

## Terms & Conditions for Educational Visits

We are an independent charity. A deposit payment is required in advance to contribute to our costs of delivering educational sessions.

### A deposit is required to secure your booking

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

The deposit must be paid within 10 working days **of receiving the invoice** for your booking to be secured. If a deposit is not received after 10 working days of your invoice being sent, the reservation is at risk of being removed to release the date for other schools. Even though it may not always be possible, we will inform you before removing the reservation.

*\*The National Justice Museum delivers learning at several sites across the country. Each site has different, albeit similar, deposit requirements:*

- *The National Justice Museum in Nottingham requires a £75 deposit **per 30 learners, or per lunchroom booked**. If you bring 70 students, you will need 3 lunchrooms, so the required deposit is £225.*
- *The Royal Courts of Justice, Greater Manchester Police Museum, Manchester Metropolitan University Moot Court, or any NJM On Tour session booked requires a £75 deposit per courtroom required. For example, if you bring 55 students to any of these establishments, a £150 deposit is required.*
- *Outreach programs booked require a £75 deposit per session booked. For a morning and afternoon session, a £150 deposit is required.*

## Stages of your booking

There are four stages to a booking with the National Justice Museum, and they are referred to in the following ways:

### Pencil Booking

A date has been agreed, the date has been reserved for 10 working days, and a booking form has been sent to complete and return.

### Provisional Booking

A booking form has been returned, and a provisional confirmation email has been sent. Attached to this email are risk assessments, these terms & conditions, and typically a bookings report. The bookings team have requested a deposit invoice from our finance team, to soon be sent to you.

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

### Confirmed Booking

Payment has been received from the school. Resources are sent for the reservation once this deposit payment has been received.

### **Complete booking**

After your visit, we request a remaining balance invoice from our finance team to send to you. **Once this balance has been paid, the booking is complete.**

### **Short lead time bookings**

If a booking is made less than 10 working days before the visit, a deposit is still required. If you have not received an invoice promptly, you can call the National Justice Museum (01159 520 555 ext. 200) and settle the deposit by card over the phone, quoting your order number and date of visit.

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**

Changes to your booking will be calculated after your visit. A remaining balance invoice will be sent to you. Full payment is required within 10 working days of receiving the final invoice.

If 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 waved for SEND groups, and you must inform us of this before your visit.

Payments can be paid by cheque (made payable to 'National Justice Museum'), BACS (as detailed on the invoice), credit card, debit card or cash. When making payments via BACS you must reference your group/establishment name and the booking reference number. We need the name of a school and not just the MAT to successfully allocate payment.

### **Credit notes**

The National Justice Museum is unable to offer refunds because we have staffed the day according to the number of learners you have told us you would bring.

Issuing a remaining balance invoice after your visit means that you pay for the students you bring. Occasionally full payments can be made prior to the visit date. If in this instance, the group bring fewer learners than they have paid for, a credit note may be issued to the group at the discretion of the Director of Learning and the Learning Manager in that region.

If a credit note is issued, the credit note can be applied to any bookings that you make that will take place within 18 months of the original visit date.

### **Minimum Group Numbers**

Our delivery team are paid hourly, and their wages must always be covered. For this reason, we have minimum numbers for all our learning sessions. Please check the list below for minimum numbers as they vary depending on the site you are visiting:

- **National Justice Museum (Nottingham)** Minimum numbers of 20 per visit (schools are welcome to bring less than 20 pupils, and charged for a minimum of 20)

- **Royal Courts of Justice (London) & North locations** Minimum numbers of 20 per session (schools are welcome to bring less than 20 pupils, and charged for a minimum of 20)

## Cancellations

Cancellations will be charged at the following scale:

- 20 to 11 working days before the visit: 50% of the cost of the visit
- 10 to 6 working days before the visit: 75% of the cost of the visit
- 5 working days to the day of the visit: 100% of the cost of the visit

Deposits are non-refundable and deposit transfers are at the discretion of the Director of learning at the National Justice Museum and the Learning Manager of that region. Altered booking dates will need to pay another deposit.

Cancellations must be communicated in writing and acknowledged by the National Justice Museum.

## Strikes

When strike action affects a visit, we do all we can to accommodate changes to a reservation. With sufficient warning, we are happy to rearrange a visit to a new date without charge.

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

Where we think visits might be affected by transport strikes, we send out a high priority written communication to organisers. It will have information about the strike action and will ask the organiser to check whether they will still be able to attend their visit. **A response is required to this communication.**

If a group does not arrive or does not give warning of significant changes made to a reservation because of strike action, the group is responsible for full payment of the visit as detailed above.

## Information about your visit

The timetable you receive in your confirmation correspondence is subject to change. We reserve the right to make any necessary changes and where possible you will be informed of any such changes.

There may be more than one school visiting the location on the day you visit. If you arrive early or late, we will endeavour to re-structure your timetable to accommodate the changes. This may not always be possible.

## Ratios and Staffing

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

For groups of more than 10, we request that a minimum of 2 adults per group come to visit us. Accompanying adults/staff are free of charge.

Supporting adults are to always supervise their groups, including walking in the corridors and visits to the toilets or café/shop (if applicable).

Supporting adults brought with the group should have some form of visible indication that they are with the group (a lanyard or badge are typical options). This enables our facilitators to keep better track of who belongs with the group to keep them safe.

## **General Information**

We ask that our Code of Conduct is adhered to (enclosed with the resources). We reserve the right to request a group to leave the premises if their behaviour is deemed unacceptable.

You will receive relevant resources for your visit via email once we've received the deposit. Please ensure you read and photocopy any relevant sheets for your visit.

## **Useful contact details**

Bookings Team: [learning@nationaljusticemuseum.org.uk](mailto:learning@nationaljusticemuseum.org.uk) 0115 993 9811

Finance: [accounts@nationaljusticemuseum.org.uk](mailto:accounts@nationaljusticemuseum.org.uk) 0115 952 0555 ext 203