

# FAQs

## 1. Why have the Museums introduced charging for schools?

The University Museums' award-winning Education and Outreach service costs almost one million pounds a year to run. Although the Museums receive some public funding to support this service (from Arts Council England and the Higher Education Funding Council for England) this funding only covers a proportion of these costs. In the past the Museums have asked for voluntary donations from schools to support the Museums' education service and many schools have been happy to contribute. We believe a standard charge is more equitable and will provide more secure income to sustain the service. Most Museums in the country and all other University Museums already charge for their schools service.

## 2. How does the school pay?

When the booking is made the school will receive a conformation email and an invoice will be sent from the University within 28 days of the visit.

## 3. Can I pay by credit card?

Schools will be invoiced for their visit; we are hoping to introduce credit card payments in the future.

## 4. If I bring fewer students can I have a discount?

No, the charges have been fixed per maximum numbers.

## 5. The school has charitable status; do I have to pay VAT?

No, we do not charge VAT on taught sessions

## 6. Can I book for another University Museum at the same time?

Booking to another University Museum are made through their individual booking systems.

## 7. Can I just give a donation like last time?

No, for accounting purposes we will send a Vatable invoice.

## 8. Can I book a charged session and then stay all day?

No, the length if the visit is fixed to manage the large number of visitors to our Museums.

**9. I have 36 pupils will I have to pay £200?**

Yes, the maximum you can bring for the £100 charge is 32.

**10. Do we get a discount for booking more than one session?**

No, there are no discounts available.

**11. Do all schools have to pay?**

Yes, unless there is a special project or initiative the school has been invited to take part in.

**12. Are we charged if we cancel?**

If you cancel within 28 days of your visit you will receive a full refund.

**13. Do we get a discount if we're late through no fault of our own and the session is shorter?**

No, the individual museum will do as much as they can to accommodate schools that turn up late.