

## Silverstone Museum Learning Department Terms and Conditions

All education bookings and entry to Silverstone Museum are subject to acceptance of these terms and conditions together with our standard terms and conditions of entry.

### 1. Information about us

1.1 Silverstone Museum is operated by Silverstone Heritage Ltd. We are a Registered Charity in England and Wales (no. RS007962) and our registered address is Silverstone Heritage Ltd, Silverstone Circuit, Northamptonshire, NN12 8TN.

1.2 All enquiries are to be directed to the Learning Team on 01327 320238 or by emailing us at [learning@silverstonemuseum.co.uk](mailto:learning@silverstonemuseum.co.uk).

1.3 These Terms & Conditions (“Conditions”) set out all the terms and conditions upon which we provide you and your guests (“you” and “your”) with access to Silverstone Museum.

### 2. Making a booking

2.1 Educational visits with our ‘STEM workshop’ package are available Monday to Friday, during UK term time. Should you wish to visit outside of this time ‘Exhibition only’ packages are available.

2.2 Education bookings and enquiries can be made via email via [learning@silverstonemuseum.co.uk](mailto:learning@silverstonemuseum.co.uk) or by calling the Learning Team on 01327 320238.

2.3 The Learning Team will issue a booking form to complete, and terms and conditions to read. On receipt of the signed booking form the booking will be confirmed.

2.4 Should the Learning Team receive an enquiry prior to return of the booking form we will contact you to advise.

2.5 Should it be necessary to change the “Group Lead” the school shall inform the Learning Team at its earliest opportunity.

2.6 We offer complimentary adult tickets for teachers accompanying a school group within the recommended adult-to-pupil ratios as follows: 1:10 for Primary Schools, Secondary Schools and University groups. Any ratio above this may be subject to charge, based on case by case. Additional complimentary adult places are available for SEN schools and adults supporting pupils with EHCPs.

2.7 A school group must provide the recommended adult-to-pupil ratios. If a school group is unable to provide the recommended adult-to-pupil ratio the Group Lead must contact the Learning Team on 01327 320238.

2.8 Where there are a significant proportion of children with additional needs a pre-trip planning visit is highly recommended. Risk assessment pre-visits are recommended for all education groups (see clause 3).

### **3. Teacher planning visits**

3.1 We offer one free teacher planning visit for every educational group which has booked to visit Silverstone Museum. Up to two teachers from the booked educational group are entitled to a general admission ticket to visit Silverstone Museum to help plan their visit and complete any risk assessment.

3.2 All teacher planning visits must be booked in advance by contacting the Learning Team once your booking has been confirmed.

### **4. Amending or cancelling a booking**

4.1 Amendments to a booking can only be made:

4.1.1 by the Group Lead and

4.1.2 before payment for the visit of the school group to Silverstone Museum is made,

4.2 In the event of Silverstone Museum being fully closed (e.g. due to adverse weather conditions), an update will appear on our website and an alternative date will be offered to educational groups.

4.3 If you need to change the date of your booking. We will try to accommodate you, subject to availability.

4.4 Bookings made in advance of the British Grand Prix calendar date release may need to be rescheduled. Bookings under the risk of this will be notified at time of booking and will be given priority of a new date.

4.5 Should you need to cancel your visit please notify the Learning Team via email at [learning@silverstonemuseum.co.uk](mailto:learning@silverstonemuseum.co.uk) at the earliest possible opportunity. Cancellation within 14 calendar days will incur a 50% charge of the original booking value. If educational booking includes the hire of our Simulator Experience a cancellation charge of 100% will apply for this element.

### **5. Payment**

5.1 Education groups must make a single payment for their visit.

5.2 You will be invoiced within 7 calendar days of your visit. Carers and staff are free of charge (up to a ratio of 1:5 for primary schools or 1:10 for secondary schools). Payment can be made by credit/debit card or BACS. Payment terms are 14 calendar days from receipt of invoice. If you would prefer to be invoiced on a pro-forma basis this can be facilitated, please inform the Learning Team accordingly.

5.3 Education prices cannot be used in conjunction with any other offer, promotion, discounts, or third payment methods.

5.4 Please note that bookings are non-transferable, non-exchangeable, void if altered and non-refundable.

## 6. General

6.1 Each education group must have the correct adult-to-student ratio (1:10 for Primary Schools; Secondary Schools and Universities) within the premises for the duration of the visit.

6.2 Children remain the sole responsibility of the Group Lead, and the school, at all times during the visit.

6.3 Should your arrival to Silverstone Museum be delayed for any reason please inform the Learning Team at [learning@silverstonemuseum.co.uk](mailto:learning@silverstonemuseum.co.uk) as soon as possible. Delays to your arrival may affect your itinerary.

6.4 Silverstone Museum is located at Silverstone Circuit, a busy event and leisure business and as such can suffer short-notice closures and changes due to activities on site, including closed exhibits. This might result in adjustments to visits, including any scheduled timings. Silverstone Museum will endeavour to contact all visitors with as much notice as possible in such situations.

6.5 All visitors are subject to bag searches. Prohibited items can be found on the Silverstone Museum website. Anyone not adhering to bag searches will not be granted access.

6.6 If, in the view of Silverstone Museum, the behaviour of any member of an educational group is likely to adversely affect the safety or enjoyment of other visitors or members of Silverstone Museum team, or cause any property damage, Silverstone Museum shall be entitled at its sole discretion to require the school group or part thereof to vacate Silverstone. Please see our Code of Conduct for educational groups at <https://www.silverstonemuseum.co.uk/learn/>.

6.7 In the event that any member of the educational group breaches any of these terms and conditions, Silverstone Museum shall be entitled at its sole discretion to refuse the educational group access to Silverstone Museum or to require the educational group to vacate Silverstone Museum or part thereof.

6.8 The visit organiser shall ensure that the Group Lead, accompanying adults and children are aware of and comply with the code of conduct at all times.

6.9 We may use your personal information (and the personal information of any other visitors included in your application) for processing your booking, responding to any enquiry you or other members of your group make, and for generating aggregated statistics regarding visits to Silverstone Museum.

In addition, we may, subject to your consent, send you emails, newsletters and/or alerts and information regarding learning events. We will not sell your data. We will not share your data for marketing purposes unless you have actively consented to this.

Please see our Privacy policy, for more details on what information we collect about you and how it will be used, which can be found on our website at <https://www.silverstonemuseum.co.uk/terms-and-conditions>.

I have read and agree to the terms and conditions.

Signature:

Date:

