

Terms and Conditions for visits by War Memorials Trust to a school or youth group



War Memorials Trust

This document outlines the Terms and Conditions under which War Memorials Trust carries out visits to schools and youth groups as part of its Learning Programme. Please read these Terms and Conditions carefully before booking a visit from War Memorials Trust to your school or youth group. By booking a visit to your school or youth group, you agree to be bound by these Terms and Conditions.

To book a visit to your school or youth group you should read the [Visit Booking Guidance Notes](#) and complete the [Visit Booking Form](#). You can email this or post it to the Trust. Alternatively if you have any questions about these Terms and Conditions, you would like to discuss a visit further or find out more please contact the Learning Officer on learning@warmemorials.org or telephone either 020 7834 0200, 07410 441 397 or 0300 123 0764. All emails sent to learning@warmemorials.org should receive an automated response. If you do not receive this, it is unlikely we have received your email.

1. Definitions and information about us

- 1.1. War Memorials Trust ('we,' 'us,' 'our,') is registered in England and Wales under Charity Number 1062255. Our registered office is at 14 Buckingham Palace Road, London SW1W 0QP.
- 1.2. 'School' or 'youth group' ('you,' 'your') may refer to any organisation involving young people under the age of 18 years. These Terms and Conditions apply to any such organisation that books a visit from us.

2. Our responsibilities

- 2.1. We will follow the process for arranging, planning, delivering and evaluating your visit as outlined in the [Visit Booking Guidance Notes](#) to the best of our ability.
- 2.2. Unless prevented by circumstances beyond our control, we will arrive with you at the agreed time and deliver the activities and sessions discussed at the time of booking.
- 2.3. Our staff and volunteers will, at all times, treat all young people and staff at your school or youth group professionally and with respect.
- 2.4. We will do our best to ensure that our learning sessions are inclusive. At the time of booking we will discuss any significant special educational needs in the group, including any young people for whom the subject of war memorials may be potentially sensitive, and try to take account of these. However, we cannot guarantee to provide alternative resources or activities for young people who cannot access the session. Further information on this can be found in the [Visit Booking Guidance Notes](#).

3. Your responsibilities

- 3.1. You will arrange a suitable place for the agreed sessions to be held in and, as far as you are able, ensure that sessions begin on time and are able to run as agreed. We accept no responsibility if we are unable to complete a session as agreed because of delays, interruptions or circumstances that are beyond our control.

- 3.2. Overall responsibility for the safety and welfare of all young people remains at all times with the school or youth group. We will do our utmost to ensure the safety and wellbeing of all young people with whom we work, in line with our [Safeguarding policy](#), but accept no responsibility for this.
- 3.3. Overall responsibility for the behaviour and discipline of young people remains at all times with the school or youth group. We accept no responsibility for poor behaviour displayed by young people or for any damage to property or incomplete activities that occur as a result.
- 3.4. At least one member of staff from the school or youth group must remain with our staff or volunteers at all times when they are working with young people. We will not continue with a visit if no adult from the school or youth group is present to supervise and accept no responsibility for any incident or issue that occurs when no other adult is present.
 - 3.4.1. If a visit includes going to a public place (for example to visit a war memorial) then you must arrange adequate adult supervision for the young people involved. There are guidelines available on the numbers of adults needed for different age groups. We recommend you consider the site being visited, the general behaviour of the group and any special educational needs and whether these factors require a higher level of supervision.
 - 3.4.2. Our staff and volunteers should not be counted as supervising adults when making arrangements for a visit to a public place.
 - 3.4.3. Further information on this can be found in the [Visit Booking Guidance Notes](#).
- 3.5. If our visit includes an activity that requires a risk assessment it is your responsibility to carry one out. We have our own general risk assessment for all visits to schools and youth groups but we strongly advise schools and youth groups to do their own, taking account of the needs of the young people involved and the specific nature of the site being visited. We accept no responsibility for any incident that occurs as a result of a school's failure to carry out and act on an adequate risk assessment prior to our visit or taking young people to a public place.
- 3.6. If you find out after booking a visit that your school will be undergoing an inspection by OFSTED, Education Scotland, Estyn, ETI or any other inspectorate of schools on the day we are due to visit you, you must contact us as soon as possible to notify us of this. We can continue with a planned visit during an inspection unless you ask us not to, in which case the principles in clause 6 will apply.

4. Visit availability

- 4.1. Bookings can be made up to twelve months in advance but may be subject to staffing changes.
- 4.2. Visits are offered throughout the year subject to our availability on standard working days. Preferred days are Tuesday, Wednesday or Thursday although visit requests for a Monday or Friday will be considered. Evening or weekend visits can be arranged for youth groups that meet at those times. We advise early booking, especially for visits in November.
- 4.3. When a date and time for a visit has been finalised you will receive
 - 4.3.1. an email from us confirming the date and time of the visit. At this point your booking is confirmed.
 - 4.3.2. a copy of the [Visit Booking Form](#) from us. It will be filled out with as much information as we have from you. We ask that you check this carefully and complete any missing details to ensure the visit meets your requirements.
- 4.4. We may contact you again, particularly if your booking is made well in advance of the visit, to ensure the content of the session and activities planned still meet

your requirements, or to ask you to supply further information. Please respond to such contact promptly as this will help us ensure a high quality learning experience for the young people involved.

5. Charges and payment for visit

- 5.1. We ask schools and youth groups to consider a donation to cover the costs of visits. These costs include travel and, where necessary, accommodation expenses. Suggested donations are (correct as at June 2017):
 - 5.1.1. £50 for a half day visit (with a minimum of two hours teaching time)
 - 5.1.2. £100 for a whole day visit
- 5.2. Donations can be made in advance of our visit or on the day of the visit and can be made by cheque, cash or by card over the telephone. Please contact our office on 020 7834 0200 or 0300 123 0764 if you wish to make a payment in this way. Donations can also be made online at www.warmemorials.org/donate-online/ using the secure WorldPay service. The Trust is able to provide an invoice for donations towards visit costs if one is required.
- 5.3. As a charity War Memorials Trust is always grateful for any donations at a higher rate if you feel able to make a more significant contribution. You may feel that a larger donation is appropriate, for example, if you have used a lot of the Trust's online resources, significant travel is involved or if the visit lasts several days.
- 5.4. If our suggested donation causes any difficulty please contact the Trust's Learning Officer to discuss this. We will try and accommodate your visit request but cannot guarantee to do so if we have insufficient funds.

6. Cancellation of a visit

- 6.1. If you wish to cancel a visit that you have booked with us you must notify us as soon as possible by telephoning 020 7834 0200, 07410 441 397 or 0300 123 0764 or emailing learning@warmemorials.org. We will notify the person who was due to visit you and email you to confirm the cancellation.
- 6.2. If you cancel a visit, the day and time of your visit may be given to another school or youth group. If any expenses have already been incurred as a result of your booking (such as travel arrangements that have been booked in advance) we may still ask you to consider making a contribution towards these costs.
- 6.3. If we have to cancel a visit due to our staff being unable to work on the day we are scheduled to visit you, we will notify you by telephone or email as soon as possible and will offer to refund any money you have already paid to us for the visit.
- 6.4. In the event of a cancellation by either you or us for any reason we will try to offer an alternative day and time for a visit, although this cannot be guaranteed. Alternative visits are subject to our availability and will be subject to the same terms and conditions as the original visit.
- 6.5. We reserve the right to cancel or terminate a visit to your school or youth group, or not offer further visits to you, if we deem it necessary to do so.

7. Photography

- 7.1. During a visit we may take photographs of young people engaged in activities related to war memorials. The reasons for this and how we may use the photographs is explained in our [Use of photos of children policy](#).
- 7.2. We will only take photographs of children whose parents or carers have given their permission for their child's photo to be taken and with the prior agreement of

the adult in charge. The Trust has a [Parental consent form for use of images of children](#) which should be given to parents by the school or youth group prior to the visit.

- 7.3. You must tell us which children have not been given permission to be photographed. We accept no responsibility for unknowingly photographing children and using the photographs for our stated purposes as a result of your failure to inform us that permission was not given.

8. After your visit

- 8.1. We may have given you a paper copy of our Visit Evaluation Form when we left. We will also email you a copy. Please return the completed Visit Evaluation Form by email to learning@warmemorials.org or by post to 14 Buckingham Palace Road, London, SW1W 0QP. Any feedback you can give us is gratefully received. All comments we receive are reviewed and used to help us improve our provision.
- 8.2. We may write about our visit to you in our quarterly magazine, 'Bulletin,' add an account of the visit to our Learning Showcase at www.learnaboutwarmemorials.org or share details with donors to War Memorials Trust. If we place information in the public domain through the website or Showcase we will notify you by email and, in the case of the Bulletin magazine, send you a free copy for your records. Additional copies can be requested.