

# Terms and Conditions for Schools and Colleges

Learning Department



## **Terms and Conditions and Further Information for Schools and Colleges**

This document sets out the terms and conditions for the following:

1. Booking a visit
2. Exhibition visits
3. Bespoke sessions
4. Cancellations of sessions
5. Payment & Billing information

We hope this helps with the planning of your visit to the V&A and look forward to welcoming you to the Museum soon.

### **1. Booking a visit**

Programmed Events:

A minimum of 3 weeks' notice is required for all programmed events, however, we advise contacting us as early as possible in order to ensure you get your preferred session, timeslot and date of visit. Programmed events include Discovery Tours, Literacy Live, Primary and Secondary workshops, projects, Secondary Gallery-based sessions, special events, competitions and teacher training events and sessions. For paid sessions, payment must be received no later than 30 days after the invoice has been issued.

Self-guided Visits:

A minimum of two weeks' notice is required for self-guided bookings, however, we advise contacting us as early as possible in order to ensure you get your preferred timeslot and date of visit. Self-guided visits include booking a visit to the permanent collection, to the Prints & Drawings Study Room or an exhibition.

Bookings can be made by calling 020 7942 2000.

### **2. Exhibition visits**

Schools can book in alongside the general public for visits throughout the run of exhibitions, or book an exclusive Schools' Exhibition Morning or Day – see the schools programme brochure for more information and dates.

We have a concessionary ticket rate for educational groups of 10 or more - £3 entry per student or teacher. However, some of our exhibitions are free, please check the website for more details. Booking is essential, a minimum of two weeks' notice is required.

The standard teacher: student ratios apply for exhibition visits, which are as follows:

Foundation Stage: 1 adult to 3 students

Key Stage 1 & 2: 1 adult to 6 students

Key Stage 3 – 5: 1 adult to 15 students

Teachers receive a complimentary exhibition ticket when making a group booking in order to make a preparatory visit. Schools are entitled to one complimentary ticket per booking. We can offer complimentary exhibition tickets for one teacher per booking for most of our exhibitions, but there will sometimes be exceptions. Our Contact Centre team will be able to inform you of this at the point of booking.

Tickets for self-guided exhibition visits must be paid for **48 hours** prior to visiting the exhibition. Tickets can only be issued once payment has been processed. If payment isn't received beforehand unfortunately you will be unable to access the exhibition.

### **3. Bespoke sessions**

We can organise bespoke tours, workshops and sessions for your school. A minimum of 6 weeks' notice is required for all bespoke sessions. We can also offer sessions from the core programme on extra dates from those advertised at an extra cost. All enquiries for bespoke sessions should be emailed to [schools@vam.ac.uk](mailto:schools@vam.ac.uk)

Bespoke session costs:

Primary (EYFS, KS1 & 2 / 4-11 years)

Bespoke Discovery Tour (1-hour) - £100

Bespoke workshop (2-hour) – £250

Secondary (KS3, 4, & 5 / 11-18 years)

Bespoke Gallery-based session (90 mins) - £150

Bespoke workshop (4-hour) - £400

Costs for bespoke in-depth projects for Primary, Secondary and Teachers will be discussed and agreed directly between the school and the V&A.

Costs of sessions from the core programme requested on additional dates to those advertised in the programme:

Primary (EYFS, KS1 & 2 / 4-11 years)

Discovery Tour (1-hour) - £60

Workshop (2-hour) – £190

Secondary (KS3, 4, & 5 / 11-18 years)

Gallery-based session (90 mins) - £110

Workshop (4-hour) - £325

#### **4. Cancellations of Sessions**

Please let us know as soon as possible if you would like to cancel your session. In some cases we may be able to re-schedule your session if we have more than three weeks' notice (subject to availability).

Sessions cancelled within three weeks of the visit will be liable to the full cost of the session. For free 1-hour sessions, there is a £60 charge per session if cancelled within three weeks. For free 90-minute sessions there is a charge of £110 per session if cancelled within three weeks. Free workshops and projects will be charged at £250. There is a separate cancellation policy for Creative Quarter and Graphic Gathering, details of which can be found in the respective confirmation letters.

Certain situations may be exempt from paying a cancellation fee, which will be agreed on a case by case basis.

#### **5. Payment and Billing information**

Tickets for self-guided exhibition visits must be paid for **48 hours** prior to visiting the exhibition. Tickets can only be issued once payment has been processed. If payment isn't received beforehand unfortunately you will be unable to access the exhibition.

For paid sessions, payment must be received no later than 30 days after the invoice has been issued.

Please note that we will require billing information for all sessions, free and charged, when making a booking. The information we require consists of a phone and email contact for the

person or department responsible for paying invoices, and the address if this differs from the school address.

Should you have any queries about the above please contact our Schools Liaison Administrator at [schools@vam.ac.uk](mailto:schools@vam.ac.uk)

We hope you have an enjoyable visit to the V&A.