

# DESIGN MUSEUM

SHAD THAMES  
LONDON SE1 2YD  
WWW.DESIGNMUSEUM.ORG

## GROUP BOOKING – ALL YOU NEED TO KNOW

Please read this document before your visit to the Design Museum. If you can foresee any problems with any of the guidelines detailed in this document, please contact us as soon as possible. If you are making a booking on somebody else's behalf, please ensure that they are fully briefed on the content of this document.

**CANCELLATION: A cancellation fee of £50 is payable if a workshop is cancelled within seven working days of its scheduled date. If this happens, we will invoice you. In the event of unforeseen circumstances, such as illness, concerning our teaching staff on the day of your workshop, we will do everything we can to find a replacement teacher. If this is not possible, we reserve the right to cancel the workshop and will compensate you with free entry to the museum and the use of the Education Centre.**

### ARRIVAL

All groups are allocated an arrival time; this is to ensure that you have clear access to the galleries and to avoid clashes with other large groups in the admissions area. If you are running late please call us (or leave a message) on 020 7940 8782. On your arrival, please ask your group to wait outside the museum while you pay at the admissions desk, to avoid congestion in the admissions area. In the case of bad weather please ask your students to form an orderly queue in the entrance porch, or along the internal shop wall opposite the admissions desk.

### PAYMENT

Payment should be made on arrival by cheque (payable to the Design Museum), cash or credit card. You must pay for your group in one single transaction, rather than person by person. Your ticket allows you to go through the entry barrier to the galleries once. If you need to re-enter the galleries, please ask the admissions staff for help.

We do not invoice for group visits. Exceptions can only be made in special circumstances at the Design Museum's discretion and only by prior arrangement with the Education team by telephone. In such cases, we will invoice for the size of group booked, not the number of people who arrive on the day.

Full details of group prices are listed below. Please note that the group booking discounts are only applicable to groups of 10 or more people. The cost per individual student is £5. If members of your group approach the admissions desk individually, they will be charged for entry as individuals and will not benefit from the discounted group booking rate. When the first floor gallery is closed during exhibition installations, we offer a £1 discount for each student for the self-guided group visits only.

<b>SELF-DIRECTED VISITS</b>	Key Stages 1 to 4	Free
	6 <sup>th</sup> Form, FE and HE groups	£4.50 per student for groups of 10 or more

<b>WORKSHOPS</b>	Key Stages 1 to 4	£4 per student for groups of 10 or more
	6 <sup>th</sup> Form, FE and HE groups	£6 per student for groups of 10 or more
	FE Design Stories Talks	£6 each for groups of 10 or more

### **PRE-PAYMENT**

If you have made arrangements with the Education Team to pre-pay for a visit, you may claim a refund of up to £20 for no-shows by individual students. The Design Museum is unable to process refunds of a higher amount either on the day of the visit, or thereafter.

### **GROUP SIZE**

If the size of your group is likely to change by more than two people from the number stipulated in your original booking, please let us know as soon as possible.

### **WORKSHOPS**

Our Education Centre is booked according to the size of the group. If the number of students arriving for the workshop is different from the number originally booked, the structure of the workshop may be changed without prior notice. The museum will provide any paper or worksheets required. Teachers are required to stay with the group throughout the workshop.

### **SUPERVISION**

**Please supervise your group at all times during the visit** to ensure that they do not disrupt other visitors or spoil their enjoyment of the museum. Students should not run, shout, or behave in such a way as to irritate or inconvenience other visitors. We recommend that students aged 16 and under should be supervised by **one teacher for every ten students**. Groups may be asked to leave the museum if pupils or students

ignore the requests of our admissions and galleries staff regarding inappropriate behaviour in the Design Museum.

### **LUNCHROOM**

There is **no lunchroom** in the museum. We have a small café, but it is not possible to eat packed lunches there. Packed lunches may be eaten outside the museum on our riverside terrace. Please make sure that all of your group's litter is disposed of after your lunch

### **PARKING**

There is **no parking** at the museum; there is a dropping off point in McGuire Street (single deck coaches only). There is also a paying car park in Gainsford Street (this will take vehicles up to two metres in height).

### **INTERACTIVE EXHIBITS**

Please assume that all exhibits should **not** be touched unless the accompanying texts state otherwise. Many of our exhibitions include interactive exhibits, which should be used with care as per the accompanying instructions.

### **SKETCHING + NOTE-TAKING**

The use of wet materials is not permitted in the galleries. As an alternative, students are allowed to use **pencils** if they wish to make sketches or take notes.

### **PHOTOGRAPHY**

Photography is not permitted in exhibitions.

### **TOILETS**

Toilets, including adapted toilets, are located on the ground floor of the museum. We recommend that students and teachers use them before going into the galleries.

### **DESIGN MUSEUM SHOP**

Students are welcome to visit the Design Museum Shop during their visit. However, groups must be supervised by a teacher and must not number more than ten students.

### **PREPARATORY VISIT**

You are welcome to make one free **preparatory visit** to the Design Museum for research once you have booked your group visit. Please call the Education Co-ordinator (020 7940 8782) and book your preparation visit in advance. This will entitle you to one free visit per booking (two teacher tickets on any day of the week, including holidays and weekends).

### **HEALTH + SAFETY GUIDELINES**

In order to assist teachers with the completion of risk assessments for a group visit to the Design Museum, we can confirm that we have the following arrangements and documentation for Health and Safety in place:

- Health and Safety Policy (five or more employees)
- COSHH Assessments
- Risk Assessments including premises and risks to visitors
- Inspection, testing and maintenance of equipment
- Health and Safety training for employees (appropriate to any activities/involvement in visit)
- Fire and Emergency procedures
- First Aid
- Accident Reporting
- Third Party Liability Insurance (a copy can be provided)

**If you have any queries, please email [education@designmuseum.org](mailto:education@designmuseum.org) or call 020 7940 8782/8769**