

National Museums Liverpool

Virtual Classroom Terms and Conditions.

These terms and conditions apply to any purchase of a virtual classroom session delivered by National Museums Liverpool.

All bookings are with National Museums and Galleries on Merseyside of 127 Dale Street, Liverpool, L2 2JH trading as National Museums Liverpool (“NML”, “we”, “our”, “us”) and are accepted upon the following terms and conditions.

These terms and conditions should be read carefully prior to purchase.

NML reserves the right to amend or make alterations to the published details of the schools' sessions as shall become necessary.

Bookings

Bookings must be made in advance either online www.liverpoolmuseums.org.uk or through our Box Office 0151 478 4788 lines are open Monday to Sunday 10am – 5pm.

The price of sessions will be listed on the website and with the sessions that are available.

All enquiries for virtual classrooms will be dealt with in the order in which they are received.

Virtual classrooms are subject to availability.

Virtual classrooms are available at scheduled times and a booking allows admission for up to 32 children per session unless otherwise stated.

On the scheduled day of the workshop we ask that you access the Microsoft Teams calendar link for the workshop 15 minutes before the starting time. This is to ensure that any unexpected connectivity issues can be addressed

Virtual classrooms will commence at the scheduled time. If the school is running late or having technical difficulties, they must notify their NML contact. NML cannot guarantee that the session will still go ahead.

The teacher who will be present during the chosen workshop must be set up to log into the Microsoft Teams channel on time. If a school logs on late NML cannot guarantee that the session will still go ahead. In the event of a session not proceeding due to late arrival of a school, the school will not be entitled to a refund or alternative session. We strongly recommend that the school is prepared for their virtual classroom.

Once booked details of your chosen workshop will be sent to your school in advance of the scheduled date.

An Office 365 calendar invite will be emailed to the lead teacher who will be present at the virtual workshop.

It is not essential that the school is using Office 365 or Microsoft Teams (functionality will be managed by National Museums Liverpool).

The core requirements the school needs for the workshop are network / Wi-Fi access and laptop with camera and microphone (the teacher may arrange to set up a projector or Smartboard in the classroom).

AUDIO AND VISUAL RECORDINGS OF SESSIONS ARE NOT PERMITTED.

For the workshop to succeed and be an interactive experience your class needs to have completed the pre-workshop activity which we will send to you 2 weeks before the workshop.

To ensure the smooth running of the workshop on the scheduled date, a mutually convenient time to test the link / URL for the Microsoft Teams meeting will be arranged with the named representative at your school – please be available for this brief call.

During the workshop our museum/ gallery staff will lead the workshops, facilitate the activity and interact with the class. The teacher needs to be present with the class in school.

In the unlikely event of the workshop needing to be re-scheduled due to unexpected technical difficulties at NML the workshop will be rescheduled for the earliest possible alternative date by our Box Office contacting the school

NML reserves the right to add to or amend these terms from time to time.

The school lead must check their booking as NML has no obligation to rectify mistakes after a contract has been formed (transaction of sale has been completed).

Payment

All virtual classrooms are sold subject to availability.

Charges are inclusive of VAT

Due to the current pandemic we do not accept cheque as a form of payment.

Schools must pay in a single transaction.

Schools can pay by phone with school credit or debit card by calling 0151 478 4788.

No order will be deemed accepted until we have received full payment.

Payments shall be made in the form specified when you place your order.

If any payment owing to us is overdue then, without prejudice to our other rights and remedies, we may cancel your booking; and/or we may suspend the supply and/or deliveries of any other services being provided to you by NML

The price of the sessions will be set out when we confirm your booking. Our prices may change at any time, but any such price change(s) will not affect existing bookings that have already been confirmed by NML. All prices are inclusive of VAT.

NML will not refund any amounts if the number of individuals within your Group decreases on the day of your visit.

If we cancel or reschedule a virtual classroom date or time, we will try to contact you to arrange an exchange or refund. If we cannot exchange your session, we will refund you in full. Please ensure that the contact details you provide when purchasing the virtual classrooms are current and valid.

Payment must be received no later than 2 weeks before the session delivery date. If payment has not been received the scheduled booking will be cancelled. Once payment is made resources for pre-workshop classroom activities will be sent to the teacher leading the digital session.

VAT is charged at 20%

NML VAT registration: GB 414826555

Cancellations

If NML cancels a schools' booking an alternative date will be offered, or a refund given. NML will have no further liability to the school.

If NML is required to close its venues due to unforeseen circumstances on a date of a schools' booking, an alternative date will be offered, or a refund given. NML will have no further liability to the customer.

For virtual classrooms booked less than 2 weeks in advance we must receive payment at the time of booking

Safeguarding & Risk

National Museums Liverpool (NML)'s Safeguarding Policy remains in place and these guidelines have added detail to protect both our staff and participating schools during online engagement. We ask teachers to read them to help us provide a safe and optimal digital learning environment for pupils.

Safeguarding & Code of Conduct Guidelines

When running a live workshop via an online platform....

Our staff will:

Only use laptops or technology that belong to NML.

Will connect using secure, private network connections, not public Wi-Fi or other lines that could be compromised.

Provide a safe platform which only the booked group can access.

Log in using one of the special accounts created by NML for school workshops and never using a personal account.

Have a waiting room / lobby to monitor who is joining.

Only run a workshop if at least one teacher from the school is present with pupils.

Always have two museum staff present in every workshop.

Ensure that workshops are streamed from a museum/gallery classroom or delivery space that has good lighting using a suitable background that does not show personal items belonging to the facilitator.

Dress professionally and act as suitable role models to young children.

Have enhanced DBS checks.

Ensure all our delivery teams are professionally trained and have extensive experience of delivering education programmes to the relevant key stages.

End the meeting for all at the end of the session.

Our staff will not:

Take into the workshop or use any personal mobile phones/devices.

Record any live workshops, nor consent to being recorded by schools.

Take or share any videos or photos of the workshops without prior agreed consent and the completion of parent consent forms.

Engage in inappropriate conversations with children / young people or share inappropriate personal information about themselves or others.

Discriminate favourably or unfavourably towards a child / young person.

Undermine fundamental British values including democracy, rule of law, individual liberty and mutual respect.

Show disrespect towards pupils/teachers with different faiths, beliefs or from different cultures to our own.

Ask for or use full names.

Give personal contact details to children / young people or communicate outside of National Museums Liverpool using social media networks, email, or text.

Managing Behaviour:

Set clear expectations of behaviour at the start of the workshop and establish an agreed means for pupils to engage directly with the facilitator.

It remains the responsibility of the teacher to manage pupils' conduct throughout the workshop.

All participants, including pupils, school and museum staff, will treat one another with respect, speaking with courtesy and abstaining from foul, abusive, racist or homophobic language or any inappropriate or suggestive comments.

If a student is misbehaving the facilitator will pause delivery until the situation is settled by the teacher.

If the group's behaviour becomes disruptive, impeding delivery of content, the facilitator has the right to end the workshop.