

Location

Pier Head, Liverpool, L3 1DG

Contact us

Telephone: 0151 478 4788

Email: educationbookings@liverpoolmuseums.org.uk

Web: www.liverpoolmuseums.org.uk/learn/schools-home

Opening hours

Tuesday-Sunday 10am-5pm (February half term until November) and 10am-4pm (November to February).

Before your visit

Booking your Group Visit

Group visits must be booked in advance. You can run your visit in one of the following ways.

• Self-guided visit

On a self-guided visit, you manage your own session as you wish.

To accompany you on your self-led visit you can download and print resources available on our [website](#)

• Museum-led session

In museum-led sessions, our staff lead 'hands-on' activities or performances specially written for children, young people, and adult groups.

All sessions are now available to book online – please visit our website at <https://www.liverpoolmuseums.org.uk/learn/sessions> where you can filter between our venues. If you need further information, contact our bookings team at educationbookings@liverpoolmuseums.org.uk or call on 0151 478 4788.

Once you have booked you will receive a confirmation email with the details of your booking and links to all relevant information. **Please check your booking confirmation form to make sure the details are correct.** Please contact us if you do not receive email confirmation within two weeks of making your booking or if you have any queries. Please ensure that all staff on the trip have access to this information and know what to expect from their visit ahead of time.

Adult to student ratio

We recommend the following ratio of adults to students for Self-guided visits, Museum-led sessions may require smaller ratios, details of which will be listed within the workshop information:

- 1:6 Years 1-3

- 1:8 Years 4-6
- 1:10 Year 7+

In line with current DfE guidelines, we reserve the right to refuse entry when the level of adult supervision falls short of a ratio of 1:15. Bring as many adult helpers as possible and share your preparation with them so they can help your pupils better. Primary school pupils should always remain with an adult during the visit, pupils at Key Stage 3 and above can learn independently in our museums but school staff should remain close by.

Legal information

While those in charge of groups visiting National Museums Liverpool take ultimate responsibility for the health and safety of their groups, we recognise our legal obligations to provide a healthy and safe environment for all visitors whether in public galleries, learning bases, lunchrooms, or other spaces.

We also have in place:

- Codes of practice for procedures dealing with emergencies, first aid, incidents and accidents.
- Public liability insurance. Full details are available from S-Tech Insurance Services Ltd on 01223 324233.
- A policy for the safeguarding of children, young people, and vulnerable adults:

Under Section 3 of the Health and Safety at Work Act 1974 we are continually striving to make our museums safe places to visit. The Management of Health and Safety at Work Regulations 1999 (amended) imposes an obligation on us to make suitable and sufficient assessments of the risks to health and safety in National Museums Liverpool workplaces and visitor areas. Accordingly, we have prepared the following risk assessment for the building your staff and children are visiting

Hazard	Risk identified:	Risk level	Risk control	Other action
Access and egress		Low	The building is inspected by the Fire Safety Officer. We must pass the inspection to remain open to the public. Emergency exits are clearly signed for all public areas. Procedures are in place to deal with emergencies	The main entrance/exit is at street level.
First aid		Low	Gallery Services staff (attendants) have radios to call for first aid.	
Child Protection	Isolated children could be vulnerable to the attentions of members of the public	Low	Advise all accompanying adults in advance that children under 18 should not be left unaccompanied in the Museum, eg visiting toilets, shop etc. Gallery	Anyone behaving suspiciously will be asked to leave immediately.

			Services staff patrol all floors.	
Staircase	Trips and falls	Low-medium	Advise all accompanying adults in advance that children should walk (not run) up the steps and use handrails. Regular inspections by museum staff address maintenance.	Gallery Services staff have radios to call for first aid.
Doors	Groups rushing to the doors. Danger of minor accidents - bumps, trapped fingers. Risks to other visitors	Low-medium	Advise all accompanying adults in advance that children should walk in the museum. When going through doors one/two children or adults should hold them open until the group is through.	
Fire evacuation - via stairs	Trips and falls	Low-medium	Advise all accompanying adults in advance that: <ul style="list-style-type: none"> • All fire exits are clearly marked. • If the fire alarm sounds (a pulsing siren and public address announcement) walk quietly and use handrails on stairs. Do not use the lifts. • Go via the nearest exit across the road to the quayside opposite the museum entrance, taking care to avoid approaching fire engines. • Uniformed attendants will direct them. • Do not stop to collect coats and bags. • Check that the entire group is present. • One adult should report to the Chief Fire Marshal that their group have all left the building. (The marshal will be on the quayside wearing a bright green waistcoat labelled 'Fire Marshal') 	Fire procedures in place covering all floors of the museum. Regular fire drills/weekly fire bell tests within the building. Emergency lighting in place within the museum. Gallery Services staff on all floors.
Lunchroom furniture	Trips and falls, Benches tipping over,	Low-medium	Tables and benches have rounded corners. Lunchroom numbers	All groups using the area book in advance.

	bumping into tables/benches		limited. Equipment available to mop up minor spills: staff available to deal with major problems.	
Handling sessions	Dropping heavy items, allergic reactions to gloves etc	Low	All sessions run by trained Museum staff. Visitors may be asked to wear gloves to handle certain items - gloves chosen for minimal allergic reactions. Children supervised by parents/carers/group leaders	

On the day of your visit

Parking

Coaches should drop off and pick up your group at Mann Island, next to the museum. Parking is available at King's Dock. Pay-and-display parking for cars is available at King's Dock. For more information regarding parking, please visit [Liverpool coach welcome map](#)

Access

The museum is fully accessible. The main entrance is at street level and there are lifts to all floors. Please tell us when you book if your group includes wheelchair users or people with mobility problems so that we can discuss emergency evacuation procedures.

Arrival

When you enter the museum, please sign in at the Information Desk with your booking confirmation.

Orientation

Our staff will greet you when you arrive. Your museum-led session must begin on time, please ensure you allow enough time to visit toilets etc. Be aware that if you arrive late, we may not be able to run your session.

Toilets

There are toilets and wheelchair accessible toilets on all floors.

Cloakroom

For groups taking part in one of our facilitator-led sessions, there are large tubs available in the lunchroom in which to deposit coats and bags during your visit.

If your group is attending a session, you may take bags and coats in with you if you prefer.

Group lunchroom

Lunchroom facilities are currently available to book in advance for groups taking part in one of our facilitator-led sessions. We cannot guarantee a lunchroom for schools on a self-guided visit. We will provide tubs for storage of lunches, bags, and coats.

Shops

There is a gift shop located on the ground floor. Please organise your party into groups of about six pupils plus an adult to enter the shop.

Light levels

In some areas of the museum, light levels are reduced to protect the objects from damage.

Photography

Photography is allowed but no flash or tripods please. Photography may not be allowed in certain areas – there will be notices advising you of this.

Gallery closures

Every attempt is made to keep galleries open, but on occasions areas are closed for cleaning, maintenance, or redevelopment. Where practical we will notify you in advance.

Working in the galleries

We do not provide supervision for your group. Remember that you are responsible for your group's care and discipline throughout the visit. Please be considerate of other visitors and other school groups. Older secondary pupils may undertake independent study in our museum. They are expected to behave sensibly and remain the teachers' responsibility. Younger children must always remain with an adult. We welcome groups using workbooks, clipboards, and similar items in the galleries. Groups using art materials are welcome to use pencils, pencil crayons, conté crayons, graphite sticks and ink drawing pens. We ask you *not to use* felt tip pens, fountain pens, watercolours, oil paints, charcoal sticks or fixative sprays. We do not supply pens, pencils, or clipboards.

Please take care not to touch objects or display cases with art materials. Please take extra care with your belongings on the galleries. Do not leave items unattended. Please take care not to block any circulation routes or fire exits and be aware that we may have to impose restrictions at busy times.

Emergency procedures

If there is an emergency while you are in the building, contact a Visitor Assistant (a uniformed attendant) or the Information Desk in the atrium.

Fire Alarm

If the fire alarm sounds – a loud pulsing siren and public address announcements.

- Lead your group quietly to the nearest fire exit. Uniformed staff will direct you.
- Do not stop to collect coats and bags.
- Do not use the lifts.
- There are safe refuge areas for wheelchair users at the exits from upper floors.

Uniformed staff will advise you.

- Lead your group to the quayside opposite the main entrance.
- If you have any problems contact the Chief Fire Marshal (wearing a bright yellow waistcoat labelled Fire Marshal) or any other uniformed member of staff.
- Do not re-enter the building for any reason.

- Staff will advise you when it is safe to return.

We hope you enjoy your visit and please feel free to share your experiences with us on twitter @MuseumLiverpool