

Please read this document before your visit to the Design Museum. If you have any queries, 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.

PREPARING FOR YOUR VISIT

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.

We require a student:teacher supervision ratio of 10:1.

You are welcome to make a **preparatory visit** to the Design Museum for research once you have booked your group visit. This visit **MUST** be booked in advance through the Learning Administrator on 020 7940 8782. You will be entitled to one free visit per booking.

You can also prepare for your visit by downloading Teacher Notes for current exhibitions and gallery resources for KS 2 - 4 from our online resource DISCOVER DESIGN

<http://www.designmuseum.org/discoverdesign/>

YOUR VISIT

Arrival

Arrival times are designated to ensure all groups have clear access to the galleries and to avoid clashes with other large parties. If you are running late or would like to amend your arrival time, please contact us. You may wish to ask your group to wait outside the museum while you pay at the admissions desk to avoid congestion in the foyer.

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.

Supervision

Teachers are required to supervise their students AT ALL TIMES.

Please ensure students respect other visitors by retaining low noise levels and allowing access to exhibits for other visitors. We require students aged 16 and under to be supervised at a ratio of **10:1**.

Teachers are responsible for students' behaviour whilst they are in the museum. Please ensure that they adhere to these basic gallery rules:

- No running
- No shouting
- No mobile phones
- No leaning against exhibits or plinths

Please assume that all exhibits should **not** be touched unless the accompanying texts state otherwise. Any interactive exhibits will be clearly marked; please use them with care.

It is the responsibility of the teacher to ensure that internet linked interactives (ie, ipads) are used appropriately.

Groups may be asked to leave the museum if students ignore the requests of our Admissions and Galleries staff regarding inappropriate behaviour in the Design Museum.

Documenting your visit

Sketch books/paper are encouraged; however please steer your group away from leaning or resting on exhibition plinths, display cases or walls. The use of pens and other 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 without flash is permitted for most exhibitions. If members of your group wish to take photographs, please check with the Admissions staff when you arrive at the museum.

Design Museum Shop

Students are welcome to visit the Design Museum Shop during their visit. However, please ensure that your students visit the shop in small groups (of no more than 10) at staggered intervals. Please note that there may be material and merchandise in the shop which is not suitable for under 16s. It is your responsibility to determine if it is suitable for students to enter the shop.

Refreshments

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. Eating and drinking is not permitted in the Galleries.

Personal Belongings

Please ensure that your group keep their belongings with them at all times. There are limited cloakroom facilities at the museum.

PAYMENT

Payment should be made on arrival by cheque (payable to the Design Museum), cash or credit card in one single transaction. You also have the option of prepaying for your visit. A proforma invoice is generated when you make a booking and was sent to you. It is the responsibility of the person to making the booking to ensure payment is organised. **Failure to pay in advance or on the day will result in the refusal of entry to the museum and the cancellation of your workshop, which will be subject to the cancellation fee.**

Your ticket allows entry to the galleries once. If you need to re-enter the galleries, please ask the Admissions staff for help.

Pre-payments/Refunds

If you have made a pre-payment for your visit for a higher amount than the actual cost of tickets on the day of your visit, you may be entitled to refund. Refunds **of £50 or over only** can be claimed after your visit by contacting

the Learning Team. The Design Museum is unable to process refunds on the day of your visit.

Payment must be received in advance of or on the day of your visit.

Cancellations

A cancellation fee of £60 is payable if a workshop is cancelled within 21 working days of its scheduled date. In the case of a late cancellation, an invoice will be sent to the school. In the event of unforeseen circumstances 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 Learning Centre.

PRICES

Full details of group prices are listed below. Group booking discounts are only applicable to groups of 10 or more people. 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.

Self directed visits

Key Stages 1 – 4 FREE

FE groups £6 per student for groups of 10 or more. Staff free.

HE groups £7 per student for groups of 10 or more. Staff free.

Overseas groups £7.50 per student for groups of 10 or more. 2 staff free.

If one of our galleries is closed for exhibition installations, we offer a discount for each student. This applies to self-directed visits only.

Workshops

Key Stages 1 – 4 £6 per student

FE groups £7 per student

Your Studio FE workshops £10 per student

Accompanying staff free

Our Learning 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 responsible for ensuring that all students bring pencils with them. Teachers are also required to stay with the group throughout the workshop.

We have high expectations for student behaviour at the Design Museum and behaviour during workshop sessions is normally excellent. In exceptional circumstances if students continue to behave inappropriately during a workshop we reserve the right to terminate the workshop without a refund.

Please arrive promptly for the workshop session, as we are not able to extend sessions to compensate for late arrival.

If you have any queries, please contact the learning team on 020 7940 8782 or learning@designmuseum.org

We wish you an inspiring and enjoyable visit to the Design Museum.