

Mill Green Museum and Welwyn Roman Baths Schools and Group Visits Terms and Conditions 2026

Version 2.0 – Last updated April 2026

Booking Confirmation

- Following your enquiry, a provisional booking may be held. To confirm your visit, you must complete and return the booking form provided.
- All bookings are subject to the terms and conditions outlined in this document.

Key Booking Information

- Visits are planned based on the information provided at the time of booking, including group size, age range and session selection.
- We recommend a minimum supervision ratio of 1 adult per 5 children. Visiting staff and accompanying adults remain responsible for supervision at all times.
- We aim to accommodate your preferred itinerary; however, sessions may be adapted where necessary, particularly for bookings made with less than two weeks' notice.
- While we endeavour to keep all areas open, we reserve the right to alter access to galleries or facilities at any time if required.
- Where a Mill tour is included and cannot take place due to unforeseen circumstances, a suitable alternative experience will be provided.

Payment

- Charges for 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 staff your visit based on confirmed numbers. 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 pupil numbers must be confirmed at least 5 working days prior to your visit.
- We will plan and staff your visit based on these confirmed numbers.
- After this point, charges will be based on the confirmed number of pupils, regardless of attendance on the day.
- Increases in numbers after this point may not be accommodated and, if accepted, will incur additional charges.

Cancellation by You

- Cancellations must be made at least 14 days prior to your visit date.
- If a paid session is cancelled more than 14 days in advance, a full refund will be issued.
- If cancelled less than 14 days before the visit, we reserve the right not to issue a refund, as costs will already have been incurred.
- Exceptional circumstances may be considered at our discretion.
- In cases where visits cannot proceed due to adverse weather or safety concerns, we will aim to reschedule your booking 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 session will be offered. If this is not suitable, a full refund will be issued.
- If session content must be adjusted at short notice by the museum, we will ensure the experience remains engaging and of educational value.

Health, Safety and Supervision

- Visiting organisations are responsible for completing their own risk assessments for the visit.
- The Museum provides copies of its own risk assessments for Mill Green Museum and Welwyn Roman Baths to support your planning. These reflect the nature of our sites, including the working watermill and associated machinery.
These documents are provided for guidance only and do not replace the need for your own risk assessment, which should take into account the specific needs of your group.
- Pre-visit tours may be arranged if required.
- Mill Green is a working watermill with operational machinery. All visitors must follow staff instructions at all times.
- It is essential that supervising adults remain with their group throughout the visit. If adequate supervision is not maintained, sessions may be paused or stopped.
- In the event of an emergency, Museum staff will lead procedures and expect full cooperation from visiting groups.

Allergies and Medical Information

- You must inform us in advance of any allergies, medical conditions or additional needs.
- Due to the nature of the site, we cannot guarantee that areas such as the Mill are free from airborne flour particles.
- Where information has not been provided in advance, we may not be able to safely accommodate individuals on the day.
- We will work with you 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 we can make reasonable adjustments where possible.

Behaviour and Conduct

- Visiting groups are expected to behave in a safe, respectful and responsible manner at all times.
- We reserve 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 remain responsible for the supervision and wellbeing of their group 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 are asked to respect the environment and surrounding wildlife.
- Sheltered lunch facilities are not available at Welwyn Roman Baths.

MUSEUM SERVICE

WELWYN HATFIELD



Data Protection

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

General

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

These terms and conditions were reviewed and updated in April 2026 and may be amended from time to time.