

Learning and Engagement (4Schools): Key information

For more information on our programmes, resources and policies, visit our website:

<https://www.durham.ac.uk/things-to-do/learn/>

1. Booking

1.1 Booking is essential for all sessions delivered by Durham University's Library and Collections Learning and Engagement Team as part of our formal learning offer for schools, educational groups or other visiting groups.

1.2 All bookings must be made via the [online booking form](#), via email to 4schools@durham.ac.uk or by telephoning 0191 334 5695. Any bookings made by phone will be transferred to our 4schools email booking system and usually confirmed via email within 48 hours.

1.3 When booking, schools will need to provide the following information:

- group details
- session / workshop / activity requested
- choice of visit to one of our venues, outreach in school/education facility or digital session
- SEND/accessibility information
- invoicing and contact details, including:
 - Full name of school undertaking the booking
 - Address and postcode
 - Contact name, telephone number and email address
 - Finance contact name and email address
 - School office email address and school website

All information provided is stored securely and is only used for the purposes of your booked session with us.

1.4 Bookings will only be deemed accepted and confirmed once a confirmation email has been sent to the booking contact. Provisional or bookings in progress are not confirmation of firm booking.

1.5 The confirmation email will contain booking details for the visit. It is the duty of the school/group to check those details are correct and inform us at the earliest opportunity of any errors. A purchase order (PO) must be provided within 10 days to library.finance@durham.ac.uk using this information.

1.6 We operate on a 'first come first served' basis and cannot guarantee the date required until a formal booking has been confirmed. Where your preferred date is not available, we will work with the booking contact to try to identify a suitable alternative date for both school/group and venue.

2 Cancellations

2.1 In the unfortunate event that you need to cancel or amend your booking you should notify us as soon as possible by contacting 4schools@durham.ac.uk or telephoning 0191 334 5695.

2.2 Changes to dates or cancellations made at least 4 weeks in advance of the booking date will not be charged. If less than 4 weeks' notice is given, the following charges will be incurred;

- A change to date or cancellation of under 4 weeks but before one week will be charged at 50% of the booked amount.
- A change to date or cancellation of less than 1 week to the booked visit will incur 100% of the booked amount.

We understand that sometimes unforeseen circumstances may arise. These will be handled on a case-by-case basis and a final decision clearly communicated to you.

2.3 Cancellations will only be final once a confirmation cancellation email has been sent. This can be followed later by a cancellation invoice if required. It is your responsibility to ensure any purchase orders are amended and/or cancelled.

2.4 In the event that the University has to cancel a session for any reason, we will notify you as soon as is reasonably possible. A new session will be offered where possible, which may be for an alternate date, time, venue. Where this is not possible you will not be charged.

3 Charges and invoicing

3.1 All sessions are charged except those which are funded by our Widening Participation commitments as a university. This includes widening participation university campus visits, work experience, placements, all sessions for secondary aged pupils, all sessions for pupils in specialist provision and sessions using the Bill Bryson Library.

3.2 Cost will be discussed and agreed at the point of booking. Up to date prices are available on the [Learning and Engagement Team website](#).

3.3 Invoices will be sent electronically to the nominated Finance email address provided at the point of booking. This will usually be done within 10 days of the date of your booked session. Invoices must be settled within 30 days of the invoice date. Failure to pay the invoice will result in further action being taken by the University. This may impact future bookings with us.

3.4 The information provided in section 1.3 will be used for invoicing. It is essential this is correct and any changes provided to 4schools as soon as is possible to ensure the correct information is used when invoicing.

3.5 You will only be invoiced for the number of children attending the session, apart from digital live-streamed sessions which are charged at a flat rate per class. Any changes to the attendance numbers on the day for onsite bookings will be updated prior to invoicing.

3.6 Any accompanying adults with school or pre-16 learning provision will not be charged. This allows schools or educational providers to meet recommended adult-to-child ratios for different age groups during visits to our venues.

3.7 Prices will be reviewed regularly and may be subject to change in line with the operating environment. Changes to prices will only apply to new bookings. Existing bookings will not be affected and will remain at the price agreed at the point of booking.

4 Event information

The following information applies to all activities, workshops, learning programmes or other events booked with Durham University Library and Collections Learning and Engagement Team.

Additional information for specific types of activities (e.g. outreach) is provided in the relevant sections below.

4.1 All events will be compliant with all DU policies.

4.2 All Learning and Engagement Team staff who will be working with the booked groups are Enhanced DBS checked. DBS information is available on request. In accordance with the Data Protection Act 2018, copies of DBS information may not be made, and the schools may not retain this information. Members of the Learning and Engagement Team can provide a letter of assurance which confirms their DBS status and recruitment checks.

4.3 Real or replica artefacts are used as part of some of our activities and artefact handling training and supervision will be provided by Learning and Engagement Team staff.

4.4 Recording of sessions is not permitted.

4.5 In the event that the Learning and Engagement staff consider the behaviour of a member or part of any group to be disruptive to the running of the event or to pose any health and safety risk or any risk of harm to any other person or property of the University:

a) where such risk is considered in the reasonable opinion of the Learning and Engagement team to be manageable, Learning and Engagement staff may request that leadership of your group intervene to ensure such behaviour is managed and ceases to pose any such risk.

b) In the event that: following a request under section (a) above, such behaviour persists; behaviour is such that it is deemed unmanageable by Learning and Engagement staff; or any harm or damage is caused to any person or property of the University; the session will be terminated and you will be invoiced for the full cost of the visit and, where necessary, any damage caused. This could have an impact on future bookings with the University.

5 Additional information for visits to our venues

Venues include the Oriental Museum, Durham Castle, Bill Bryson Library, Museum of Archaeology, Palace Green Library Archives and Special Collections, displayed Art Collection and store and Cosin's Library.

5.1 All visiting school groups are required to undertake their own Risk Assessment in line with their school, local authority and Department for Education (DfE) regulation guidelines.

5.2 Hazard Identification sheets are provided at the point of booking confirmation to facilitate your risk assessment.

5.3 Lunch will not be provided at any of our venues. Visiting groups are required to bring their own packed lunch if their workshop or activity is a whole day. We will provide a lunch space for groups to use as well as toilet facilities.

5.4 As our venues are publicly accessible spaces, we cannot guarantee they are completely allergen free. Please get in touch with us if you have a group member with specific needs and we will endeavour to make provisions for them where possible.

5.5 Space and facilities will be provided where people can leave bags and coats, if they choose.

6 Additional information for outreach in your school or venue

6.1 Groups booking without their own venue cannot book an outreach session.

6.2 The Learning and Engagement Team staff members will aim to arrive at your venue in time to start teaching at 10:00 am. If arrival is delayed, the team will let you know an expected time of arrival as soon as is reasonably possible.

6.3 The agreed finish time will be confirmed within the booking confirmation.

6.4 Charges for outreach events will include a charge per participant and a fuel charge will be added to cover the cost of travel, as outlined on the [Booking Enquiry Form](#). The cost of the fuel charge will be itemised on the invoice to the school or venue.

7 Additional information for online live streamed sessions

7.1 For online sessions, the school is responsible for ensuring they have access to the following equipment to be able to see, hear and interact with the session:

- microphone (or similar)
- suitable speakers (or similar)
- camera (or similar)
- large screen

7.2 All schools **must** complete a test call with a member of Learning and Engagement Team staff prior to the live streamed session. Further information will be included in your booking confirmation email.

- The test call date will be arranged at a mutually convenient time, usually around a week before your online session. The call will use Microsoft Teams and last approximately 15 minutes.

- The purpose of the test call is to ensure that we are able to connect with your school, that you have the correct audio and visual settings and to run through the details of the session.

7.3 If a school does not attend an arranged test call without notifying us in advance, the booking may be cancelled and the cancellation charges outlined in 2.2 above apply.

7.4 Any resources required for the session will be emailed after the completion of a test call.

7.5 All links to participate in the session will be emailed out to the school as part of the booking confirmation.

7.6 Live streams will not be recorded and can only be delivered live into your classroom or venue. Any recording of sessions is strictly forbidden.

7.7 Only one class or group at a time can participate in a live-stream event. The maximum group size for live streamed events is 30 participants. If a group number will exceed this for one class / group, please contact us to discuss further.

7.8 If a session cannot go ahead or is badly disrupted due to unanticipated technical faults every effort will be made to find an alternative slot, without further charge. If the session cannot be re-arranged for a mutually convenient date, an invoice will not be issued for the session, and no charge will apply.

8 Data Protection

8.1 We collect and process personal data in order to provide access to the buildings and collections in our care, in line with current legislation and professional standards. Personal information will not be shared outside Durham University and all data will be processed in line with our [Privacy Notice for Library and Collections - Durham University](#)

8.2 Schools and groups are permitted to photograph their group in line with their school or organisation's photographic permissions policy. When in venues, flash must be switched off to protect the objects on display. There may be certain spaces in which photography is not permitted. The Learning and Engagement Team staff member leading the group's session will alert staff members of the school/group where these restrictions apply.

8.3 On occasion, the Durham University Marketing and Communications Team may wish to take photography of visiting groups for website, social media and general Durham University venue marketing. This will only be done with prior permission with the school/group and only in line with their school/organisation photography permissions.

The standard [Durham University Terms and Conditions for Event Bookings](#) apply to all bookings.