2.10 TNMOC will accept your provisional booking for a group visit to the Museum on a date requested, subject to availability. The provisional booking will be held for 48 hours, before becoming available again for booking by other groups.

2.11 TNMOC will accept your confirmed booking for a group visit to the Museum on the date requested, subject to you completing and returning to TNMOC a completed and acceptable visit application form.

2.12 The receipt of your completed visit application form will confirm your acceptance of our visit terms and conditions as well as the visit charge that will be become due at the end of the day of the visit.

2.13 It is your responsibility, through the visit application form, to provide an accurate statement of the number of students and adults that will be in your visiting group. The agreed number of students visiting will be the basis of the charge made by TNMOC for your group’s visit.

2.14 If you wish to change the agreed number of students attending the visit you must inform TNMOC at least 31 days before the date of the visit. After that date the Museum will have dedicated appropriate levels of resources, including Learning Guides, to support your visit and a charge will be made according to the number of students indicated on the application form. You can increase the number of people attending, for an additional charge after this date, but only if you agree this with TNMOC learning staff in writing before the visit. Due to capacity issues, we may not be able to increase the numbers of people visiting, so please ensure that you ask.

2.15 On the day of your visit if your group size is less than the agreed number of students, you will still be charged an amount based on the agreed number of students expressed on the visit application form, or 31 days in advance.

2.16 Groups who cancel their visit, for any reason, less than 31 days before the booking will be charged the full amount.

2.17 TNMOC reserves the right to postpone or cancel a group’s visit should it be necessary to do so, due to unforeseen circumstances or circumstances beyond its control. TNMOC will give the group as much advance notice as possible of a postponement or cancellation and shall endeavour to rearrange the group visit to an alternative suitable date. TNMOC shall not be liable for any costs incurred by the group in connection with the booking or the visit.

2.18 After your visit TNMOC will invoice you for the visit charge due, which must be paid within 14 days of the date of the invoice. Any alternative means of payment must be agreed with TNMOC at least 14 days before your visit.

**Your responsibilities as the visiting group**

3.10 It is your responsibility to ensure that your group arrives at the time specified by you on the application form. If you are likely to be more than 10 minutes late arriving, we ask that you make contact with TNMOC so that changes can be made to the planned programme for the day.

3.11 If for any reason you are unable to visit TNMOC during the times you specified on the visit application form, TNMOC reserves the right to reduce the planned programme accordingly to meet the available time for your visit and any conflicting demands on resources, galleries and exhibits current at that time.

3.12 TNMOC cannot guarantee that for any visit all our galleries, exhibits or other facilities will be open and/or working. TNMOC will endeavour to advise potential visitors to the Museum of any limitations current at any time. Should you have a specific need to see a particular exhibit then it is your responsibility to check its availability through our website, make enquiries directly with TNMOC or express a specific need on the visit application form, where appropriate.

3.13 Students remain the responsibility of the adults accompanying the group at all times during the visit. Responsibility for the behaviour of visiting groups remains with the adults accompanying the group and cannot be passed to the Museum Learning Guides or other Museum staff.

3.14 An appropriate adult such as a teacher, lecturer or other qualified adult will be designated by the school, college or university as the adult in charge of the group booking and of the group on the day of the visit. This person must be present on the day of the visit and make themselves known as the group leader to the Museum Learning Guides.

3.15 Groups larger than 15 will be subdivided on the day of the visit for the purpose of accessing parts of the Museum. Adults accompanying the group should be able to join in the sessions. They must divide themselves, so that every subset of the visiting group is accompanied by one or more of the responsible adults.

3.16 The adult in charge of the visit for the day should ensure that all adults accompanying the group:

- are familiar with the programme for the day
- join in discussions and activities
- have access to a list of the names of the students attending the visit on the day
- are aware of any student's medical conditions and if necessary supervise medication and/or first aid
- are aware of any relevant student special educational needs and can offer support accordingly.

3.17 The adult in charge of the visit for the day must take immediate responsibility for the safety of the group upon arrival. The TNMOC entrance is in a busy car park and all students must be supervised and directed to ensure they are safely conveyed into the Museum to begin their visit.

3.18 The adult in charge of the visit for the day must provide a Museum Learning Guide, at the time of arrival at TNMOC with:

- the total number for the visiting students
- the total number for the adults accompanying the group and introduce them to the Museum Learning Guides
- any information pertaining to the behaviour, medical condition or special needs of the visiting students; that will assist the Museum Learning Guides in their support for the group's visit to the Museum and which has not been provided through the visit application form.

3.19 It is the responsibility of the adults in charge of the visit for the day to ensure that all the students remain under their control and remain present and accountable at all times, during the visit.

3.20 Groups visiting TNMOC must be accompanied by a sufficient number of responsible adults and our minimum ratio is 15:1 where the students are over the age of 10 and under the age of 19.

3.21 Adults accompanying the group to meet the minimum ratios plus one are admitted free of charge and do not count towards the agreed number of students visiting. We also allow for one additional adult for the group. Further adults are charged at the same rate as the student for their visit and do count towards the agreed number of students attending.

3.22 Groups visiting TNMOC should be aware that:

- some areas of the Museum are covered by webcam (images only)
- at times members of the public will also be visiting the Museum
- at times other school, college or university groups will also be visiting the Museum.

3.23 It is the responsibility of the adults in charge of the visit to:

- ensure the appropriate behaviour by students at all times and that they make reasonable and careful use of the Museum and its collection
- ensure that they and the students follow any specific instructions given to them by the Museum Learning Guide or other members of Museum staff whilst at the Museum
- take responsibility for the safekeeping of any items brought to the Museum and left in any meeting areas or other parts of the building.

3.24 TNMOC will make every effort to provide a group meeting area that will be used for a presentation and for the group to leave coats, bags and belongings. TNMOC accepts no responsibility for the safekeeping of any items brought to the Museum and left in the meeting area or elsewhere.

3.25 TNMOC will make every effort to provide a room or area for a lunch break. It is the responsibility of the adults in charge of the visit to ensure that any lunch break is supervised at all times and that the students behave appropriately, ensuring the room or area is kept clean with any unwanted food or containers disposed of using the provided litter bin. Students are strongly advised to bring a packed lunch as there are no cafeteria/restaurant facilities.

3.26 During any lunch break students are permitted to spend some time outside the Museum building in the car park area. It is the responsibility of the adults in charge of the visit to ensure the students are supervised in the car park at all times. Students must not move away from the area immediate to the meeting area and must ensure any litter is placed in the provided litter bin. TNMOC will hold the organisation arranging the group visit responsible for any damage to the Museum's property caused by the group's visit.

3.27 Food and drink may only be consumed in a designated lunch time area.

3.28 There is a no smoking policy within the Museum but smoking is permitted in the car park area and a container is provided for smokers to discard their cigarettes.

### **Risk Assessments**

4.10 It is the responsibility of the school, college or university planning their visit to TNMOC to carry out a risk assessment for its own students. TNMOC provides notes to support risk assessment through a document which is downloadable from our website at <http://tnmoc.org>.

4.11 TNMOC welcomes pre visits by an adult representing the school, college or university in support of visit planning, risk assessment and familiarisation. A pre visit must be made by appointment and the pre visit will be supported by a briefing from a Learning Guide.

### **Miscellaneous**

5.10 The TNMOC Terms and Conditions for visiting groups is available to download from the Museum's website at [www.tnmoc.org](http://www.tnmoc.org), together with further information to help your group have a successful visit.

5.11 TNMOC is supported by Public Liability Insurance in respect of death, personal injury or other liability caused by TNMOC negligence or that of its employees or volunteers.

5.12 TNMOC excludes all liability for loss or damage suffered as a result of the visit by the group or any member of the group or occurring to any items belonging to the group, any member of the group or the organisation making the booking on behalf of the group; which is not reasonably foreseeable. If TNMOC does become liable, its liability is limited to the full charge paid by the organisation making the booking for the visit, save where TNMOC's negligence has resulted in death or personal injury for which there shall be no such limit.

5.13 TNMOC is not liable for any breaches or delays in the performance of its obligations under these terms and conditions arising from any event outside its control, including (but not limited to) fire, flood, storm, strike, lock out, electrical failure, Act of God, explosion, war, terrorist activity or acts of governmental or parliamentary authority. For the avoidance of doubt, in the event of such circumstances arising TNMOC will not be liable to refund any costs paid by the group.

5.14 These Conditions shall not be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to them.

5.15 These Conditions shall be construed solely in accordance with the laws of England. Any disputes arising from these Conditions shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

5.16 This agreement cannot be transferred by you to any other party without the written permission of TNMOC which permission shall not be unreasonably withheld.