



TERMS AND CONDITIONS OF RIPON MUSEUMS LEARNING VISITS

Booking Agreement

By booking an education visit with us you are agreeing to be bound by these terms and conditions.

All bookings are subject to availability. Your booking request should be made with at least half a terms' notice if possible, and at least 28 days before your requested visit date.

Your booking has only been confirmed when you receive email notification from the RMT Learning team. No bookings are definite until receipt of this confirmation.

It is your responsibility to check that the booking details are correct and updated with any changes including contact details, class size, year group, invoice details and SEND requirements.

Eligibility

To book with us, your organisation must have a minimum of 10 paying visitors (not including SEND groups) and be recognised as one of the following:

- Formal education groups - this includes schools, academies, colleges and universities
- Lifelong learner groups including the WEA, U3A and local authority classes
- Organised youth education groups including Scouting, Guiding, and interest groups
- Home education groups – parent organised or through membership organisations.
- Groups with special learning needs or disabilities, mentoring services attached to formal learning organisations or the local authority
- Overseas formal education groups, with a recognised accreditation equivalent to those in the UK
- Retirement groups, club membership or friendship groups who pre book a visit for a specific date.

Changing / cancelling your booking

We understand that sometimes bookings need to change and, to avoid a cancellation fee, we will always try and re book your visit for a later date within the term. **However, once we have confirmed your booking, the visit date is reserved and the booking is**

liable for a cancellation charge. All cancellations must be made by emailing learning@riponmusems.co.uk as soon as possible.

If you cancel your visit with a month or more's notice, there will be no cancellation fee.

If cancelling your booking within 1 month of your visit, the following fees will apply:

- within 4 weeks: £50 admin charge
- within 14 days: 50% of booking charge
- within 7 days: 75% of booking charge

Please contact us as soon as possible if you need to reschedule your booking - there is no charge if rescheduled within 3 months of original visit date.

If cancellation is due to circumstances outside your control, such as extreme weather or school closure, we will endeavour to change your booking to another suitable date with no charge.

If we have to cancel your visit for any reason, we will rearrange your visit for a later date.

If there are any delays or changes on the day of your visit, please inform the learning team on 07849 643091 as soon as you know. Amendments to the workshops or guided tour timings may then need to be made to your planned visit.

Reduction in Numbers

Our policy is to only charge for those who attend on the day of your visit, as long as the dropout rate is less than 15%.

If the dropout rate is more than 15%, we apply a minimum charge of 85% of expected numbers.

Guidance on final invoice fees:

- For a group of 30 – minimum charge would be 25 visitors
- For a group of 60 - minimum charge would be 51 visitors
- For a group of 90 - minimum charge would be 76 visitors

We will calculate the correct ratio on the day of the visit, based on a final number of attendees.

Payment

Invoices will be sent on the day of the visit. Payment terms are 30 days from the date of the invoice. Payment can be made by BACS transfer (preferred option), in cash, by credit card on site or by cheque. Any remittance advice should be sent to learning@riponmusems.co.uk.

Data Protection

All personal data provided to RMT will be held and processed in accordance with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including (i) the Data Protection Act 2018 and any successor UK legislation, (ii) the UK GDPR; and (iii) the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

We will keep your personal data safe and secure. Data may be shared with staff or third parties (such as Trello) only as necessary to deliver or manage services, or with explicit consent, unless required by law. We will keep your personal data only for the purposes of communicating with you regarding your education visit.

You shall have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

*Thank you for reading please return to the booking form to
check the box to confirm!*

On behalf of RMT:

Signed:



Print Name: Katy O'Malley

Position in Org:

Learning Officer

Thank you for completing this form.
We look forward to working with your school.