

Essential Information and Safety Guidelines Teachers/Educational Group Leaders

Essential Information – Please read this before your visit and share with your adult helpers.

Coach drop off and parking

- The coach drop off point is outside the main entrance to the Museum (Chambers St. EH1 1JF).
- Pay and display parking is available on Chambers St. and at NCP Quatermile. [More parking info.](#)

How should we arrive?

- All educational groups should enter the Museum via the main street level entrance on Chambers Street. This entrance is suitable for wheelchair access. Your timeslot for entry will be indicated in your booking confirmation.
- Groups arriving before 11 am will be met by a Learning Enabler (dressed in green/black) on arrival. Groups arriving for facilitated sessions after 11 am should make their way to the school meeting point in the Grand Gallery (by the Millennium Clock/escalator)
- The Entrance Hall can be very noisy. Help us keep noise to an acceptable level by keeping your group together, using 'quiet voices', and moving away from the area as soon as you can.

When should we arrive?

- Please arrive promptly for your visit. If you are running late, please phone or text our schools' mobile on 07342 705710 so we know when to expect you.

What if any of our children have Additional Support Needs?

- The galleries are fully accessible via lifts
- You can find useful information about accessibility at the museum, including a sensory map [here.](#)

Where can we eat?

- School groups can eat in the Museum lunchroom. This is the **only** designated space for group lunches in the Museum and must be pre-booked. Your 30 minutes lunch time slot is included in your Booking Information.
- The packed lunch space will be very busy during your visit. Please help us to keep it running smoothly by sticking to your booked 30-minute time slot(s), sharing tables with other schools, and tidying up after your group.
- Please note that the lunchroom will be closed between 11.15 and 11.30 and 13.45 and 14.00 for cleaning.

Where can we leave our jackets and bags?

- Booked groups are allocated a storage tub in our school's cloakroom for coats, and packed lunches. Please encourage pupils to bring with them only what they will need for the day.
- The tubs have lids but are not lockable. Please note that the tubs are not located in a secure area. Belongings are left at the owner's risk.
- Space is limited and we are unable to store large rucksacks or suitcases.
- Please note that bags can only be stored in the cloakroom while you are on the premises.

Toilets

- All of our toilets are open to the general public. If you do not bring both male and female adult supervision, please be aware of this when using these facilities.
- Accessible toilets are available on each level. A Changing Places (U) toilet is located in the Entrance Hall on Level 0.
- Please note that the entrance hall toilets will be closed between 11.00 and 11.30 and after 14.00 for deep cleaning.

Behaviour

- The museum can be busy with members of the general public. We ask that your group stays with its adults and are mindful of other visitors.
- Our behaviour agreement is below. Please note that if your group is in breach of this agreement, we may ask you to leave the premises. In this instance we will follow up with the school leadership team.

Where can we go in the museum?

- Please [visit our website](#) for museum maps to plan your route.

Photography

- Photography is permitted in all areas of the museum apart from within special exhibitions or where a sign prohibits photography.

How do we pay for our visit?

- The cost of your visit is detailed in your information pack.
- State Schools should provide the Museum with a Purchase Order number in advance of chargeable visits. After the visit, we will invoice your Local Authority. Payment is due within 15 days of the invoice date.
- Non-payment of invoices may lead to cancellations of any future bookings made by your school.

Can we visit the Museum shop?

- The main shop is located in the Entrance Hall - please bring groups of no more than 10 at a time to reduce crowding.
- The shop stocks 'pocket money' items, found on the right-hand side as you enter.

Evaluation

- During/after your visit we will invite you and your group to complete evaluation surveys. Your responses are extremely valuable and will help us to improve the service we provide.

Safety Guidelines (Risk Assessment)

Children under the age of 16 must be supervised **at all times** during their visit and remain the responsibility of the teacher/group leader. **We suggest a ratio of 1 adult: 5 pupils (Nursery) 1 adult: 10 pupils (Primary), 1 adult: 15 pupils (Secondary). Where pupils require support on a 1:1 ratio, this adult should be included over and above these ratios.**

Before your visit

- We recommend that teachers use our on-line resources and visit the Museum to plan their class visit and prepare their risk assessment. Contact us at schools@nms.ac.uk to discuss.
- Pupils and teachers should agree appropriate rules of behaviour before coming to the Museum.

Group Size

- Split into smaller groups in accordance with the ratios above to move around the Museum. Each group must be supervised by an adult.

First aid

- The Museum has several First-aiders. If anyone needs assistance, please notify the nearest member of the Visitor Experience team.

Fire alarm

- The Museum has clear evacuation procedures.
- In the event of a fire alarm (a loud klaxon noise) a member of Museum staff will direct you outside. You are responsible for keeping your group together.

Getting lost

- It is helpful to agree a meeting point for your group in case your group is split up.
- Museum staff will assist with lost children.

Potential hazards in the museum (for risk assessment)

- Museum Entrance Hall - If raining, slight risk of slipping and falling.
- Throughout the Museum – look out for large plate glass cases, doors or walls which you might not see very well; slippery floors and changes in flooring type and level; sharp edges (walls, cases and stone / steel / glass stairways); escalators; lifts; objects, plinths and stands at low level that could be tripped over.

Please remind your class about these special features

- Fire extinguishers should NOT be touched.
- Some areas of the Museum are very dimly lit.
- Some balconies have a large drop that is not obvious– stay away from edges and do not climb up.
- Large open spaces – please discourage pupils from running.
- Exposed machinery which could trap fingers or hurt if bumped into.
- Nooks and crannies in which children could easily hide.
- Small staircases and narrow areas can lead to overcrowding and children bumping into each other.
- Windows or 'port holes' looking onto other levels –children should not drop or throw things.
- Large numbers of strangers and busy environment – importance of staying in groups & wearing identifying uniform or badge to assist museum staff with lost children.
- The Museum is responsible for looking after treasured objects which are very valuable. Please ensure pupils do not stroke taxidermy or touch objects which are on open display or within reaching distance.

Questions? Please contact us by email schools@nms.ac.uk