

## Information for teachers and group leaders visiting World Museum

### Location

World Museum, William Brown Street, Liverpool, L3 8EN

### Contact us

Telephone: 0151 478 4788

Email: [educationbookings@liverpoolmuseums.org.uk](mailto:educationbookings@liverpoolmuseums.org.uk)

Website: [www.liverpoolmuseums.org.uk/learn](http://www.liverpoolmuseums.org.uk/learn)

### Opening hours

Tuesday-Sunday

- 10am-5pm (February half term until November)
- 10am-4pm (November to February half term)

## Before your visit

### Booking your group visit

All group visits must be booked in advance. Group visits take the form of:

- **A self-guided visit** – which can be booked [here](#). Please feel free to download and print the learning resources available on our website to support your visit.
- **A museum-led workshop** – which can be booked [here](#). During workshops, our staff lead activities and/or performances specially created for children, young people and adult groups.

Alternatively, you can contact our Box Office to book via [educationbookings@liverpoolmuseums.org.uk](mailto:educationbookings@liverpoolmuseums.org.uk) or 0151 478 4788.

Once you have booked you will receive a confirmation email with the details of your booking, your itinerary and links to all relevant information. Please check your booking confirmation form to make sure all 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. You **MUST** share itinerary information with all the group leaders/staff attending the visit with your students prior to your actual visit.

### **Adult to student ratio**

There must always be a minimum of two adults and we recommend the following ratio of adults to children:

- 1:5 for Early Years Foundation Stage (EYFS), including Reception (age 3-5)
- 1:6 for years 1-3 (age 5-8)
- 1:10 for years 4-6 (age 8-11)
- 1:15 for years 7+ (age 11+)

Exceptions to this are when we allow pupils to handle artefacts. During these workshops we require at least four adults to help to ensure we keep the objects safe and give children the best possible learning experience. This is clearly stated within the information about the workshop on our website.

In line with current Department of Education guidelines, we reserve the right to refuse entry when the level of adult supervision falls short of a ratio of 1:15.

### **Legal information**

Those in charge of groups visiting National Museums Liverpool (NML) venues take ultimate responsibility for the health and safety of their groups. However, we have legal obligations to look after visitors under Section 3 of the *Health and Safety at Work Act 1974* and *The Management of Health and Safety at Work Regulations 1999 (amended)*. They ensure we make suitable and sufficient assessments of the risks to health and safety within National Museums Liverpool workplaces and visitor areas.

We have in place:

- Public liability insurance: full details are available from Alan Boswell Group on **01603 218 000**.
- Emergency Procedures including evacuation, first aid, incidents and accidents reporting.
- A policy for the safeguarding of children, young people, and vulnerable adults.

Accordingly, we have prepared the following risk assessment for World Museum:

<b>Hazard</b>	<b>Risk identified:</b>	<b>Risk level</b>	<b>Risk control</b>	<b>Other action</b>
First aid		Low	Front of house teams are first aid trained and equipped with radios.	
Safeguarding	Isolated children could be vulnerable to the attentions of members of the public	Low	Advise all accompanying adults in advance that they should not leave children under 18 unaccompanied in the museum, e.g. visiting toilets, shop etc. Visitor Experience staff are present on all floors.	
Staircase Access	Trips and falls	Low-medium	Advise all accompanying adults in advance that children should walk (not run) up the steps and use handrails.	
Fire evacuation procedure for visitors including school groups	Trips and falls	Low-medium	Advise all accompanying adults in advance that: <ul style="list-style-type: none"> <li>• All fire exits are clearly indicated.</li> <li>• If the fire alarm sounds (a loud continuous bell) walk quietly and use handrails on stairs. Do not use the lifts.</li> <li>• Go via the nearest designated fire escape route to exit the venue</li> <li>• Do not stop to collect coats and bags.</li> </ul>	Emergency procedures in place for front of house staff to enact general Fire Evacuation Plan. Emergency lighting in place within the museum.

			<ul style="list-style-type: none"> <li>• Please be mindful you are responsible for your own group whilst visiting the venue.</li> <li>• Check that the entire group is present and liaise with NML staff in the event that members of your group are missing.</li> </ul>	
Lunchroom furniture	Trips and falls, Benches tipping over, bumping into tables/benches	Low-medium	Tables and benches have rounded corners. Lunchroom numbers limited. Equipment available to mop up minor spills: staff available to deal with major problems.	All groups using the area book in advance.
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	

### **Bees: A Story of Survival**

If you are visiting Bees: A Story of Survival, please be aware there are specific risks associated with this immersive experience. There are a number of audio-visual elements, including large-scale projections of bees and a dynamic soundtrack that has been composed using bee sounds as well as musical instruments. The whole

exhibition features lower lighting levels than other parts of the museum. The following areas of the exhibition also employ additional effects:

Portal (Area 2) contains a holographic interactive which produces strobe effects. The light levels are also at their lowest in this area. If necessary, this area can be missed out. Please let a Visitor Experience team member know if you would like to skip this area.

Meadow (Area 3) contains walls with reflective surfaces.

Be (Area 4) contains optional interactives which feature bone conduction.

Swarm (Area 5) is an installation with a louder soundtrack, flashing lights and vibration sensations. This experience has a 10 second neutral phase at the start of each loop to enable groups to move through in a quieter environment. Visitor Experience team members can help advise when is best to pass through this area.

Area 6 (Vanishing) is an optional soundproof chamber and contains flashing lights and features vibrations.

Area 7 (Symphony) contains an optional scented interactive derived from propolis (found in beeswax).

If you have any questions or require additional support during your visit, you can speak to a Visitor Experience team member who can provide further information and advise on how best to accommodate any pupils with additional access needs during your visit. We have prepared the following risk assessment for **Bees: A Story of Survival**:

Hazard	Risk identified:	Risk level	Risk control
Trip hazards	Visitor injured by tripping whilst in exhibition area.	Low- medium	Exhibition design to minimise freestanding elements that could be tripped on.  Freestanding elements highlighted by extra lighting.  Underfloor lighting & build elements used in darkened areas to aid visitor navigation.
Overstimulation from exhibition	Visitor becomes overwhelmed by experience, resulting in distress.	Low-medium	Robust communication on website prior to visit to manage visitor expectations.  Visual story is available prior to visit & on site.

			<p>On site communication via Visitor Experience staff &amp; text upon entry to exhibition to inform visitors.</p> <p>Emergency exit incorporated before area 4. Area 5 experience features 10 second “neutral” phase to allow visitors to pass through. Area 6 is an optional area.</p>
Stretch fabric used in exhibition build	Visitor injures hand when attempting to tear through build fabric	Low	<p>Designers have tested the resilience of stretch fabric and report that it is very difficult to perforate by hand.</p> <p>Visitor Experience team &amp; security cameras to monitor areas where visitors might be tempted to do this.</p> <p>Visitors asked only to touch interactive elements of exhibition upon entry.</p>
Strobe lights	Visitor with sensitivity to strobe lighting is triggered by strobes, resulting in seizure.	Low	<p>Use of strobe lighting to be communicated via website before visit.</p> <p>On site notice to be provided upon entry into gallery.</p> <p>Visitors can bypass this area if they speak to a Visitor Experience colleague who can readmit them to exhibition after strobe area.</p>
Propolis Scent	Visitor experiences an allergic reaction to propolis scent.	Low	<p>Since this is just a scent derived from propolis rather than actual propolis, any potential irritation is likely to be mild.</p> <p>Visitors made aware of propolis use in interactive.</p>

## On the day of your visit

### Getting here/parking

There are three coach bays available on William Brown Street, which can be used for pick-up and drop-off only. For more information regarding coach parking please visit [Liverpool Coach Welcome Map](#).

On William Brown Street you will also find Blue Badge and pay and display car parking. There are also pay and display car parks at the rear of World Museum on Hunter Street and at Queen Square.

Liverpool Lime Street train station, just a couple of minutes away from World Museum, offers local Merseyrail services as well as regular regional and national trains.

## **Access**

World Museum is fully accessible. The main entrance is at street level and there are lifts to all floors inside. You can explore all accessible facilities in our [visual stories/welcome guides](#) on our website.

Teachers and group leaders are asked to disclose access requirements and/or adaptations you or your students may need when making an education booking. If you have not provided any details about this yet but wish to do so, please contact our Box Office team via [educationbookings@liverpoolmuseums.org.uk](mailto:educationbookings@liverpoolmuseums.org.uk) or 0151 478 4788. Adaptations to workshops must be discussed in advance so that we can anticipate and accommodate needs appropriately.

## **Arrival**

The entrance to the museum is clearly signposted on William Brown Street. When you enter the museum foyer, please speak to a member of staff and sign in with your booking confirmation.

## **Code of Conduct**

All students and staff MUST abide by our Code of Conduct, which has been shared with you.

Please read our Code of Conduct and the following points carefully, taking particular note of:

- The adult to student ratio (which is also included above for your reference)
- Primary school students should always remain with an adult during your visit
- Students at Key Stage 3 and above can learn independently within our gallery but remain the responsibility of school staff
- You should arrive for and leave any booked workshops at the correct time. If you arrive too early or too late, we may not be able to accommodate you. If you arrive late, you will only be able to access the workshop for the allocated time slot

- Our staff members reserve the right to stop the workshop or ask a group to leave at any time if they and/or gallery resources are not treated with respect
- Artworks and narratives in the gallery may contain challenging and sensitive material. Teachers, group leaders and students should:
  - Show respect and courtesy to our staff
  - Show respect and courtesy to other visitors
  - Ask for time out or for a quiet space if there is a need to process your own responses to sensitive material away from the gallery/other visitors
- You should treat physical objects and gallery interactives respectfully
- Please keep a safe distance from all displayed items and carry bags by your side
- You must not eat and drink in our galleries, only in designated lunchrooms, picnic areas and cafes.

Dangerous and disruptive behaviour will not be tolerated, and we will contact your school's Senior Leadership Team if we are concerned about the conduct of your school or group.

## **Toilets**

There are toilets on all levels of the museum and baby changing facilities available on floors 2,3,4 and 5. Many of the toilets include black accessories and some include small stoma shelves. There is currently a gender-neutral accessible toilet on each floor excluding ground floor.

There is a Changing Places facility on the first floor operated via a RADAR key. There is a stoma shelf available in the Changing Places toilet. You will need your own hoist sling to use this facility. Do contact staff for further information about the hoist.

## **Cloakroom/lockers**

The group cloakroom is in the Learning Base just off the atrium. This facility is allocated on the day when you sign in at the information desk. Please do not use the public cloakroom near the main entrance.

If your group is attending a workshop and you have not booked a lunch space, you may take bags and coats into your session.

Lockers are subject to availability and can be hired on the day if available.

For self-guided school visits there is the option to hire a locker for a £5 fee, with £3 refunded when you hand in a wristband.

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.



## **Lunchroom**

Group lunchroom facilities are currently available to book for free if your group is taking part in one of our museum-led workshops, however it costs £25 for groups on a self-guided visit.

Please note the lunchroom must be booked in advance. We cannot guarantee a lunch space on the day if you have not booked in advance.

## **Shop**

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

## **Photography**

Non-commercial photography is permitted in some areas of the museum. Please do not use flash or tripods. Photography restrictions may be in place on specific areas.

## **Light levels**

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

## **Gallery closures**

Every attempt is made to keep all galleries open, but on occasion we may need to close an area unexpectedly. Every effort will be made to notify you in advance of this happening.

Please be aware that if a group are booked in for a museum-led workshop and are using a display as a learning resource, you will need to wait in turn to be able to view that display.

## **Working in the galleries**

We welcome sketching and drawing by our visitors in our galleries, however for conservation reasons we need to restrict the use of some drawing materials to prevent accidental damage to collection items.

Visitors are permitted to use:

- Sketchbooks, paper on clipboards and similar items up to a maximum size of A3

- Dry but not dusty materials, including pencils, coloured pencils, Conté pencils and charcoal pencils

Visitors must not use any liquid or dusty materials, including:

- Pens (including felt tip, ink/fountain, ink rollerball/ biro)
- Charcoal sticks
- Chalks
- Pastels
- Crayons (including Conté, wax)
- Liquid paints (watercolours, oil, acrylic or wax-based paints)

Similarly, fixing sprays or any solvent-based materials, easels and scissors are not permitted.

There may be dedicated spaces for art and other activities where these restrictions do not apply. Exceptions include:

- Response Zones and Interactive Areas – a wider range of materials is permitted but these materials should not be taken into other areas of the galleries
- Facilitator-led activities - the use of water-based paints, pens and water-based glue is permitted during specific led activities supervised by the Learning and Participation team

There may be occasions when the type of art materials allowed in our gallery spaces will be restricted further or prohibited entirely to protect certain collections or works on loan from other museums and galleries. This will be highlighted as necessary.

## **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 foyer.

## **Fire Alarm**

Our fire alarm sounds a loud continuous bell. Please be aware of the following if you hear it or are instructed to leave because of it during your visit:

- Lead your group quietly to the nearest fire exit. NML 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.
- Lead your group a safe distance away from venue depending on where you exited from, St Johns Gardens opposite main venue entrance is a large space

for groups to assemble If you have any problems contact any NML uniformed 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 X (formerly Twitter) via [@World\\_Museum](#) and/or [@NML\\_Muse](#).

*Last updated 26 April 2024*