

# Charles Dickens Museum

## Terms and Conditions of Booking

### Prior to your visit

- Booking is essential for **all** educational groups visiting our sites for taught sessions.
- Please note that we cannot accommodate more than 30 students per session.
- Please note that for the safety of your group we require a minimum adult-to-student ratio of 1:10 for each onsite booking.
- **Please note that the rooms within the historic house are very small. The doorway of our standard education room is 72cm wide, which does not accommodate all wheelchairs. If any members of your group require a wider doorway, please let us know at the time of booking so that we can ensure that alternative spaces are available for your group.**
- Please note that bookings will become provisional on receipt of your completed booking form.
- 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](mailto:education@dickensmuseum.com) to speak to Education Officer, Kayleigh Edun.
- We regret that the fifth floor of the museum is not accessible by lift. Please note that there are 7 flights of stairs in total. Please let us know if any members of your group are unable to use the stairs, so that we can plan the tour accordingly to exclude this floor, while ensuring a high quality of visitor experience for the group.

### Health and Safety Information

- Please note that the lift must not be used in the event of the fire. Any members of the group who are unable to use the stairs in the event of an evacuation will be assisted to a designated evacuation space (one on each floor) and their location will be provided to the emergency services on arrival for priority assistance. We expect an adult member of the group to remain with any children awaiting assistance in designated fire evacuation spaces.
- All group leaders are advised that the Charles Dickens Museum is open to the public. Upon arrival, groups will be split into three separate groups, each of which must be supervised by at least one adult from the group. Children must not be left unaccompanied at any time. Museum staff and volunteers are unable to accept responsibility for children at any time.
- All are advised that running in the museum is not permitted.
- All are advised not to lean on any objects, items of furniture or display cases in the museum.
- If an alarm sounds during your visit, museum staff will guide you to the nearest exit. Please stay calm, leave all bags and other items in the museum and follow staff instructions.
- Please note that our KS1 session, Food Glorious Food, involves a tasting element. Responsibility lies with the class teacher to ensure that the full ingredients list accompanying the workshop information has been checked and approved.
- On arrival, you will be asked to use the hand sanitiser or hand washing facilities provided.

- For your safety, your tour guide will wear a face visor. Unless exempt, all adults and students over the age of 11 years will be required to wear a face mask.
- If any members of your group are experiencing symptoms of Covid-19, your visit will not be able to take place.

### **On arrival...**

- The entrance to the museum is located on 49 Doughty Street (WC1N 2LX) and is clearly signposted in the locality. Please see the directions at the end of this document for further details of how to get to the museum.
- 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 school bookings and staff schedules, session times cannot be extended in the event of late arrival. Sessions will be cancelled if the group arrives more than 25 minutes late.
- Upon arrival, please line up your students quietly alongside the railings and designate an adult member of your group to inform a member of staff on duty in the shop of your arrival. They will inform the education team of your arrival who will then come outside to meet you.

### **Workshops and Tours**

- Please note that due to limitations of space, students may be required to keep their belongings with them during the tour of the house. We would recommend that you keep personal belongings to a minimum and students may bring a maximum of one small bag each.

### **Adult Supervision and Behaviour**

- School staff and accompanying adults will be responsible for their students at all times.
- Sessions are all interactive and adults are encouraged to participate as much as possible.
- School staff will be expected to ensure that the following rules of the house are obeyed at all times. Please share these rules with your students in advance of your visit.

#### **House Rules**

- ❖ Show consideration to other museum visitors.
- ❖ Show respect to museum staff and volunteers and follow any instructions given.
- ❖ The museum contains many valuable items that belonged to Dickens and his family. Please do not touch, sit on or lean on any objects or items of furniture.
- ❖ All rucksacks should be carried on the front of the body.
- ❖ No food or drink can be consumed in the museum or education space.
- ❖ Chewing gum is prohibited throughout the museum.

### **Eating**

We are unfortunately unable to accommodate lunch onsite. However, we can recommend Coram's Field Children's Playground as an alternative; it is a 2 minute walk away, with toilet access and a covered area in case of bad weather. Rooms with kitchen facilities are also available to hire on request. The postcode is WC1N 1DN and more information can be found here:

<https://www.coramsfields.org/about-us/>

## **Toilets**

The museum has three gender-neutral toilet cubicles onsite including one accessible toilet, located at different points within the museum. Due to the layout of the listed building, toilet access is time-consuming, so we recommend that members of your group wait until the end of the session before accessing the toilets, if possible.

Each toilet needs to be supervised by a member of school staff, while your students are using it. Please note that these toilets are open to all museum visitors and are not solely designated for use by school groups.

## **Gift Shop**

Students and staff are welcome to use the gift shop at the end of their visit. However, as space is limited inside the shop, we ask that students access the shop in groups of no more than six people at a time (including supervising adult), with the rest of the group waiting lined up along the railings in front of the museum.

## **Accessibility**

We have a range of multi-sensory resources that can be incorporated into sessions on request. Please let us know if any of your students have any special educational needs and disabilities to enable us to ensure that the experience is inclusive for all students.

## **Photography**

Flash photography is not permitted in the museum, but teaching staff are welcome to take photographs without flash.

## **How to find us**

We strongly advise using public transport to travel to the museum. The nearest tube stations are Holborn and Russell Square and it is also well served by local bus routes.

Underground: Russell Square (Piccadilly Line), Chancery Lane (Central Line), Holborn (Piccadilly and Central Lines) and Kings Cross St Pancras (several lines) are all within walking distance.

By bus: Bus numbers 7, 17, 19, 38, 45, 46, 55, 243

If you do choose to travel by coach, you can be dropped off directly on Doughty St. However, please note there is no coach parking outside the museum. We recommend you visit the TFL website to plan your coach journey at <https://tfl.gov.uk/info-for/coach-drivers/>

