

## FAQs

### 1. Why have the Museums introduced charging for schools?

The University Museums' award-winning Education and Outreach service costs almost one million pounds a year to run. Although the Museums receive some public funding to support this service (from Arts Council England and the Higher Education Funding Council for England) this funding only covers a proportion of these costs. In the past the Museums have asked for voluntary donations from schools to support the Museums' education service and many schools have been happy to contribute. We believe a standard charge is more equitable and will provide more secure income to sustain the service. Most Museums in the country already charge for their schools service.

### 2. How does the school pay?

Payment is by invoice. When the booking is your school will receive a confirmation email and an invoice will be sent from the University within 28 days of the booking.

### 3. Can I pay by credit card?

Schools will be invoiced. You can pay the invoice by credit card.

### 4. If I bring fewer students can I have a discount?

No, the charge is for the session rather than per student.

### 5. Can I book for another University Museum at the same time?

No, at the moment we have no central booking system. Please contact each museum to make a booking through their individual booking systems.

### 6. Can I just give a donation like last time?

No, we now charge for our sessions.

### 7. Can I book a charged session and then stay all day?

This will vary depending on each museum. Some museums are able to offer a full day of activities. Talk to the education teams when you book.

### 8. Can we bring more than the maximum number of students?

Yes, all the museums can design programmes for larger groups. Talk to the education teams when you book.

**9. Do we get a discount for booking more than one session?**

No, there are no discounts available.

**10. Are any schools exempt from charges?**

Yes, currently these groups are exempt from charges:

State funded Special Schools

Secondary School groups taking part in University access programmes and outreach programmes

**11. Are we charged if we cancel?**

If you cancel more than 28 days before the date of your visit you will receive a full refund.

If you cancel less than 28 days before the date of your visit you will be invoiced for the full amount.

**12. Do we get a discount if we're late through no fault of our own and the session is shorter?**

No, but the museum will do as much as they can to accommodate schools that turn up late.

**13. What happens if the museums need to cancel or change the date of the visit?**

We hope that this would be a very rare occurrence but if it did we would work with the school to arrange a new date.