

A Guide to Booking a School Visit

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Pre-Planning Your Visit



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When planning your visit, we recommend you consider the following before you fill in the booking form:

• **The number of tickets you require** - we recommend booking for the highest number of tickets you may require when making your provisional booking. Any additional tickets are subject to availability so it may not be possible to add tickets to your booking at a later date. Final numbers will need to be confirmed before payment is made as no refunds or amendments are permitted once payment has been made

• **The cost of your visit** – you can find our ticket prices on our **website**. Please note that schools tickets are only available to UK schools visiting on selected weekday dates - please visit our website for more information

• **When you would like to visit** – if possible, have multiple options for the date of your trip; our tickets are subject to availability and often sell out several months in advance

• **Whether you would like a lesson** – please see next page for more information. Make a note of the name of the lesson when you are ready to book

Choosing a Lesson

Our lessons are free for school visits, subject to availability, and need to be booked in advance.

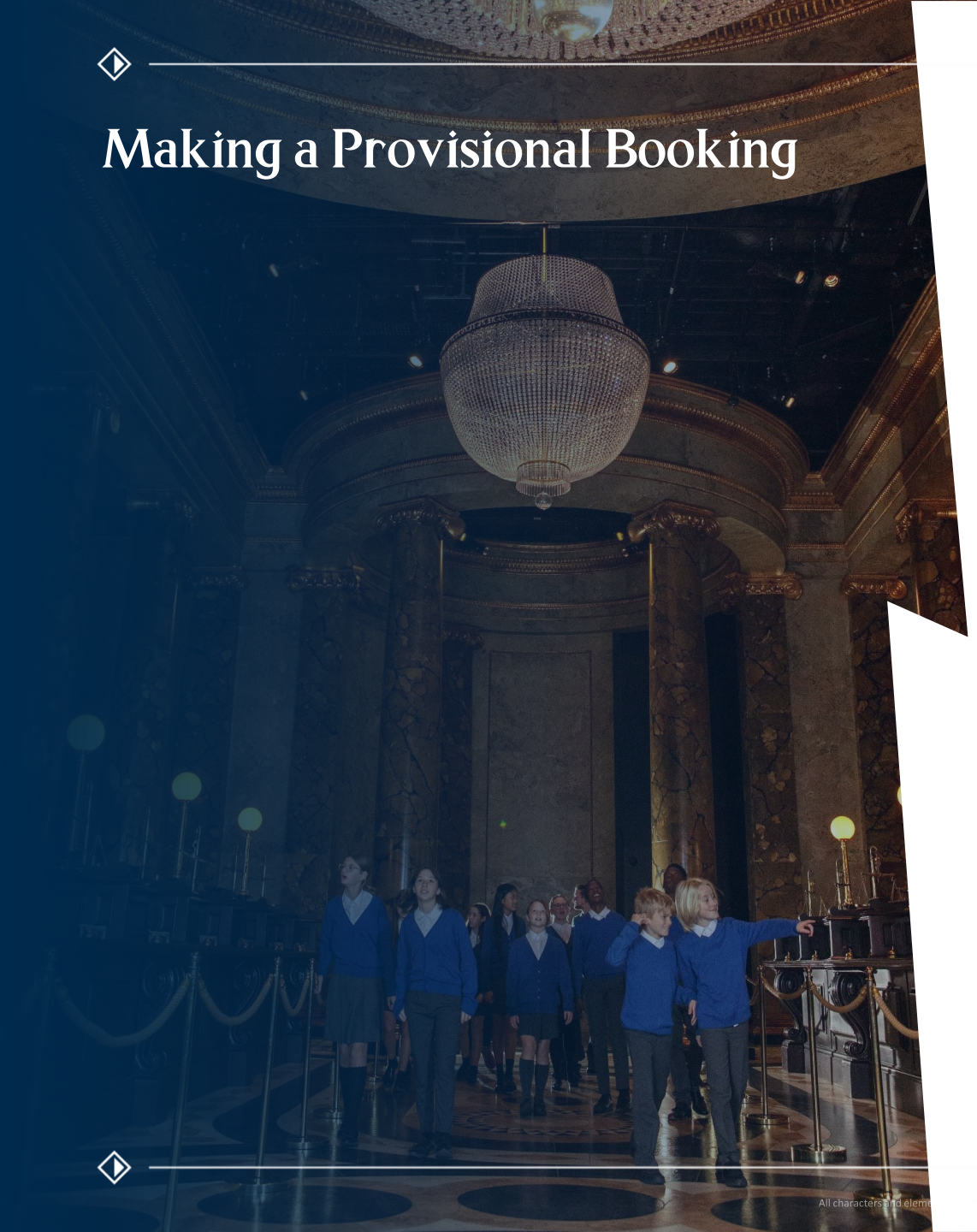
If you would like to take part in a lesson, please be advised that the maximum number of people we are able to accommodate within each of our two classrooms is 50, including students and adults. Both classrooms can be booked for one group of up to 100 people.

Details of the lessons we offer can be found **here**. We offer a variety of lessons suitable for different Key Stages and subjects – you are free to choose which lesson would be most suitable for your students. Resources linked to each lesson are also available for you to use in lessons before and after you visit the Studio Tour.

Lessons are available on selected weekday dates at 09:30am, 10:30am, 11:30am, 12:30pm and 2:30pm.



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Making a Provisional Booking

Please use our Booking Form to check availability or make a provisional booking. Our Visitor Services team are not able to check availability or make a provisional booking via email.

Once you have made a provisional booking, an email invoice will be sent to your email address. This email can sometimes be sent to junk/spam folders or be blocked by school spam filters – if you have not received your invoice within 24 hours of making your booking, please contact the Visitor Services team by phone or email, quoting your booking reference number.

Within your email you will see your allocated timeslot for your Studio Tour. If you have booked a lesson, please note that your lesson timeslot will differ to your tour entry time - usually your lesson will be one hour prior to your tour entry.

We advise that after you have made your provisional booking, you communicate details to parents/carers to make sure you have enough time to collect permissions and payment within the maximum 12 week holding period. Due to our high demand for schools tickets, we are unable to extend this holding period.

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Confirming Booking and Making Payment

Please check your email invoice for details of your payment due date. You can call our Visitor Services team on **0800 640 4750** to confirm your booking and arrange payment.

We accept the following payment options: BACS, cheque, bank transfer and card payment. You must make your payment within your holding period and at least two weeks before your visit.

Tickets will be released if payment has not been received in full by your payment due date at the end of your 12-week holding period.

As per our terms and conditions, once payment has been made tickets are non-refundable and non-transferable – please ensure you are happy with your timeslot and number of tickets before making payment.

Please note if the date of your visit is less than two weeks away, payment will need to be made by credit/debit card.

Once your payment has been processed, a final booking confirmation email will be issued.

Please bring a digital or printed copy of your booking confirmation email with you on the day of your visit.



Booking Your Teacher Pre-Visit



Once payment has been received for your visit, you can call our Visitor Services team on **0800 640 4750** to make a teacher pre-visit booking. Two pre-visit tickets are allocated to each school booking for teachers - photographic ID will be checked upon arrival. Pre-visit tickets may not be used by anyone other than school staff.

Pre-visit tickets can be booked for any time with Studio Tour availability, including evenings and weekends. We recommend making your booking as soon as possible after making payment, as availability is limited.

If you are unable to attend a pre-visit, risk assessment information and a video guide are available on our website.

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Arrival Information

- On arrival to the Studio Tour, have your booking confirmation email ready to show our staff
- Arrive no more than 30 minutes before your entry time. Early entry to the Studio Tour will not be possible
- Students must be supervised at all times. Before entering the Studio Tour, students should be placed in groups with a dedicated adult (we recommend 1:5 for primary schools and 1:10 for secondary schools)
- A contact telephone number will be taken from the lead teacher – this will be destroyed at the end of your visit in line with GDPR
- You and your students will pass through a contactless security check upon arrival. Please ensure that no sharp items, including scissors, compasses etc. are in students' bags as they will be confiscated
- Wristbands and Studio Tour Activity Passports will be given to the lead teacher to be distributed before entry
- Toilets and an outdoor picnic area are positioned next to the coach park. The picnic area is not under cover. Further spaces for eating packed lunches are available in the Food Hall and Backlot Café
- Storage will not be available for bags or lunchboxes, so please advise students to only bring what they need, as they will carry this with them throughout the Studio Tour
- More information about what to expect during your visit can be found in our School Visit Information Pack

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