

## Yorkshire Museum: Teachers Information Pack

Please read the following information carefully before completing a Yorkshire Museum: School Visit Booking Request Form.

This document details the terms and conditions for, as well as guidance for, primary and secondary schools when undertaking a **self-guided visit** to the Yorkshire Museum.

A self-guided visit is defined as a visit that is made by a group independently to one of our sites. A self-guided visit does not include any form of led activity by a member of York Museum Trust staff.

If this document is used to inform visit planning and/or risk management, then it remains the responsibility of the group leader to ensure that it meets with the requirements of their employer's guidance for visits, along with any Health and Safety policies. You will be sent a copy of our site risk assessment for visiting school groups once your booking has been confirmed.

This document contains the following sections:

- A. Terms and conditions
- B. On the day
- C. Site map
- D. Arriving at the museum
- E. COVID-19 information
- F. Hazard information
- G. Access information

### Get in touch

If you have any questions about your visit, then please contact us at [schools@ymt.org.uk](mailto:schools@ymt.org.uk).

## A. Terms and conditions

### Making a booking

- All groups must pre-book their visit. This can be done via our [website](#) by completing a copy of our Yorkshire Museum: School Visit Booking Request Form.
- Please be aware that the opening hours for the Yorkshire Museum are:
  - Tuesday to Sunday, 10.00am-17.00pm.
- Any groups that arrive at one of our sites without pre-booking may be refused entry. If the group is admitted, then entry fees will also be charged for the visit, even if a school is normally exempt from these.
- The maximum group size that can be pre-booked is 70 people. Teachers and group leaders are not counted in this number.
- Visiting groups must meet the minimum ratio for adults to children:
  - Under 5's (Reception and Foundation Stage): 1:3
  - School Years 1-3: 1:6
  - School Years 4-6: 1:8
  - School Years 7-11: 1:10

- Be aware that if a group does not meet the minimum ratio for adults to children, then they may be refused entry.
- To avoid disappointment, please book your visit at least 4 weeks in advance.
- We are unable to take provisional bookings.
- Once a form has been submitted you will receive an email confirming whether we are able to accommodate your booking, along with key information, within five working days.

### Entry fees

#### *Schools in North Yorkshire*

- There is **no entry fee** for any primary or secondary school groups (Key Stage 3 and Key Stage 4) who are visiting the Yorkshire Museum from a school in **North Yorkshire**. Please note that this excludes groups visiting from any independent/private schools.

#### *Other schools*

- The following entry fees apply to any primary school groups or secondary school groups who are visiting the Yorkshire Museum from a school outside of North Yorkshire, as well as groups visiting from any independent/private school:

Site	School Child	Additional Adult (in excess of the free adult/child ratio)
Yorkshire Museum	£3.00	£6.00

- Please note that whilst there is a charge for accompanying adults who are visiting in addition to our free adult to child ratio, entry fees will not be charged for adults who are accompanying a group to assist pupils who require 1:1 support.

### Cancellations

- If you accept your visit but are then unable to attend, we ask that you contact us as soon as possible so that we can allocate your time to another group. Where possible, we will try and help you rearrange your visit to another date if you still wish to make a visit.
- If you cancel your booking less than one week before the visit date, then your school will be charged a cancellation fee amounting to 50% of the visit fee. The cancellation fee also applies to schools in North Yorkshire, even though they are not normally subject to our school entry fees.
- If you cancel your booking less than 24 hours before the visit date, then your school will be charged a cancellation fee amounting to 100% of the visit fee. The cancellation fee also applies to schools in North Yorkshire, even though they are not normally subject to our school entry fees.
- If we (York Museums Trust) must cancel your visit due to unforeseen circumstances, then we will offer an alternative visit date for your group.

### Lunchroom

- There are lunchrooms on site which schools can reserve as part of the booking process on a first-come, first-served basis.
- For health and safety reasons, each lunchroom has a limited capacity and so it may be necessary for larger groups to stagger their lunch breaks.
- Schools can also enjoy their lunch in the Museum Gardens.

### Bag storage

- There are spaces on site in which groups can store bags and coats, subject to availability. These facilities are available on a first-come, first-served basis.
- Please note that all belongings are left at their owners' risk.

### Free teacher pre-visits

- We recommend that you carry out a free pre-visit to familiarise yourself with the site so that your trip runs as smoothly as possible.
- You can arrange a free familiarisation visit as part of the booking process.
- You are entitled to bring up to one additional adult and two children with you as part of a free pre-visit.

### Risk assessments

- We recommend that you carry out a risk assessment in advance of your visit. To help you, please consult our site risk assessment for visiting schools, which you will be sent once your booking has been confirmed, along with the hazard and accessibility information that can be found below (Sections F and G).

### First aid

- We ask that a fully qualified first aider accompanies your group on the day of your visit. The primary responsibility for the welfare of your group rests with group leaders. Should a member of your group need assistance on the day of your visit, please inform a member of our Visitor Experience Team.

## B. On the day

### Arriving at the museum

- Please arrive no more than 10 minutes before your scheduled arrival time.
- If you are going to be late, please notify us by calling 01904 687687 or emailing [schools@ymt.org.uk](mailto:schools@ymt.org.uk) as soon as possible before your arrival.

### Induction

- On arriving at the site, the group leader should make themselves known to a member of our Visitor Experience Team.
- A member of the Visitor Experience Team will show your group where bags and coats can be stored during the visit (if spaces are available), where the lunchroom is (if one has been reserved), and where the nearest toilets are. They will also give your class a site induction.

### Visit evaluation

- The group leader will be given a copy of our School Visit Evaluation Form. We would be grateful if they could spend five minutes completing this with input from their pupils at the end of the visit. All feedback will be extremely valuable in helping us to develop a new learning offer for schools at York Museums Trust.

### Toilets

- Toilets are available on the lower ground floor of the museum. There is an accessible, gender-neutral toilet on this floor. We ask that group leaders supervise students in small groups when using these facilities.
- The nearest changing places facility can be accessed at [York Explore Library and Archive](#) (Museum Street, York, YO1 7DS). This is a five-minute walk from the Yorkshire Museum.

### Group management

- Some of the galleries at the Yorkshire Museum are relatively small and can become easily crowded. Therefore, we recommend that you organise in advance of your visit for groups to be split into smaller groups of no more than 8 pupils (teachers and group leaders are not counted in this number).
- In the case of larger groups (40 pupils and over), we encourage splitting the class into two or more groups, with each group beginning their visit in a different part of the site. Each of these groups can then be split into smaller groups of no more than 8 pupils.

### Code of conduct

- The behaviour of the group remains the responsibility of group leaders. Please be respectful of other visitors as you move around the museum.
- All children must be supervised by a responsible adult. We ask that group leaders make checks at regular intervals to ensure that all members of their group are accounted for, and that any missing students are reported to a member of staff immediately.
- We ask that children do not run in the museum.
- No food or drink can be consumed in the galleries. The only exception to this is water contained in a bottle with a sports cap.
- There are numerous hands-on activities to enjoy throughout the museum, including opportunities to dress up, and to walk across a real Roman mosaic. We ask that children are supervised when using these resources, that any instructions provided are followed, and that everything is left neat and tidy afterwards for other visitors to use.

### Shop

- The Yorkshire Museum gift shop has a range of gifts, books and mementos.
- We ask that group leaders supervise students and bring them into the shop in small groups of no more than 8 pupils at a time.
- Your group will be issued a timeslot in which to visit the shop as part of the booking process.

### Photographs

- Photography for personal use is allowed around the museum, though there may be restrictions during special exhibitions and the use of tripods may be restricted during busy periods.
- Flash photography is not permitted in the museum galleries.
- Filming is not permitted in the museum galleries.
- Don't forget to tag us in any photographs you upload to social media @YorkshireMuseum.

### Fire evacuation

- If the fire alarm sounds, please follow the directions given by museum staff to the nearest fire exit and assemble on the lawn area in front of the museum.

- Your group leader is responsible for making a head count of your group and informing the warden (identified by a fluorescent jacket) at once if anyone is missing.
- Please note that when the alarm sounds some doors in our buildings automatically close.
- Please do not re-enter the museum until you are told it is safe to do so.

### C. Site map

- A map of the museum can be downloaded from our [website](#).

### D. Travelling to the museum

The Yorkshire Museum  
Museum Gardens  
Museum Street  
York  
YO1 7FR

#### Travel by public transport

- You can get to the Yorkshire Museum & Garden by bus and train.
- The nearest bus stop is on Museum Street where the number 2 bus stops. It is then a short, slightly sloped walk to the museum entrance. There are several other bus stops nearby. For more information visit [www.itravelyork.info/buses](http://www.itravelyork.info/buses).
- The nearest train station is York. The train station is a 15 minute walk from the Yorkshire Museum.

#### Travel by coach

- Coaches are not permitted to stop outside the entrance to York Museum Gardens.
- Information about coach drop off and pick up points and parking for coaches can be found on the City of York Council [website](#).
- The nearest coach park to the museum is [Union Terrace car park and coach park](#). The car park is a 10 minute walk to the museum.
- Coaches can also drop off and/or pick up passengers at designed rendezvous points. The nearest ones to the Yorkshire Museum are Leeman Road (Railway Rendezvous) and Foss Bank (Minster Rendezvous).

### E. Covid-19 information

- If anyone within your group is displaying symptoms of COVID-19, please do not visit our sites but delay your visit until it is safe to do so.
- Our sites remain open to the public so please be aware that your group may encounter other individuals.
- While the wearing of face coverings is no longer required by law, we continue to encourage all people aged 11 and above to wear one (unless exempt) when visiting our sites if they so wish. Children are not required to wear face coverings on visits.
- Hand sanitiser stations are available on site at key locations, such as outside the toilets.

### F. Hazard information

- We recommend that you carry out a risk assessment in advance of your visit. To help you, please consult our site risk assessment for visiting schools, which you will be sent once your booking has been confirmed, along with the hazard and accessibility information that can be found below (Sections F and G).

### Outside the museum

- The Yorkshire Museum is located within the Museum Gardens. The gardens can be accessed via Museum Street or Marygate. The gardens have a network of tarmac paths. Most paths are situated on easy or moderate slopes.
- The Museum Gardens are open to the public between 9.00am and 6.00pm. Children should always be supervised by a responsible adult.
- There are lots of trees in the Museum Gardens. Storm damage can sometimes affect the stability of apparently healthy trees and branches. Group leaders should be aware of this.
- The gardens attract many insects, including bees and wasps. Animal and bird droppings can also occasionally be found on paths and grassy areas. Visitors should avoid contact with these and wash their hands before eating.
- There are several ruins in the Museum Gardens, including the remains of St Mary's Abbey. These should not be climbed upon. Care should be taken around the abbey ruins closest to the museum, as these have sudden drops down to lower levels.

### The Yorkshire Museum

- The museum is open to the public between 10.00am and 17.00pm. Children should always be supervised by a responsible adult during a visit.
- Some galleries (particularly in the Ryedale Hoard and Medieval York: Capital of the North exhibitions) have sloped changes in floor level. Care should be taken to avoid slips, trips and falls.
- Some galleries (particularly in the Yorkshire's Jurassic World exhibition, and the stairs leading down from the Roman York: Meet the People of the Empire to the Medieval York: Capital of the North exhibitions) have sudden changes in lighting levels (from bright light to dim light and reverse). Signage warning of these changes can be found on gallery.
- Some artefacts are displayed on plinths that may be at head height for children. Care should be taken around these.
- Ruined remains of St Mary's Abbey can be found in the Medieval York: Capital of the North exhibition. These should not be climbed on.
- The After the Ice exhibition on the first floor is situated on a balcony area that overlooks a gallery on the ground floor. Care should be taken in this area.
- There are interactive displays and activities for children to enjoy throughout the museum. Children should be supervised when using these, particularly the tactile display in the Coral Ocean gallery, in the Yorkshire's Jurassic World exhibition, which has a crawl space for children to crawl into.
- Toilets are available on the lower ground floor of the museum. Any children within your group should be supervised when using these facilities. Extra care should be taken when opening and closing toilet cubicles to prevent fingers from being trapped.
- Several galleries in the Yorkshire Museum contain human remains. Please get in touch with us at [schools@ymt.org.uk](mailto:schools@ymt.org.uk) if you require further information.

## G. Access information

- Comprehensive access information can be found on our [website](#), including a [visual story](#) for visiting the Yorkshire Museum.
- Our Visitor Experience Team are there to help all our visitors at any point during their visit. They can help you find your way around the museum and answer any questions you may have.

## Getting around outside

### *Museum Gardens*

- The Yorkshire Museum is set within York Museum Gardens. The gardens have a network of tarmac paths. Most paths are situated on easy or moderate slopes.
- Access into the Museum Gardens is via Museum Street or Marygate. Both entrances are level with no doors.

### *Museum entrance*

- There is a permanent ramp to the left-hand side of the museum's main entrance.
- The main entrance has level access.
- There are two manual opening doors at the main entrance. To operate them, pull on entry and push on exit.

## Getting around inside

### *Reception desk*

- There is level access from the main entrance to the reception desk. The desk has a lowered section for wheelchair users.
- We have a sticker system in place which visitors can choose to use. The following stickers can be requested from a member of staff at the front desk:
  - Red sticker: you do not wish to be approached.
  - Yellow sticker: you would like staff to answer questions when asked.
  - Green or no sticker: you are happy to be approached and spoken to.

### *Lift*

- The lift is situated by the main staircase.
- All three floors of the museum can be accessed by the lift, although the reading room and library can only be accessed via a short set of stairs.
- The lift is 1100mm wide and 2050mm deep.
- The lift shows the floor number at each floor. Instead of announcing the floor numbers, the lift says the floor level at each floor, for example, 'ground floor' and 'first floor'.
- Children should be accompanied by a responsible adult when using the lift.

### *Toilets*

- Toilets are available on the lower ground floor of the museum. There is an accessible, gender-neutral toilet on this floor.
- Baby changing facilities can be found in the accessible toilets.
- The nearest changing places facility can be accessed at York Explore Library and Archive (Museum Street, York, YO1 7DS). This is a five-minute walk from the Yorkshire Museum.

### *Museum shop*

- There is level access from the main entrance to the shop.
- The route through the shop is 800mm wide or more.

#### *Museum galleries*

- There is level access to the galleries from the main entrance.
- Seating is available throughout the museum.
- All three floors of the museum can be accessed by the lift, although the reading room and library can only be accessed via a short set of stairs.
- We have contrast markings on all glass doors and contrast markings on all full-height windows.

#### *Light levels*

- Some galleries (particularly the Yorkshire's Jurassic World exhibition, and the stairs leading down from the Roman York: Meet the People of the Empire to the Medieval York: Capital of the North exhibitions) have sudden changes in lighting levels (from bright light to dim light and reverse). Signage warning of these changes can be found on gallery.
- In some areas of the museum, light levels are kept low (particularly in the Medieval York: Capital of the North exhibition) to help in the conservation of our objects. There is always a lighter area nearby, but if you do require assistance, please ask a member of our Visitor Experience Team.

#### *Films*

- Please be aware that our Ryedale Hoard, Roman York: Meet the People of the Empire, and Medieval York: Capital of the North exhibitions have films running in them. Please inform us during the booking process if you require further information.

#### *Noise levels*

- In busy periods some areas of the Yorkshire Museum can become quite noisy, including reception.
- There are audio effects playing in several of our galleries, such as the Coral Ocean and Dinosaur Country displays in the Yorkshire's Jurassic World exhibition, and in the St Mary's Abbey gallery.
- Most of the films that can be found in our Ryedale Hoard, Roman York: Meet the People of the Empire and Medieval York: Capital of the North exhibitions have audio.
- A hearing loop is fitted in the building. Please speak to our Visitor Experience Team on arrival for more information.
- We have two pairs of ear defenders available for use by visitors. These can be adjusted for use by adults or children. Please ask staff for assistance if you wish to use them.

#### *Smells*

- There is an interactive activity for children in the Capital of Riches gallery within the Medieval York: Capital of the North exhibition. This consists of six smell boxes that were used in Medieval cooking. The scents are mint, rosemary, cinnamon, cloves, nutmeg and ginger.

#### *Signage and display information*

- All our signage and display information use a clear font and is at least 16pt.



- 80% of our visual interactives have subtitles.
- Easy read guides (admission information only) and colour overlays for dyslexic readers are available on request.

*Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

*Mobility aids*

- We have a manual wheelchair that visitors are welcome to borrow on a first-come, first-served basis. Please speak to a member of our Visitor Experience Team on arrival.

*Animals*

- We welcome all assistance dogs to our sites. We ask that they are appropriately trained, supervised, and always kept with you as we have many objects on open display. Water can be provided on request.
- Where possible, assistance dog owners should bring their Assistance Dog UK (ADUK) identification book and animals should wear the appropriate tabard or harness.