



# TNMoC Learning Programme Online Booking Terms and Conditions

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We are The National Museum of Computing (“TNMoC”), an independent charity, and are committed to working with schools, colleges and universities (“groups”), and accept bookings from schools, colleges and universities on the basis of these terms and conditions.

If you are a school, college or other educational group who is booking an educational visit, these terms and conditions apply to you and your visit.

If you have an enquiry about a visit, please do email us at [education@tnmoc.org](mailto:education@tnmoc.org) or call us on **01908 374708**.

## 1 - Booking, payment and cancellation

- The agreement is made between us once you have submitted your completed booking online and TNMoC has confirmed to you by email that we have accepted it. You have agreed:
  - to attend TNMoC at the agreed date and time with the agreed number of students and adults;
  - to pay the charges due;
  - and to comply with these terms and conditions.
- TNMoC will invoice you for the charges within 10 days of confirmation.
- The charges must be paid within 14 days of the date of the invoice (which will contain full details of methods of payment) to guarantee the booking date, time and numbers. However, you can make changes or amend your booking by agreement with us up to 30 days before your visit without charge.
- If a booking is made within 2 weeks of the visit, you will be invoiced immediately, and full payment must be received within 2 days of booking.

## 2 - Numbers attending

It is your responsibility to tell us the correct number of students and adults that will be visiting. This number of students and adults is the basis for the charges.

You will be invoiced for the number of students stated when you initially booked your visit.

If you wish to change the agreed numbers attending, you may do so only up to 30 days before the visit, as follows:

- You may ask to increase the agreed number of people attending, up to a maximum of 80, for an additional charge. This is subject to availability of TNMoC resources, agreement in writing by TNMoC beforehand, and prompt payment of the additional charge. Please don't bring more students on the day than those for whom you have paid. We will have committed resources to support your visit, including Learning Guides, based on the numbers agreed, and the visit may not be viable if TNMoC cannot deal with the increased numbers. If it can, you will be required to pay extra for those pupils on the day before the visit can proceed.
- If you wish to reduce the agreed number of people attending, you must inform TNMoC. TNMoC will have committed resources, including Learning Guides, to support your visit according to the number of students you told us you would bring. However, TNMoC will offer you a credit code towards your next visit for the reduction in numbers, subject to the revised number of students attending being a minimum of 15.



# TNMoC Learning Programme

## Online Booking Terms and Conditions

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### 3 - Amendment, Postponement, Cancellation

- For groups who cancel their visit for any reason, please note that you remain liable to pay the full charges. However, if the cancellation is made up to 30 days before the agreed date, TNMoC will offer a credit code on the charges imposed, towards your next visit.
- TNMoC reserves the right to make any changes it deems necessary to the arrangements, and will inform you accordingly.
- TNMoC will amend, postpone or cancel a group's visit, should it be necessary to do so due to exceptional operational circumstances. TNMoC will give the group as much advance notice as possible and will try to make suitable alternative arrangements. In the event of cancellation by TNMoC without suitable alternative arrangements being agreed, TNMoC will reimburse the invoiced charges paid. TNMoC shall not be liable for any costs incurred by the group in connection with the booking or the visit.

### 4 - Responsibilities of your group and Group Leader during your visit

- Please ensure that your group arrives at the specified time. If you are likely to be more than 10 minutes late arriving, please contact TNMoC (01908 374708, [education@tnmoc.org](mailto:education@tnmoc.org)) so that changes can be made to your planned itinerary if possible. If for any reason you are unable to visit TNMoC during the times specified on booking, TNMoC reserves the right to reduce the planned itinerary accordingly to meet the remaining available time for your visit and any conflicting demands on resources, galleries and exhibits.
- The group will designate an appropriate adult to be in charge of the booking and the group as a whole. The nominated person must be present on the day of the visit and make themselves known as the "Group Leader" to the Learning Guides.
- The Group Leader must provide TNMoC's Learning Guide with the total number of the visiting students and adults in the group on arrival.
- The Group Leader must also provide any information pertaining to the students' behaviour, medical conditions or special needs that will assist during the visit, to the Learning Guides.
- Students remain the responsibility of the adults accompanying the group. This responsibility cannot be passed to TNMoC staff. Group Leaders must ensure appropriate student behaviour at all times, with respectful and considerate use of TNMoC and its collections. They must also ensure that they and the students follow all instructions given to them by TNMoC staff.
- A group larger than 20 will be subdivided for the purpose of accessing parts of TNMoC. It is the responsibility of the group to divide themselves so that every subset of the visiting group is accompanied by one or more of their adult supervisors.
- The Group Leader is to ensure that all adults accompanying the group:
  - are familiar with the day's itinerary;
  - join in with discussions and activities;
  - have access to a list of the names of the students in attendance;



## TNMoC Learning Programme Online Booking Terms and Conditions

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- are aware of any student's medical conditions and if necessary, supervise medication and/or first aid;
- are aware of any relevant student special educational needs and can provide support accordingly;
- take responsibility for the safety of the group for the duration of the visit. The TNMoC entrance is in a busy car park and all students must be supervised and directed to ensure they are safely conveyed into TNMoC to begin their visit and out of TNMoC at the end of the visit.
- The Group Leader and other adults in the group are responsible for ensuring that all students remain under their control, present and accountable, during the visit.
- The Group Leader and other adults in the group are responsible for the safekeeping of any items brought to TNMoC, especially if left in any meeting areas or other parts of the building. TNMoC will make every effort to provide areas for coat and bag storage but is not liable for any loss or damage.
- Your visit to TNMoC is at all times subject to any notice to visitors that we post at the entrance and exit of our museum, the direction, supervision and guidance of our staff and your compliance with our Regulations.
- We reserve the right, without incurring any liability, to refuse entry to TNMoC and/or **require you to vacate TNMoC premises immediately** if you, or any member(s) of your group, in our reasonable judgment, should breach any of TNMoC group visit terms and conditions or our Regulations.

### 5 - Groups visiting TNMoC, please note:

- Some areas of TNMoC are covered by webcam (images only)
- Other groups and members of the public may also be visiting TNMoC
- TNMoC volunteers may be working on or near museum exhibits
- TNMoC cannot guarantee that for any visit all specific galleries, exhibits or other facilities will be open and/or working. TNMoC will endeavour to advise potential visitors to TNMoC of any limitations ahead of time. Should you have a specific need to see a particular exhibit, then it is your responsibility to check its availability through our website, make enquiries directly with TNMoC, and tell us your specific requirement when you book.
- Students are strongly advised to bring a packed lunch as there are no cafeteria/restaurant facilities. There is a shop which sells some snacks. Catering can be arranged but this must be requested when you book.
- Food and drink may be consumed only in a designated lunch area. TNMoC will make every effort to provide a space for your group to eat lunch. It is the responsibility of the Group Leader and other responsible adults in the group to ensure that the group is supervised at all times and that the students behave appropriately, ensuring the room or specific area is kept clean with any refuse disposed of using the provided litter bins.
- TNMoC will hold the organisation arranging the group visit responsible for any damage to TNMoC's property caused by the group's visit.
- There is a No-Smoking policy within TNMoC, but smoking is permitted in the car park area and a container is provided for smokers to discard their cigarette butts.



# TNMoC Learning Programme

## Online Booking Terms and Conditions

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### 6 - Risk Assessments

- It is the responsibility of the school, college or university planning their visit to TNMoC to carry out a risk assessment for its own students. TNMoC provides notes to support risk assessment downloadable from our website through <https://www.tnmoc.org/learning-visits>. Please do read them. They include the following documents:
  - Visiting and Facilities Information
  - Health, Safety and Risk Assessment Guidance
  - Child Protection and Safeguarding policy
  - Museum Map
  - Important: Coronavirus policy update March 2022

Please share these notes with all staff coming on the day so that everyone is fully briefed.

- TNMoC welcomes pre-visits by an adult representing the school, college or university in support of visit planning, risk assessment and familiarisation. A pre-visit must be made by appointment and the pre-visit will be supported by a briefing from a Learning Guide.

### 7 - General

- TNMoC is supported by Public Liability Insurance in respect of death, personal injury or other liability caused by TNMoC's negligence or that of its employees or volunteers.
- TNMoC excludes all liability for loss or damage suffered as a result of the visit by the group or any member of the group or occurring to any items belonging to the group, any member of the group or the organisation making the booking on behalf of the group. If TNMoC does become liable, its liability is limited to the full charge paid by the organisation making the booking for the visit, save where TNMoC's negligence has resulted in death or personal injury for which there shall be no such limit.
- TNMoC is not liable for any breaches or delays in the performance of its obligations under these terms and conditions arising from any event outside its control, including (but not limited to) fire, flood, storm, strike, lockout, electrical failure, Act of God, explosion, war, terrorist activity or acts of governmental or parliamentary authority. For the avoidance of doubt, in the event of such circumstances, TNMoC will not be liable to refund any charges paid by the group.
- Any agreement between us and you to which these terms and conditions apply is made in England and is governed in all respects under the provisions of English law.
- Any agreement between us and you to which these terms and conditions apply cannot be transferred by you to any other party without the written permission of TNMoC. Such permission shall not be unreasonably withheld.