

PITZHANGER

MANOR & GALLERY

School Workshop Policies

Making Your Booking

1. An authorised school representative must fully complete our online school booking request form with the requisite information. Any incomplete booking forms will not be processed.
2. Once your booking form has been completed, the Engagement team will review your request and check our session availability.
3. A member of the Engagement team will send a selection of possible dates and times for a workshop to the contact email address indicated in the booking request form. Please note that any available dates will also be made available to any other interested schools, as we will be operating on a first-come-first-served basis.
4. Once you have agreed to a date and time for your workshop/visit, you must confirm (1) that you consent to our cancellation policy, (2) that you have completed the necessary risk assessments (or agree to the generic risk assessments for our learning spaces, which are available upon request) and (3) that you will comply with our recommended ratio of supervising adults to children in attendance for your visit (see below). Once you agree to these conditions, you will receive a confirmation of your booking.
5. Our cancellation policy comes into effect as soon as you receive your booking confirmation. Please ensure that you have clarified with your school's office and finance team before confirming your booking.

Cancellation Policy for Schools

In the event you need to amend your booking, cancel, or reschedule your session for any reason, please notify Pitzhanger Manor & Gallery's Learning & Engagement team at learning@pitzhanger.org.uk at least **28 days in advance** of your booking so that we may reallocate your session to another group.

Cancellations made at least 28 days in advance of your scheduled date will result in a full refund. Cancellations made **14-28 days** in advance of a booking will be charged at **50% of the rate** agreed upon for the workshop. No-shows or workshop cancellations/re-bookings made with **fewer than 14 days' notice** will be **charged in full** for the workshop. This is done to ensure that we can recoup some of the costs of hiring a facilitator to plan and deliver the workshop, including the cost of supplies and materials and holding a time slot that might otherwise have been used by another group.

Time Frames for Refunds:

- **≥ 28 days** = full refund
- **14-28 days** = 50% refund
- **<14 days** = no refund

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If you reschedule a session with at least 14 days' notice given, you will not incur a charge.

If you cancel a session before the 28 days' notice period and you have already paid your invoice in full, you will receive a full refund. If you had not yet paid your invoice before cancelling or re-booking at least 28 days in advance, the invoice will be cancelled, and you will not have to pay. If you have already paid your invoice and cancel your booking 14-28 days before your scheduled date, you will be refunded 50% of your total paid amount.

Please email learning@pitzhanger.org.uk if you need to amend, cancel, or re-arrange a workshop or school visit.

Cancellations on behalf of Pitzhanger Manor & Gallery (PMG)

We reserve the right to cancel an educational session (workshop, gallery visit) under certain circumstances.

A full refund will be issued to the school if the cancellation relates to:

- Illness, injury, or death of a Pitzhanger Manor & Gallery Trust (PMGT) employee
- Government restrictions relating to social distancing that make a physical group gathering, such as an educational session at PMG, impossible. In this case, a virtual session can be arranged to make up for the lost educational session, or schools may choose to rebook for a later date. A full refund will also be offered in this scenario.

No refund will be issued if the cancellation relates to any of the following:

- Late arrival or inability to attend your allotted time due to travel delays. If you are running late, you may call our office at 020 3994 0967 and we will try to adjust the session timeframe as much as possible to accommodate for the delays. We reserve the right to cancel the workshop if we feel that time is too short.
- The booking fee remains unpaid on the day of your workshop.
- Unacceptable or inappropriate behaviour of any member of the group towards PMGT staff or representatives delivering the session.
- The school being unable to meet the minimum requirements of supervising adults to children on the date of their visit:
 - **EYFS/KS1:** 1 adult per 5 students (6 adults in class of 30)
 - **KS2:** 1 adult per 8 students (4 adults in class of 30)
 - **KS3 & KS4:** 1 adult per 10 students (3 adults in class of 30)
 - **Post-16:** 1 adult per 15 students (2 adults in class of 30)
 - **SEND:** to be negotiated with the school depending on need

Payment

Our workshops operate with the following costs for **non-fee-paying schools**:

- Groups of up to 30 students: £105.00 (£3.50 per student at maximum capacity)
- Groups of 15 or fewer students: £75.00 (£5.00 per student at maximum capacity)

Fee-paying schools will be subject to a rate of £5.00 per student.

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Our workshops are suitable for a maximum of 30 students. Any groups that are larger than this are welcome to make bookings, however, only one group of 30 may participate in any workshop at one time so their visits must be staggered (morning and afternoon, or on different days, for example). Groups greater than 30 will be charged in accordance with how the number of participants can be divided into groups of 30 and 15. For example, two classes of 30 will be charged £210.00 (£105.00 x 2), while a group of 45 (30 + 15) will be charged £180.00 (£105.00 + £75.00).

Payment for your workshop is due in full either before the date of your workshop or no later than **28 days** after confirmation of your booking, whichever comes first. Schools will receive an invoice by email, and payment is by BACS transfer or cheque only. If timely payment is not made, bookings may be cancelled.