

Terms & Conditions for Education Partnerships

The National Justice Museum (NJM) is an independent Charity operating across the UK. Partnership Bookings are agreements between the client and NJM that include educational content delivered with a partner organisation (the Partner). These terms apply only to NJM's role in the visit; Any separate arrangements with partner organisations are subject to their own terms and conditions.

By returning a booking form to us or the Partner, the client confirms that they have read and accepted these terms and conditions, which can also be found online.

Session types

Unfunded sessions are paid for by the client. **Funded sessions** are those paid for by the Partner, or funding has been secured such that the client is uncharged.

Funded sessions are available to clients who qualify based on criteria agreed with NJM and the Partner. Either the Partner or NJM will inform the client whether funding is available for their session.

Where multiple visits are booked by the client within an academic year, only one session may be funded. This will be the first session for which the booking form is received. Where multiple dates are reserved on one form, the earliest session taking place that academic year will be the funded session. The funded session is not transferrable.

Funded Sessions

The session is agreed with the client, NJM and the Partner. The booking process follows the same stages outlined under **Unfunded Sessions**, omitting payment stages. After the visit, where necessary, the Partner will be invoiced.

If a funded session is cancelled or rescheduled within 40 working days of the visit date, NJM will charge the client a £75 administration fee. The session may still take place on the rearranged date. Any future bookings can be organised when that fee is settled.

Unfunded sessions

Where NJM is the primary contact to the client the following applies. Where the Partner is the primary contact to the client, NJM will follow their processes, unless otherwise stated.

A deposit is required to secure your booking

You will receive an invoice via email for a deposit of £75 **per session booked**.

Deposit invoices must be paid within 10 working days **of receiving the invoice**. **Unpaid reservations may be released for other groups to book**. Even though it may not always be possible, we will attempt to inform you before removing the reservation.

Booking Stages

There are four stages to a booking with NJM:

Pencil Booking

A date is agreed and reserved for 10 working days, while awaiting a complete booking form.

Provisional Booking

A completed booking form is returned, processed, and a provisional confirmation email is issued with details of the booking. A deposit invoice will be raised and sent to you by our finance team.

From this stage, the booking is live and a deposit is owed for the reservation.

Confirmed Booking

A deposit is received, and learning resources will be issued to prepare for the visit.

Complete booking

The visit takes place, and a remaining balance invoice is sent. **Once this balance has been paid, the booking is complete.**

Short-Notice Bookings

Bookings made within 10 working days of the visit still require a deposit. If an invoice has not been received promptly, payment can be made by card over the phone by contacting NJM. (01159 520 555 ext. 200)

If, for any reason, the above terms prove impossible for your group, you must get in touch with us as soon as possible.

Final balance is requested after the visit

The remaining balance will be invoiced after the visit. Full payment is required **within 10 working days of receiving the final invoice**.

Unless specified otherwise, charges are based on actual attendance. When the group size is below 20 learners, we charge a minimum balance equal to the cost of 20 learners. This is to cover our costs to deliver the session. This minimum charge is waived for SEND or AP groups, and you must inform us that your group is SEND or AP before your visit.

Payments may be made by cheque (payable to 'National Justice Museum'), BACS (as detailed on the invoice), or by credit or debit card.

Payments via BACS must reference the group/establishment name and the booking reference number. **For Schools, we need the school's name, not just the MAT, to successfully allocate payment.**

Credit notes

NJM cannot offer refunds. We have staffed according to the number of learners we have been advised would be attending, and their wages must be covered.

Issuing a remaining balance invoice after your visit means that you pay for the students you bring (up to the minimum charge) and will not accrue credit notes.

Where full payment has been made before a visit and fewer learners attend than expected, a credit note may be issued at NJM's discretion.

Credit notes can be used against future bookings within 18 months of the original visit date.

Minimum Group Numbers

To cover delivery costs, we have minimum numbers for all our sessions, even if groups bring fewer than the minimum charge:

- **Courtroom and Museum Workshops (all sites)** Minimum numbers of 20 per session
- **Royal Courts of Justice Talk and Tour session** minimum numbers of 10 per session

Cancellations and Rearrangements

If NJM must cancel a session, we will seek to offer an alternative date, venue or programme. This will be communicated to the client prior to the visit. Where NJM cannot accommodate a booked session, and cannot find suitable rearrangements, no charge will apply and any payments may be held as a credit note.

Rescheduling requests received **within the period during which a cancellation fee would normally apply** will be treated, in the first instance, as a cancellation, and apply the relevant charges.

Deposits are non-refundable and deposit transfers to new bookings are at the NJMs discretion. Altered booking dates must pay another deposit.

Cancellations and rearrangements must be communicated in writing and acknowledged by NJM. Cancellations charges apply from the date of acknowledgement:

- 20-11 working days before the visit: 50% of the visit cost.
- 10-6 working days before the visit: 75% of the visit cost.
- 5 working days or fewer: 100% of the visit cost.

Strike Action

Where strike action affects a visit, NJM will work with groups to rearrange where possible. With sufficient warning, we can rearrange a visit to a new date without charge.

Strikes involving school staff will be considered on a case-by-case basis.

Where transport strikes may affect a visit, we send a high-priority written communication to organisers. It will outline the situation and will request a confirmation that the group can still attend.

A response is required.

If a group does not attend and has not responded to our communication or fails to inform NJM of significant changes to their booking because of strike action, full payment is still required.

Extreme Weather Policy

This policy applies if an official Amber or Red Weather Warning is active in the booked session's location, or the travel route on the day of your visit.

Where weather conditions make it unsafe for your group to attend, NJM can offer:

1. A free rescheduling of the session within the current or following school term.
2. A retention of the deposit only, instead of the full cancellation charge.

Visit information

Visit timetables are subject to change to meet operational requirements. Wherever possible you will be notified in advance of any changes.

Other groups may be visiting on the day you visit. If you arrive early or late, we will try to adjust your timetable to accommodate. This may not always be possible.

Ratios and Staffing

We request a ratio of **1 accompanying adult to every 10 learners of any age**.

For safeguarding, we require 2 accompanying adults per group that visit us. Accompanying staff are free of charge and remain responsible for supervising learners throughout the visit.

To help our facilitators identify group members and maintain safety, accompanying adults should be clearly identifiable, for example with a Lanyard or Badge.

General Information

Groups must follow our Code of Conduct (included in the visit practicalities). We reserve the right to ask any group to leave if behaviour is deemed unacceptable.



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Visit resources will be sent by email once the deposit has been received. Please ensure any required materials are read and available to the learners before your visit.

Useful contact details

Bookings Team: learning@nationaljusticemuseum.org.uk 0115 993 9811

Finance : accounts@nationaljusticemuseum.org.uk 0115 952 0555 extension 203