

Learning Visits Terms and Conditions

Please read carefully before making a booking

Nottingham Castle is committed to working with schools, colleges, and other learners to ensure that every visit to the Castle is educational, enjoyable and conducted in a safe and professional way. In the event of a breach any of these Terms and Conditions, Nottingham Castle reserves the right to ask your group to vacate the site or to refuse your group access.

School's responsibilities

- Group leaders and accompanying adults are responsible for the behaviour, general health and safety of their students, including when in Castle staff-led workshops. They should always remain with their groups. On these grounds, Nottingham Castle excludes liability for loss or damage suffered by the school or any member of the group as a result of the visit.
- Nottingham Castle has comprehensive risk assessments in place; however, we do not provide risk assessments for schools. It is the school's responsibility to carry out a risk assessment for its own students. To do so, we can provide free entry for up to 2 members of staff to arrange a pre-visit to the site.
- The school should bring no more than 35 students to each session.
- The school will designate a teacher as the person in charge of the group.
- The adult-student ratio for any school group will be:
 - 1 adult to 6 pupils for Key Stage 1
 - 1 to 10 for Key Stage 2 upwards

Adults within the supervisory ratios are free and SEND groups can set their own ratios.

Groups arriving which do not adhere to the agreed supervision ratios may be denied admission to the site.

- An adult will be designated by the school as responsible for medication and first aid required by students in their school group. If any of the group members require first aid during the visit, the school must follow their own procedures and ensure that they inform a member of Castle staff. A Nottingham Castle First Aider attending to any casualty must complete an Accident and First Aid Report detailing the circumstances if the incident and any injuries sustained. If appropriate the Castle's Duty Manager or Designated Safeguarding Lead is responsible for reporting accidents and dangerous occurrences to the enforcing authority.
- Accompanying adults must ensure that students and adults obey specific instructions given by any member of Nottingham Castle staff while on the premises.
- Groups must be aware that Nottingham Castle will also be used by members of the public and other groups during the school's visit.
- Nottingham Castle accepts no responsibility for the safekeeping of any items brought to the premises. It is the school's responsibility to ensure that all students collect their belongings at the end of their visit. This includes those left in any lockers provided by Nottingham Castle and the group does so at its own risk.
- Food and drinks may only be consumed in designated areas. It is the school's responsibility to ensure this happens. Food and drink not bought in our cafés cannot be consumed in our café spaces.

- Nottingham Castle will hold the school responsible for any damage to the Castle's property caused by your group's visit.
- It is the school's responsibility to ensure accompanying adults have DBS clearance. The Nottingham Castle session leaders (Explainers and Guides) will have enhanced DBS clearance, however not all Castle staff or volunteers are DBS cleared, because they do not have repeated or intensive contact with children and vulnerable adults.

Booking

It is essential that all schools and learning groups have received a booking confirmation prior to visiting Nottingham Castle. Self-led visits will be allocated an arrival timeslot. Schools taking part in one or more Learning workshop will receive a detailed itinerary for the visit.

Once your booking is confirmed, it is fully subject to the following terms and conditions.

Payment and Cancellation

Due to the popular nature of Nottingham Castle's events, all event bookings are treated as provisional bookings until full payment is received.

Payment for Learning workshops is required in advance, payment for self-led visits can be paid in advance or on arrival. Payments in advance can be made by bank transfer or debit or credit card. We cannot accept cash or cheques.

Payment, in full, must be received within 28 calendar days of the invoice date. In the event it is not possible to make payment for an invoice until the visit to the Castle has already happened, please note that the school will not be able to make bookings for further school sessions to Nottingham Castle until payment has been received for all previous bookings.

If the school must cancel a booking, we will endeavour to find another date for you. Groups not wishing to change their date and cancelling within 14 days of their booked session will not be entitled to any refund.

In exceptional circumstances, Nottingham Castle may have to cancel a session. In all cases schools may decide to either reschedule their booking for the next available opportunity or receive a full refund equal to the cost of the booking.

Changes to your booking

We will do our best to accommodate any changes you may require to your itinerary dependent on our availability, however not all changes may be possible.

Late arrivals

We understand there are many reasons that could delay your arrival either getting to the Castle or arriving at a booked event and we will try to accommodate your needs accordingly. Groups that arrive 15-30 minutes late for a booked workshop may receive a shortened workshop. If you know you will be more than 30 minutes late, please call our Learning Administrator on **0115 876 1450** so we can accommodate any changes to help you.



The Learning and Participation Team will endeavour to adjust the timetable so that the students will receive the most beneficial use of the time available

Please note we cannot give refunds for late or non-arrivals to the site or for pre-booked workshops on the day.

In the event of severe weather, we may not be able to run some of our events to their intended format, but we will do our utmost to provide a suitable alternative.

Insurance cover

Nottingham Castle has public liability insurance up to the value of £5 million.

Covid-19

The health and safety of our visitors and all those who work with us is our highest priority, and the Museum continues to monitor the Coronavirus (COVID-19) situation carefully. In the event of a national, regional or local lockdown due to Covid-19 it may be necessary to cancel or reschedule a booking as follows.

| National, regional or local lockdown – Nottingham Castle and school closed <u>or</u> Nottingham Castle closed and school open | Regional / local lockdown – Nottingham Castle open, school closed | Decision by school not to visit due to C19 concerns |
|---|--|--|
| <p>Option 1: Reschedule the visit. (*Same workshop cost valid for 12 calendar months)</p> <p>Option 2: Cancel booking without charge.</p> | <p>Option 1: Reschedule the visit. (*Same workshop cost valid for 12 calendar months)</p> <p>Option 2: If longer than one week’s notice, cancel booking without charge.</p> <p>Option 3: If less than one week’s notice, the school will be charged the full workshop / entry cost.</p> | <p>Option 1: Reschedule the visit. (*Same workshop cost valid for 12 calendar months)</p> <p>Option 2: If longer than one week’s notice, cancel booking without charge.</p> <p>Option 3: If less than one week’s notice, the school will be charged the full workshop / entry cost.</p> |

If you wish to discuss rearranging or cancelling your booking, please call our Learning Administrator on **0115 876 1450**

This information is valid for all bookings made for school sessions taking place from February 2021.

Nottingham Castle Trust reserves the right to change terms and conditions at any time.

