**Explore Urban: Nature School Sessions in Hyde Park**

**Terms & Conditions**

We look forward to welcoming you to The LookOut Discovery Centre (LDC) in Hyde Park. By confirming a booking with the NHM you, as the visiting Group, are agreeing to be bound by the terms and conditions set out below. Please read them carefully and get in touch if you have any queries.

**Definitions**

**E:UN** is Explore: Urban Nature programme and is part of the Urban Nature Project, run by the Natural History Museum.

**NHM** (‘us’, ‘we’, ‘our’) is the Natural History Museum in London.

**LDC** is The LookOut Discovery Centre, The LookOut or the The Centre - operated by The Royal Parks (registered charity number 1172042).

**Group** (‘you’, ‘your’): the school, organisation or group that books a session at the LDC.

**1. Before you visit**

* 1. **Booking**

**Sessions offered:**

These terms and conditions apply to any session(s) delivered to you by NHM and/or LDC staff regardless of location, including bespoke sessions; one-off sessions; pilot sessons; and E:UN sessions advertised on NHM’s website.

The following timings and number limits will apply to your booking unless otherwise agreed in writing in advance by NHM or LDC.

Sessions will be taking place at The LookOut run from 10am to 12pm or 1pm to 3pm. Each session can accommodate up to 30 students with a minimum of 10 students.

**Booking process:**

* Enquire with the NHM Contact Centre on +44 (0)20 7942 5555 or school-bookings@nhm.ac.uk about available workshop dates and express an interest. We are particularly keen to work with schools who may have had fewer opportunities to investigate nature. We are therefore prioritizing state secondary schools from inner London boroughs with a high proportion of pupils eligible for free school meals, but all are welcome to enquire.
* If your schools is eligible for priority booking and if dates are available, a booking form will be emailed to the contact details you provide.
* Your booking will be **confirmed if a completed booking form has been received by the NHM Contact Centre within 10 working days** of the form being sent to you. Our sessions are in high demand, so if the form is not received within this time we will need to release your dates for others to book.

**Conditions of accepting a UNP session:**

We are able to offer a limited number of funded sessions thanks to generous support from one of our funders. Both we and our funders want to ensure that your students get the very best experience possible, and that the funding reaches those who will benefit from it the most. As such, the following conditions apply to your booking:

* You will adhere to the procedures, terms and conditions advertised in this document and on our website (including session timings, number of students etc) unless otherwise agreed in writing by us in advance of the session.
* In the event that these terms and conditions are not adhered to without consent from us, NHM and/or LDC reserves the right to cancel your booking, at our discretion.

**Cancellation or reschedule by you:**

To request a cancellation or a change to the date or time of a confirmed booking, the Group **must** contact NHM Contact Centre by phone (+44 (0)20 7942 5555) as soon as possible, followed by a confirmation email (school-bookings@nhm.ac.uk).

Where a request to change the date or time of a session is made, NHM will endeavour to rearrange the session at its discretion and subject to availability. If the NHM’s proposed dates to rearrange the session are not suitable for the Group and the original booking cannot be rescheduled, the request to change will be treated as a cancellation.

**Cancellation by the NHM and/or LDC:**

NHM and/or LDC reserves the right to cancel any booking at any time should it (at its sole discretion) consider it necessary to do so, by providing you with written notice (including by email).

In the event of such cancellation by NHM and/or LDC, we will have no liability to the Group (including for any costs incurred by you in connection with the booking). We shall endeavour to rearrange the visit to an alternative date suitable for you, if required.

* 1. **Preparing for your visit**

**Number of students per session:**

Each session is planned and delivered for a group with a minimum of 10 and **maximum of 30 students**, unless a different number is stipulated by NHM and/or LDC. Due to safeguarding policies and legislation concerning health and safety, NHM and/or LDC cannot deliver a session to a group which is larger than the stipulated limit.

**Adult Pupil ratios:**

NHM and/or LDC normally encourages group leaders, teachers and parents /guardians to participate actively in sessions. It is your responsibility to ensure that a sufficient number of adults accompany and supervise students at all times during your session in order to maintain the following **adult:pupil ratios:**

|  |  |
| --- | --- |
| **Key Stages** | **Minimum ratio Adult : Pupils** |
| KS2 | 1 : 6 |
| KS3 | 1 : 8 |
| SEN | 1 : 1 to 1 : 3 depending on group |

**Disability access:**

For groups/individuals with severe physical disabilities/special needs, we are able to make special arrangements which will allow drop-off directly at the LDC. Please speak with the NHM Contact Centre regarding any special access you may require.

**Data Protection:**

NHM needs to process your personal data in order to provide you with the booked session(s). The privacy and security of your information is important to us, and we will only process your personal data in accordance with the General Data Protection Regulation (GDPR).  If you would like more information as to how we process your personal data, please see our [privacy policy](https://www.nhm.ac.uk/about-us/privacy-notice.html).

**Marketing release:**

NHM and/or LDC may wish to photograph or video parts of your session, for use in reporting or for promotional activities. In this case, we will send you a Photo/Video Permission form in advance, following safeguarding children and young people’s guidelines. If you agree to the photography/videography, it is your responsibility to return a fully completed form before the visit.

The LDC will provide you an information pack in advance of the visit with:

* A Risk Assessment for the LDC site. Pre-visits can be arranged by contacting the LDC Administrator on 0300 0612286 or learn@royalparks.org.uk
* Location, directions, travelling times, parking and accessibility details
* Facilities available and suggested lunch arrangements
* Recommended clothing and footwear
* A copy of these Terms & Conditions

**2. During your visit**

**Arrival time:**

Please aim to arrive at the Park at least 10 minutes prior to the start of the session, to allow time to walk to the LDC (or agreed meeting point) from the main access points in the Park. Please note you will not be able to access LDC’s grounds until the session is due to start.

If the Group arrives late, NHM and/or LDC staff will not be able to exceed the finish time of a session to compensate. NHM and/or LDC staff may then have to adapt the session accordingly and may not be able to deliver the session plan in full.

If the Group arrives more than 20 minutes late, NHM and/or LDC will have the right to cancel the session.

**The Group’s responsibility:**

The Group shall ensure that the teachers/leaders accompanying the Group, supervising adults and students are aware of and comply with these Terms and Conditions.

Accompanying adults are responsible for the behaviour and safety of their group at all times, and the Group must ensure that it provides appropriate support for students with additional needs.

The NHM or LDC are not liable for any loss or damage to Group, teacher, supervising adult or student property whilst at the Centre, in its grounds or in the park.

**Students’ conduct:**

The Group is responsible for the conduct of its students and shall ensure (and shall be responsible to NHM & LDC for any failure to ensure) appropriate behaviour by students in line with the LDC values and Student Code of Conduct (as set out in the information pack provided to you after booking). NHM and LDC expect students to discover and experience the park while behaving respectfully towards all living organisms, museum specimens, the staff, their teachers/leaders and each other.

Students and teachers/leaders are to be guided by NHM and/or LDC staff’s instructions on the use of its equipment and materials. In some sessions, students will be provided with tablet computers for certain activities. Any misuse of the tablets and/or the internet is the Group’s responsibility.

**Health and Safety:**

NHM will provide a general Risk Assessment of the LDC and its grounds as part of the Information Pack sent to you when booking has been confirmed.

It is the responsibility of the Group, teachers/leaders, supervising adults and students to follow NHM & LDC’s Health and Safety instructions while at the LDC, in its grounds and when in any of the Royal Parks.

Every member of the LDC delivery team is First Aid qualified and will have access to a First Aid kit at all times. LDC expects the Group to attend with their own First Aid provisions as well. LDC is not able to provide painkillers, sun lotion or any type of topical ointment.

LDC has a Designated Safeguarding Officer (DSO) and appropriate procedures in place to deal with a disclosure. It is the Group’s responsibility to deal with any disclosure made whilst at the LDC but should appropriate steps not be taken, the DSO will refer the case to the Local Authority.

**Changes & Cancellation by NHM and/or LDC during a session:**

NHM and/or LDC has the right (at its sole discretion) to alter sessions and engage alternative tutors where it considers this necessary.

NHM and/or LDC reserves the right to cancel a session at any time:

* if the Group, its teachers/leaders, students or supervising adults are in breach of any terms or conditions set out within this document including, without limitation, if students fail to comply with LDC’s student code of conduct; or
* if LDC staff deem the session unsafe to continue due to, but not limited to, factors beyond NHM and/or LDC’s control, such as natural catastrophes, severe weather conditions, social unrest or accidents.

On these occasions, NHM and/or LDC shall not be liable for any costs incurred by the Group in connection with the booking or the visit.

**Feedback & Evaluation:**

We may contact you after your visit as part of our ongoing evaluation of the programme. We are grateful for your feedback and comments as they allow us to maintain and improve the quality of our sessions and inform our funders that we are achieving our key aims.

**3. Limitation of Liability**

NHM & LDC's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of its obligations governed by these Terms and Conditions shall be limited to fees paid to NHM & LDC by the Group in respect of the booking in question.

NHM & LDC shall not be liable to the Group, its teachers/leaders, students or supervising adults for any loss, damage, costs or expenses incurred or suffered that arise directly or indirectly from or in connection with:

* Any breach of these Terms and Conditions by the Group
* The cancellation of a session during a visit because of a breach by the Group
* The cancellation of a session by the NHM or LDC team due to circumstances beyond their reasonable control
* Any loss or damage to Group, teacher, supervising adult or student property whilst at the Centre and its grounds.

For the avoidance of doubt, nothing in this document shall limit or exclude NHM or LDC’s liability for any death or personal injury caused by its negligence, any fraud or any statutory or other liability which cannot be excluded under applicable law.

NHM and LDC shall under no circumstances be liable, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the booking; even if LDC has been advised of the possibility of such potential loss.

These Terms and Conditions shall not be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to them.

These Terms and Conditions shall be construed solely in accordance with English law. Any disputes arising from these conditions shall be subject to the exclusive jurisdiction of the English Courts.