

Charles Dickens Museum

Terms and Conditions of Booking

Prior to your visit

- Amendments and cancellations must be made at least 21 days prior to your visit, after which payment in full will be required.
- Full payment is required in advance of your visit in order to confirm your booking.
- Please feel free to contact us if you would like to discuss your visit with us in advance. Call us on 020 7405 2127 or send an email to education@dickensmuseum.com to speak to Education Officer, Kayleigh Edun.

Health and Safety Information

- School virtual sessions are delivered via Zoom. This has been made as safe as possible but there are still risks associated. For further information, visit:
<https://zoom.us/docs/en-us/covid19.html>
<https://zoom.us/security>
<https://zoom.us/docs/en-us/privacy-and-security.html>
- Please examine the risk assessment provided about online sessions and the digital platforms used and complete the booking form to show you are aware of and accept these risks.
- Please note that we require a minimum of one adult to attend the session at all times. Children must not be left unaccompanied at any time. Museum staff and volunteers are unable to accept responsibility for children at any time. If the accompanying adult is seen to leave the room at any point we will need to end the session immediately.
- Please do not record the session.

During the session

- Please note that time is limited, so we ask groups to be as punctual as possible in order for you to get the maximum experience from your visit. Due to other bookings and staff schedules, session times cannot be extended in the event of late arrival. Sessions will be cancelled if the teacher joins more than 20 minutes late.
- Your session will be interactive and your host will pose discussion questions/tasks periodically. Please encourage your students to take part. You may respond using the microphone or chat box according to your preference.
- Please encourage students to be kind and respectful towards the host and each other during the session, as would be expected during an onsite visit.
- Please discourage students from sharing personal information.