

School Guidelines

If you book both a morning (10:15am - 12:00pm) and afternoon session (12:15-2:00pm) on the same day

- Due to limited space, the museum is unable to accommodate both morning and afternoon groups at the same time.
- The first group will be admitted at 10:15am and will leave at 12:00pm.
- The second group will be admitted from 12:15pm and will leave at 2:00pm.
- The group not currently in the museum can visit local attractions or use the lunch space situated in St Thomas' Hospital.

Facilities

- Toilets, coat hooks and bag storage/lockers are available.

Access

- There are accessible toilets and automatic doors in the museum. The museum is wheelchair friendly.

Eating and Drinking

- A small lunch area in the cafe at St Thomas' Hospital and the hospital gardens can be used by groups after a visit (10:00am-12:00pm sessions) or before a visit (12:00-2:00pm sessions).
- The museum has a no food and drink policy.

Noise

- Please be aware that there are other members of the public in the museum, please ensure that your class shows consideration.
- When requested by staff members, school groups are expected to keep noise to a low level.

Supervision

- We require an adult to student ratio of 1:5 (maximum no. of adults 10, excluding one to one support).
- Teachers and accompanying adults are responsible for their students for the duration of the visit.
- Please ensure that any requests from museum staff regarding behaviour are followed, we reserve the right to terminate the visit if requests are not followed.

Schools' responsibility

- The teacher in charge should ensure that all accompanying adults are familiar with the workshop and their role.

Late arrivals

- If the group is running late, please telephone the museum, if possible, on 020 7188 4400.

- A late arrival could result in a shortened session in the museum (we are unable to extend the session beyond the set times).

Photography/Filming

- Photography **is permitted** in the museum and during the performance, without flash.
- Filming **is not permitted** in the museum.

Travel

- Buses: 12, 53, 77, 159, 211 and 507
- Underground: Circle, District and Jubilee Lines: Westminster
Northern, Bakerloo and Jubilee Lines: Waterloo
Bakerloo Line: Lambeth North
- Rail: Waterloo
- Coach drop off: Coaches can drop off and pick up on Lambeth Palace Road.

Local Attractions (within walking distance)

- London Eye
- Jubilee Gardens
- Westminster
- Lambeth Palace Gardens

Cancellation, change of date or non-attendance

- Schools groups are able to cancel/change the date of their visit and receive a refund **30 working days** prior to the workshop.
- Cancellations made **less than 30 working days** prior to the workshop schools will be charged the full amount of the visit.

If no notice has been given within the above-mentioned period, we will assume you are able to attend the visit and will charge 100% of the total costs for non-appearance. If you need to cancel/change the date of your booking due to bad weather, transport problems the cancellation charge still applies. All cancellations/changes must be made in writing to Hannah@florence-nightingale.co.uk or calling 020 7188 4400.

On the rare occasion, we may need to cancel activities due to unforeseen circumstances. If this happens, we will contact the school as soon as we can to offer alternatives where possible or a full refund. Unfortunately we cannot reimburse for travel or other costs.

If the behaviour of anyone in a school group adversely affects the safety or enjoyments of other students, visitors or staff, we may need to stop the activity and/or require the school group to leave. We will not provide a refund in these circumstances.

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