

Schools and Group Visits Terms and Conditions 2023

Making a booking

Please book with us by email or by phone:

Email: museum@welhat.gov.uk

Telephone: 01707 357 850

Office hours are 9.00am – 5.00pm Monday to Friday.

When booking, please have ready the following information:

- First, second and third choice of dates. Please note that most workshops run between Tuesday and Thursdays during the working week. If you would like to visit in the evening or on a Monday or Friday then please discuss this with the Learning Officer/Administrator. Be advised that different times may incur an additional cost for opening at these times and different staffing requirements.
- Sessions that you are interested in booking.
- Age range or key stage of visitors.
- Numbers of students and/or adults. Please note that for visits with schools we recommend a minimum of 6 adults for an individual class of 30 students, or 1 adult per 5 children.
- Themes/Exhibits that you would like to include.
- Any access or special requirements that we should be aware of.

We will send a booking form within a few days of receipt of your email, or shortly after a telephone call. This booking form will need to be completed and returned to the Museum via email, post or hand-delivery before the visit takes place. If at any stage you are concerned about your booking, please contact us and we will be happy to help.

Key Information

Bookings with schools and groups are made only on the basis of these terms and conditions:

- Please book with as much notice as you can, as this will enable the museum staff time to liaise with school or group representatives to tailor the workshop itineraries to your individual learning aims and outcomes. Bookings that are made with less than two weeks' notice may not be adjusted to specific needs, including session adjustments or individual needs. During particularly busy times, some adjustments to session plans may not be made and the museum reserves the right to revert to our standard workshop itineraries at any stage.



- We endeavour to keep all our galleries open and to accommodate your needs, however it may be necessary for us to alter the Museum's opening hours or close specific areas of the Museum at any time and without prior notice. We are not able to guarantee that all our galleries will be open at the times and dates of your visit.
- For bookings which involve a tour of the Mill, this will be arranged in advance and any unplanned requirement to close the Mill or adjust the itinerary in such a way will be discussed with you at the first available opportunity.
- Should your visit include a tour of the Mill and we are required to cancel this portion of the trip due to an unplanned requirement to close, then you will be offered an alternative milling experience. This may include talks from our millers, images, a BBC film and hands on activities involving hand milling querns.
- Your visit to Mill Green Museum or the Welwyn Roman Baths, including entry into the galleries and attendance at any taught sessions, is always subject to any notice to visitors that we post on our website, the direction, supervision and guidance of our staff.
- Most sessions incur a charge but some are free, for example, Science Week sessions. Any chargeable workshops or presentations will need to be paid for before your visit takes place. An invoice will be sent via email to the contact address provided at the time of booking and can be paid via direct bank-transfer. We will plan and work to the numbers that you provide at the time of booking and no refunds will be offered if the actual number differs at the time of your visit.
- In some cases we can accept payment by cheques or by cash on arrival, however this must be arranged in advance as part of the booking process.
- In the interests of Health and safety and Safeguarding, Mill Green Museum asks that school staff and parent helpers always remain with their students.
- If school staff or parent helpers leave teaching spaces, except for immediate and unexpected personal/student care needs, the Museum reserves the right to stop the session and move students and other adults to a space supported by other school staff/parent helpers. On the return of those who previously left, the sessions will continue until the advertised time. Please note that any time spent out of the teaching space will mean that not all of the session contents will be deliverable.

Cancellation of Booking

- All cancellations must be made to museum staff. Please see the contact details above.
- If you need to cancel a booking you must do so at least 14 days before the date of your visit.
- If you wish to cancel a session, regardless of whether free or fee-incurring, you must do so at least 14 days before the date of the session.
- Provided that you cancel a booked session for which you have paid a fee at least 14 days before the date of the session, we will refund the fee in full.
- If you cancel a booked session for which you are paying a fee less than 14 days before the date of the session, we reserve the right not to refund your fee and instead use the money to defray our staffing, resource materials, administrative, and other costs incurred as the result of your cancellation on less than 14 days notice.



- Situations for cancellations that occur less than 14 days before the date of the session will be considered on a case by case basis. Please discuss the reasons for your cancellation with museum staff.
- Whilst we are unable to offer a refund at short-notice due to adverse weather prompting fears for the safety of students, we will be happy in such a scenario to facilitate a rescheduling of your visit. Should this situation arise, please contact the museum at the earliest possible moment.

[Cancellation by the Museum](#)

- If we have to cancel a booked session due to unforeseen and unusual circumstances, we will aim to give you 14 days prior written notice. However, we regret that very rarely we may have to cancel or change the content, time or date of a booked session on less than 14 days' notice.
- If prior written notice of cancellation is given to you, and if you elect not to take the option of a replacement, alternative session, we will refund the whole of the fee paid by you prior to cancellation.
- If we are unable to give you 14 days prior notice of cancellation or change the content, time or date of a booked session, we will give notice as soon as we reasonably can.
- In the event that content of a session has to be changed at short notice by the museum, we will endeavour to always ensure that our sessions provide a meaningful and exciting experience for our visitors at good value for money.

[Access and Special Educational Needs](#)

The Museum has a strong ethos of offering inclusive opportunities to our visitors and we will be happy to discuss additional arrangements to see how we can best support individual needs. Please let us know of any access requirements at the time of booking or prior to 14 days before your visit date.

[Health, Safety and Allergies](#)

- The Museum updates its own risk assessments for both Mill Green Museum and Welwyn Roman Baths at regular intervals. Our hazard check for schools document can be sent to you upon request.
- This document does NOT count as your risk assessment and the Museum does not undertake a risk assessment on your behalf. The hazard check document serves to help inform your own risk assessment procedures.
- In all cases we are happy to arrange a pre-visit tour of the site with a member of museum staff to help inform your own risk assessment process.
- Please be aware on visits to the Mill Green site, that we are a working watermill, milling commercially using heavy machinery. Please follow the Miller's instructions at all times.



- It is vital that when arranging a booking that you inform us of any persons individual allergies that we should be made aware of.
- Individuals with gluten allergies or intolerances should be aware that we cannot guarantee that the Mill is free from airborne flour particles.
- If we have not been made aware of particular allergies or intolerances prior to your visit then the Museum reserves the right to deny entry to any or all individuals within your group should they present on the day. This is for the health and safety of these individuals.
- If allergy information is received in advance of your visit then the Museum will work with you to help find suitable activity alternatives for individuals. Any such occurrence will be discussed with you in advance.
- Most visits occur at times when we are also open to the general public. It is important that your group is aware of this and conducts themselves in a courteous and respectful manner.
- Visiting groups are required to follow the instructions of our staff at all times while on site.
- If we need to evacuate the site in an emergency our staff will direct this, with the expectation of cooperation from teachers and helpers to assist with this and to deal with any school party situations or anxiety that the children might display.

Safeguarding

- The Museum service is committed to the safeguarding of children and vulnerable adults.
- We have a comprehensive Safeguarding policy in place which will be followed in the event of any concern.
- Should you have any concerns, or wish to talk to us about safeguarding then please contact us, using the details provided.

Lunch Space

- Lunch space can be provided for schools or group visits in our garden marquees at Mill Green throughout the year. These will be opened prior to your arrival, with suitable numbers of tables and chairs.
- Your group will be free to enjoy the Mill Green gardens during this time. We would ask that respect is given to this space in order to protect habitats and the environment. Please be aware that at different times of the year there are fruit, berries and seeds which must not be picked or eaten. Please be aware that the site has water flowing which attracts insects (such as mosquitoes and bees) and wildlife as you would expect, depending on the time of year.
- We are, unfortunately, unable to provide an indoor facility for lunchtime, due to the restrictions of the sites.
- If you wish to include time for lunch in your session, then please speak to Museum staff about this when arranging your booking.
- Some of our sessions, such as the Roman Day, include a lunch break at the Mill Green site as part of the timetabled day. Please check with museum staff when arranging your booking.
- It is not possible to have sheltered facilities for lunch at the Welwyn Roman Baths.



- The Museum Service has worked with many schools over a number of years and we are always seeking to build long-term relationships with our customers.
- Our policies and systems are constantly being reviewed and updated, so please ensure you check this document carefully even if you have visited the Museum before.
- Please be advised that each visit is arranged on an individual basis and it may not be possible to guarantee prior arrangements on future visits. If you are unsure of anything please do not hesitate to contact us, using the details provided.