

**National Museums Liverpool**  
**House of Memories On The Road - Terms and Conditions.**

1. These terms and conditions apply to any purchase of a House of Memories On The Road visit delivered by National Museums Liverpool.
2. 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.
3. NML reserves the right to amend or make alterations to the published details of the House of Memories On The Road visit as shall become necessary.
4. NML reserves the right to add to or amend these terms from time to time.

**5. Bookings**

- a. Bookings must be made in advance either online [houseofmemories.co.uk](http://houseofmemories.co.uk) or through our Box Office 0151 478 4444 – lines are open Monday to Sunday 10am – 5pm.
- b. The price of sessions will be listed on the website and with the dates that are available.
- c. Bookings can currently be made for visits to organisations in the Liverpool City Region boroughs of Knowsley, Halton, St Helens, Sefton, Liverpool, and Wirral.
- d. Enquiries about visits to locations outside of the Liverpool City Region should be sent to [learning@liverpoolmuseums.org.uk](mailto:learning@liverpoolmuseums.org.uk) and may be subject to additional charges.
- e. All enquiries for House of Memories On The Road will be dealt with in the order in which they are received.
- f. House of Memories On The Road visits are subject to availability.
- g. House of Memories On The Road visits are available on set days, and a booking allows admission for up to 42 people in groups of 6 per session unless otherwise stated.
- h. Before the scheduled date our Programme Facilitator will organise a site visit with your organisation to ensure the delivery of On The Road is successful on the day of visit.
- i. On the scheduled day of the visit, we will arrive approximately 1.5 hours before the start time to set up.
- j. Once booked, details of your visit will be sent to your setting in advance of the date. You will also receive a phone call from our Programme Facilitator who will talk you through the requirements and order of the day.
- k. The core requirements that the setting / your organisation will need for the visit are:

- 3 adjacent car parking spaces for the mobile unit and 1 for the vehicle
  - Access to an electric point (240 V) to power the mobile immersive unit – This is to be located within a **public** area within the setting
  - No height restrictions that prohibit car park access
  - Access to your organisation's building to enable NML staff to use the facilities
  - A register list of participants taking part of the day in groupings of 6 (3 wheelchairs) to 8, excluding the carers supporting on the day
- l. If the parking space agreed with House of Memories staff is not available on the day of visit we have the right to reschedule any visit and complete another site visit on space changes. This is to ensure the health and safety of staff, carers and participants.
- m. During the workshop our museum staff will lead and facilitate the activity and interact with the participants. Our museum staff are dementia-aware trained and also have obtained an enhanced DBS check. A member of staff from your setting should be present.
- n. In the unlikely event of the visit needing to be re-scheduled due to unexpected technical difficulties, the visit will be rescheduled for the earliest possible alternative date through our Box Office who will contact your organisation.
- o. The organisation's activity 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).

## 6. Payment

- a. All House of Memories On The Road visits are sold subject to availability.
- b. We do not accept cheque as a form of payment.
- c. Organisations must pay in a single transaction.
- d. Organisations can pay by phone with corporate credit or debit card by calling 0151 478 4444.
- e. No order will be deemed accepted until we have received full payment.
- f. Payments shall be made in the form specified when you place your order.
- g. 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.
- h. 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.

- i. NML will not refund any amounts if the number of individuals within your Group decreases on the day of your visit.
- j. If we cancel or reschedule a House of Memories On The Road date or time, we will 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 House of Memories On The Road visit are current and valid.
- k. Payment must be received no later than 1 week before the session delivery date. If payment has not been received the scheduled booking will be cancelled.
- l. Charges are inclusive of VAT
- m. VAT is charged at 20%
- n. NML VAT registration: GB 414826555

## **7. Cancellations**

- a. If NML cancels a House of Memories On The Road booking an alternative date will be offered, or a refund given. NML will have no further liability to the organisation.
- b. If NML is required to close its operations due to unforeseen circumstances on a date of an organisation's booking, an alternative date will be offered, or a refund given. NML will have no further liability to the customer.
- c. For House of Memories On The Road visits booked less than 1 week in advance we must receive payment at the time of booking.
- d. Please note that circumstances which may lead to House of Memories making a cancellation are (but not limited to) vehicle breakdown, technical faults, severe weather conditions, illness or virus breakouts which require team members to isolate.
- e. In the event that an organisation needs to cancel a booking, 48 hours notice must be given. An alternative date will be offered. In the event of a breakout of coronavirus or other contagious virus / illness which restricts access to your setting, please contact us for an alternative date.

## **8. Safeguarding & Risk**

- a. National Museums Liverpool (NML)'s [Safeguarding Policy](#) remains in place and these guidelines have added detail to protect both our staff and children / vulnerable adults from participating organisations during a visit.
- b. A risk assessment is in place for all visits to ensure the safety and safeguarding of NML staff and participants.
- c. If your organisation has any safeguarding or risk concerns please contact NML to discuss concerns with a member of the team at: [learning@liverpoolmuseums.org.uk](mailto:learning@liverpoolmuseums.org.uk)

## **9. Safeguarding & Code of Conduct Guidelines**

a. When conducting a House of Memories On The Road visit –

- **Our staff will:**

- Provide a safe environment which only the booked group can access.
- Only run a workshop if at least one member of staff from the organisation / setting is present with participants.
- Always have two museum staff present in every workshop.
- Dress professionally and act as suitable role models.
- Have enhanced DBS checks.
- Ensure all our delivery teams are professionally trained and have extensive experience of delivering public programmes.
- Provide the organisation with information about accessing wider programme opportunities within House of Memories.

- **Our staff will not:**

- Use any personal mobile phones/devices.
- Record any live workshops, nor consent to being recorded by organisations without prior arrangement.
- Take or share any videos or photos of the workshops without prior agreed consent and the completion of consent forms.
- Engage in inappropriate conversations with participants or share inappropriate personal information about themselves or others.
- Discriminate favourably or unfavourably towards any individual.
- Show disrespect towards participants with different faiths, beliefs or from different cultures to our own.
- Ask for or use full names.
- Give personal contact details to participants or communicate outside of National Museums Liverpool using social media networks, email, or text.

b. Conduct and providing a supportive environment:

- Clear expectations of how the session will run will be set out at the beginning of the workshop.
- It remains the responsibility of the organisation to support participants throughout the workshop.
- If a participant requires additional support or becomes distressed, the facilitator will pause delivery until the situation is settled by the organisation.
- If the session becomes untenable, the facilitator has the right to end the workshop.

## 10. Feedback

- A. After the On The Road visit our Programme Facilitator will send the hosting organisation a visit evaluation link where you are welcomed to send feedback on what went well on the visit and what can be improved. We encourage all organisations to complete the form to allow us to develop the programme according to the voices of the community.
- B. House of Memories is a not-for-profit and collects feedback for the use of social impact evaluations and to continue the delivery of On The Road through funding and continued support from organisations like you. All feedback you provide is anonymous post submission but allows us to use any case studies, quotes, or statistics for our own evaluation.

# House of Memories



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