

Mill Green Museum and Welwyn Roman Baths

Home Education Group Booking Terms & Conditions 2026

Version 1.0 – Last updated May 2026

Booking Confirmation

- Home Education Group bookings are made via booking form and direct contact with the Museum.
- A provisional booking may be held following enquiry. To confirm your booking, a completed booking form must be returned to the Museum.
- All bookings are subject to the terms and conditions outlined in this document.

Key Booking Information

- Bookings must be made by a **lead organiser** acting on behalf of a group of families.
- All correspondence will be sent to the lead organiser, who is responsible for sharing information with their group.
- Visits are planned based on the information provided at the time of booking, including group size, age ranges, and any access or additional requirements.
- The Home Education Workshop operates as a structured **carousel of timed activities**, and participation in the full programme requires arrival at the start of the session.
- We recommend arriving in good time before 10:00am to allow for check-in and to ensure full participation in the programme.
- While we aim to accommodate all groups, access to individual activities may not be guaranteed for late arrivals.

Payment

- Charges for Home Education Day sessions will be confirmed at the time of booking.
- Payment must be made prior to your visit unless otherwise agreed in advance.
- An invoice will be issued using the details provided on your booking form.
- We will plan and prepare activities based on the confirmed numbers provided

Refunds or reductions will not be made for changes after the final numbers deadline or for non-attendance on the day.

Final Numbers and Changes to Bookings

- Final numbers must be confirmed at least **5 working days prior to the event**.
- After this point, charges will be based on the confirmed number of attendees, regardless of attendance on the day.
- Increases in numbers after this point may not be accommodated and, if accepted, may incur additional charges.

Cancellation by You

- Cancellations must be made at least **14 days prior to the event date**.
- If a paid booking is cancelled more than 14 days in advance, a full refund will be issued.
- If cancelled less than 14 days before the event, we reserve the right not to issue a refund, as costs will already have been incurred.
- Exceptional circumstances may be considered at our discretion.
- Where visits cannot proceed due to adverse weather or safety concerns, we will aim to offer a rescheduled date where possible.

Cancellation by the Museum

- If we need to cancel or amend a booking due to unforeseen and unusual circumstances, we will provide as much notice as possible.
- Where appropriate, an alternative date will be offered. If this is not suitable, a full refund will be issued.
- If activity content must be adjusted at short notice, we will ensure the experience remains engaging and of educational value.

Tickets and Admission

- All child tickets include access to the full Home Education programme, which may include bread making, mill tours, crafts, planting activities, gallery trails and self-led activities.
- Each **family group booking includes one accompanying adult at no additional charge**.
- Additional adults are charged at the standard admission rate of **£6.25 per person**.
- Non-participating children under 2 years of age are admitted free of charge.
- Tickets are valid only for the date of the booked event.

Supervision and Responsibility

- Children remain the responsibility of their parent or carer at all times, except when participating in supervised workshop activities.
- Each family group must remain onsite for the duration of the event.
- The Museum does not provide general supervision outside structured activities.
- Museum staff supervise children only during designated sessions.

Health, Safety and Supervision

- Visiting groups are responsible for the supervision and wellbeing of their children at all times.
- The Museum provides risk assessment information for Mill Green Museum and Welwyn Roman Baths to support visitor planning. This reflects the nature of the sites, including the working watermill and associated machinery.
- These documents are provided for guidance only and do not replace the need for your own assessment of risk.
- Mill Green is a working watermill with operational machinery. All visitors must follow staff instructions at all times.
- If adequate supervision is not maintained, the Museum reserves the right to pause or stop activities.
- In the event of an emergency, Museum staff will lead procedures and expect full cooperation from visiting groups.

Allergies and Medical Information

- The lead organiser must inform the Museum in advance of any allergies, medical conditions or additional needs within their group.
- Due to the nature of the site, we cannot guarantee that areas such as the Mill are free from airborne flour particles.
- Where information is not provided in advance, we may not be able to safely accommodate individuals on the day.
- We will work with visiting groups to identify suitable alternatives wherever possible.

Access and Inclusion

We are committed to providing an inclusive experience.

- Please inform us of any access requirements or additional needs at least **14 days prior to your visit** so that reasonable adjustments can be considered where possible.

Behaviour and Conduct

- All visitors are expected to behave in a safe, respectful and responsible manner at all times.
- The Museum reserves the right to refuse entry or terminate a visit if behaviour is unsafe, disruptive or inappropriate.
- In such cases, no refund will be issued.

Safeguarding

- The Museum Service is committed to safeguarding children and vulnerable adults.
- A safeguarding policy is in place and will be followed in the event of any concerns.
- Visiting organisations and groups remain responsible for supervision and safeguarding of their members at all times.

Lunch Arrangements

- Outdoor lunch space is available at Mill Green, with tables and seating provided.
- Indoor lunch facilities are not available.
- Groups using outdoor spaces must respect the environment and surrounding wildlife.
- Sheltered lunch facilities are not available at Welwyn Roman Baths.

Data Protection

- We will process personal data in accordance with UK data protection legislation.
- Information provided will be used solely for the administration of the booking and handled securely.
- Further information is available on request.

General

- These terms and conditions apply to all Home Education Group bookings and form the basis of your agreement with the Museum.
- The Museum reserves the right to update these terms from time to time.
- These terms are governed by the laws of England and Wales.

Document Control

These terms and conditions were created in May 2026 and may be updated from time to time.