

# **National Museums Liverpool**

## **Terracotta Toddlers terms and conditions**

- Entry to all of our venues is free. However, charges apply for certain exhibitions, workshops and facilitated sessions in venue as follows.
- All bookings are with National Museums and Galleries on Merseyside operating as National Museums Liverpool (hereafter called NML) and are accepted upon the following terms and conditions.
- NML reserves the right to amend or make alterations to the published details of the Terracotta Toddlers under fives workshops as shall become necessary.

### **Bookings**

- Bookings must be made in advance through contacting NML's ticket office on 0151 478 4444 or from the ticket kiosk at World Museum - details can be found at [www.liverpoolmuseums.org.uk](http://www.liverpoolmuseums.org.uk)
- The price of a ticket is £6 which entitles one child of five or under to take part with one accompanying adult.
- Children over five years old will not be admitted.
- All enquiries for bookings will be dealt with in the order in which they are received.
- Bookings are subject to availability.
- The Terracotta Toddler workshops will commence at the scheduled time.
- If you arrive late NML cannot guarantee that you can take part. We strongly recommend that you ensure you arrive in good time.
- For a booking to be confirmed NML must be in receipt of payment.
- NML reserves the right to add to or amend these terms from time to time.
- The visitor must check their booking as NML has no obligation to rectify mistakes after a contract has been formed (transaction of sale has been completed).

### **Parking**

- NML does not provide allocated parking for visitors.

### **Payment**

- Payment must be made at the time of ticket purchase at the ticket kiosk, or by phone with credit or debit card (World Museum ticket office on 0151 478 4444). Please note cheques are not accepted.

### **Cancellations**

- In the event that NML has to cancel a workshop, an alternative date will be offered or a refund given. NML will have no further liability to the customer.

- In the event that NML is required to close an exhibition or venues due to unforeseen circumstances on a date of a workshop, an alternative date will offered or a refund given. NML will have no further liability to the customer.
- In the event of NML cancelling a workshop, it will have no further liability beyond the above.
- It is not possible for customers to reschedule to a different date following purchase of a ticket and receipt of payment in full.

## **Safeguarding & Risk**

- NML has risk assessed this workshop. All children must be accompanied by a responsible adult.
- We will refuse entry to any child not accompanied by an adult. We recommend adults come ready to help their child take part in the activities as a way of ensuring they benefit fully from the workshop.

## **Access**

- The museum is fully accessible. The main entrance is at street level and there are lifts to all floors.
- Customers should inform NML at the point of booking of any children with special educational needs so that we can ensure the workshop meet their needs.

## **Venue rules**

- Anyone found smoking anywhere within the venue will be requested to leave the venue without refund. The use of electronic cigarettes is strictly prohibited.
- All visitors shall comply with all health and safety and other regulations relating to the venue. They must not bring any dangerous or hazardous items into the venue and remove such items promptly when requested to do so.
- Adults remain at all times responsible for the behaviour of children in their care.
- If NML deems anyone's behaviour unacceptable in any way whatsoever they reserve the right to ask the offending customers to leave or be refused entry. In this event, the customer will not be entitled to any refund or transfer of bookings.
- Continual recording of any description is not permitted. We do not permit streaming, video or audio recording equipment at any time.
- Customers who do not adhere to the photography, video and audio policy will be required to leave the venue without a refund.
- NML shall not be liable or accept any responsibility for any loss or damage to the property owned by, or in custody of the customer.