

## **BOOKING POLICY & VISIT GUIDELINES**

### **STATFOLD N.G MUSEUM TRUST EDUCATION SERVICE PROVIDES:**

- A wide range of curriculum led sessions suitable for EYFS pupils and key stage 1 to 4 pupils.
- Advice and information about the educational value and use of Statfold Narrow gauge Museum Trust and our locomotive collection.
- Handling activities and access to train and tram rides. Additionally you can book sessions in Toby's Play Barn (soft play/clip & climb).

### **ABOUT US:**

We are a small, dedicated and experienced team of enthusiasts. Statfold Narrow Gauge Museum Trust is a working narrow-gauge line with a large collection of locomotives. We restore and maintain these valuable pieces of transport history for all to enjoy. Our education sessions are regularly evaluated and adapted to better suit the needs of schools. All enquiries are dealt with by experienced members of the team; we will advise on suitable sessions and tailor sessions to meet any specific needs or requirements.

### **BOOKING POLICY:**

- All enquiries and groups must follow Statfold Narrow Gauge Museum Trusts booking procedure. A booking form will be filled in by a member of our team. A copy of this form will be sent to any booking group for reference only.
- Bookings are taken on a first come first served basis.
- Statfold Narrow Gauge Museum Trust may be open to the public during parts of the year.
- More than one school may be visiting us at anytime.
- Some area's of the site may be restricted due to maintenance or event work. You will be notified of this prior to your booking confirmation.



## OUR COMMITMENT TO YOU:

- We will answer any enquiries promptly and thoroughly. We deal with a large volume of enquiries and will endeavour to respond to messages within two working days.
- We will confirm your booking by sending a booking pack with completed booking form.
- We will send you pre-visit information to help you prepare for your visit and provide learning resources (if requested).
- We will strive to provide you with an enjoyable, safe and effective visit that meets your learning objectives.
- We ensure that our services are accessible. We can adapt any session to meet special requirements.

## YOUR COMMITMENT TO US:

- To agree that the booking form is a contract between your school/organisation and Statfold Narrow Gauge Museum Trust. You must notify us if any details on the booking form change.
- Please tell us as soon as possible if you have to cancel your visit.
- Cancellation charges are applied as follows; 4 weeks + = £50; 2-4 weeks prior = 50% of total cost; less than 2 weeks prior = 100% of cost.
- Please prepare for your visit by briefing your pupils and accompanying adults so that they know what to expect.
- Please understand that if you arrive BEFORE the specified time you MAY have to wait for a period for staff to accommodate you.
- You must let us know beforehand if your group has any special requirements.
- You retain overall responsibility for the supervision and safety of your pupils during your visit. Please liaise with the Education Team as they seek to ensure that your programme runs smoothly and safely.
- To accompany the children at all times, unless agreed in writing by the education team prior to visit. We kindly request that visitors under the age of 18 do not move around the site un-escorted, that you keep them in their groups and stay with them.
- To pay the invoice at least 3 weeks after your visit date. You will be invoiced on the day of your visit.
- To pay on the day for any shop purchases.
- To complete our evaluation form and let us know if we can improve anything.



**SMOKING:** Statfold Barn Railway is a no smoking environment. We have an allocated space/shelter with cigarette bins for those who do wish to smoke. This will be pointed out to you on the day of your visit.

Please do not smoke anywhere else on site.

**FLASH PHOTOGRAPHY/RECORDING:** Photography and flash photography are permitted at any time during your visit. We politely request that you refrain from taking any video footage of your sessions.

### **ACCEPTABLE BEHAVIOUR POLICY:**

- We reserve the right to exclude an individual pupil from a session if their behaviour is deemed unacceptable by Statfold staff.
- Sessions or a visit will be terminated if the behaviour of a group is deemed unacceptable by Statfold staff. The group will have a minimum of two warnings before this happens.

### **USEFUL INFORMATION WHEN PLANNING YOUR VISIT:**

**PARKING:** Coach parking is available on-site. We have area's where your driver can rest comfortably. We may even make them a cup of tea!

**SUPERVISION:** A minimum of one adult per 10 children. Children must be supervised at all times.

**LUNCHESES:** Groups are accommodated in Diane's Diner. Packed lunches can be stored here. Hot drinks are available for purchase for teaching staff.

**TOILETS:** Are located on the ground floor with accessible facilities.

**GROUP SIZE:** Due to the size of our Roundhouse Museum and capacity on our trains and trams school/group visits will be split into smaller groups of approximately 20 – 30. The booking form will confirm these details for you.

**TIMETABLE:** Large groups will be provided with a programme for the day detailing group rotation for sessions and activities.

**We are looking forward to your visit!**

