

Yorkshire Museum: School Visit Pack

This document is intended to support schools who are planning a visit to the [Yorkshire Museum](#).

If this document is used to inform 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 Schools** once your booking has been confirmed.

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Get in touch

If you require further information, or any support in planning your visit, then please contact our Learning Team at schools@ymt.org.uk or 01904 650348.



Yorkshire Museum

A. Terms and conditions

Making a booking

- All visits must be pre-booked. This can be done through our [website](#) or by contacting our Learning Team .
- Groups that arrive without booking may be refused entry. If a group is admitted then an entry fee will be charged for the visit, even if a school is normally exempt.

Entry fees: self-guided visits

- The following entry fees apply when making a self-guided visit to the Yorkshire Museum.

School child	Additional adult in excess of our free adult to pupil ratio
£3.00	£6.00

- There are no entry fees for any Primary or Secondary (Key Stage Three and Key Stage Four) school groups making a self-guided visit from a school in **North Yorkshire**. This **excludes fee paying schools**.
- Whilst there is a charge for each adult who is accompanying a group over and above our free adult to pupil ratio, entry fees will not be charged for adults who are accompanying the group to assist pupils who require 1:1 support.

Entry fees: led workshops

- For more information about the fees for our led sessions, please visit the relevant workshop page on our [website](#). Our workshop fees include entry to the Yorkshire Museum should you wish to make a self-guided visit before or after your session.

Supervision

- Pupils must be supervised at all times during a visit to the Yorkshire Museum.
- Visiting groups must meet our **minimum ratio** for adults to children:
 - Under 5's (Reception and Foundation Stage): 1:4
 - School years 1-2: 1:6
 - School years 3-4: 1:8
 - School years 5-6: 1:10
 - School years 7-11: 1:15
- If a group does not meet the minimum ratio for adults to children, then they may be refused entry.

- Adults who are accompanying a group to assist pupils who require 1:1 support do not count towards the required ratio of adults to pupils.

Toilets

- Children must be supervised when visiting the toilets. A member of the Museum Team will advise you where the nearest toilets are on arrival. Our toilets are open to the public.

Cloakroom and Lunchroom

- The **Rec Room**, our school cloakroom and lunchroom, can be reserved when booking a visit on a first-come, first-served basis.
- For health and safety reasons, the space has a maximum capacity of 35 people. Larger groups will be required to stagger their lunch breaks.
- Any belongings stored in the Rec Room are left at their owners' risk.
- Schools are also welcome to enjoy their lunch in the York Museum Gardens.

Timings

- Please arrive no more than five minutes before your scheduled arrival time.
- If you are going to be late, then please notify us by calling 01904 650348 or emailing schools@ymt.org.uk as soon as possible.
- If you have booked one of our led workshops, then it may be necessary to condense certain activities to account for a late arrival.

Behaviour

- The behaviour of pupils remains the responsibility of group leaders.
- Please be respectful of other visitors as you move around the museum.
- We ask that pupils do not run in the museum.
- No food or drink can be consumed in the museum outside of the **Rec Room**. 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. 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.
- Please do not touch any objects on open display unless there is a sign encouraging visitors to do so.

Free teacher pre-visits

- We recommend that you carry out a **free teacher pre-visit** to the Yorkshire Museum to familiarise yourself with the site. Teachers are entitled to bring up to one additional adult and two children with them as part of a free pre-visit.
- You can arrange a free teacher pre-visit as part of the booking process, or by contacting our Learning Team at schools@ymt.org.uk or 01904 650348.

Risk assessments

- We ask 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 in Sections D and E.

First aid

- A fully qualified first aider must accompany 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 require assistance on the day of your visit, please inform a member of the Museum Team. Accidents and near misses must be reported to a member of the Museum Team as soon as possible.

Cancellation Policy

- If you accept your visit but are then unable to attend, we ask that you contact us within five working days 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 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.
- 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.
- If we (York Museums Trust) must cancel your visit due to unforeseen circumstances, then we will offer an alternative visit date for your group.

B. Travelling to the museum

Address

The Yorkshire Museum
Museum Gardens
Museum Street
York
YO1 7FR

Travel by public transport

- You can reach the Yorkshire Museum by bus and train.
- The nearest bus stop is on Museum Street where the number 2 bus stops. There are several other bus stops nearby. For more information visit www.itravellyork.info/buses.
- The nearest train station is York. The 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](#). This is a 10-minute walk from the Yorkshire Museum.
- Coaches can also drop off and pick up passengers at designated rendezvous points. The nearest ones to the Yorkshire Museum are **Leeman Road** (Railway Rendezvous) and **Foss Bank** (Minster Rendezvous).

C. On the day

Arrival

- Please arrive no more than five minutes before your scheduled arrival time. We recommend that you consider inclement weather when planning your trip, as you may be required to queue outside the museum.
- Your group will be met at the entrance by a member of the Museum Team. If you have booked a led workshop, this will be the individual responsible for delivering the session. If you have booked a self-guided visit, then this will be a member of our Visitor Experience Team.
- Please help our staff by identifying yourself as the group leader.

Toilets and belongings

- Your group will be directed to the **Rec Room** to store bags and coats (if this space has been reserved during the booking process).
- Toilets are available on the lower ground floor of the museum. There is also an accessible, gender-neutral toilet on this floor. These toilets are open to the public.
- 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.

Induction

- A member of the Museum Team will then give the group an introduction to the Yorkshire Museum, outline the code of conduct for visiting schools, and what pupils can expect during their visit.

Led workshop

- If you have booked a led workshop, then please consult the relevant **Teachers' Workshop Pack** for more information about your session.

Self-guided visits: group management

- Some of the galleries at the Yorkshire Museum are relatively small and can become easily crowded. When making a self-guided visit to the museum, we recommend splitting pupils into smaller groups of no more than eight for exploring the galleries.
- In the case of larger groups (40 pupils and over), we ask that pupils are divided into a minimum of two groups, with each group beginning their visit at a different part of the site.

Human remains

- Our **Roman York: Meet the People of the Empire** exhibition has **human remains** on display. Please get in touch with us at schools@ymt.org.uk or 01904 650348 if you require further information.

Dinosaur Country - 'Feed a Dinosaur' Virtual Reality Experience

- Our **Yorkshire's Jurassic World** exhibition contains a Virtual Reality (VR) experience in which visitors can feed a dinosaur.
- Visiting school groups should be aware of our recommended guidelines for the safe use of this interactive. Further details can be found on page 10 of this document, or in our **Site Risk Assessment for Visiting Schools**. You will be sent a copy of this document once your booking has been confirmed.

Deep Oceans - 'Dive with Sea Dragons' Augmented Reality Experience

- Our **Yorkshire's Jurassic World** exhibition contains an Augmented Reality (AR) experience which allows visitors to view digital models of a Plesiosaur, Pliosaur and Ichthyosaur using a tablet.
- Visiting school groups should be aware of our recommended guidelines for the safe use of this interactive. Further details can be found on page 10 of this document, or in our **Site Risk Assessment for Visiting Schools**. You will be sent a copy of this document once your booking has been confirmed.

Lunch

- If you have reserved the **Rec Room** when booking your visit, you will be allotted a 30-minute slot in which to have lunch.
- If you are bringing a group of 35 pupils or more, you will be allotted a 60-minute slot and asked to stagger your lunch break.
- Details about your lunch slot will be provided on your **Booking Confirmation Form**. This will be sent to you once you have booked your visit.

Shop

- The Yorkshire Museum 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. Details about your shop slot will be provided on your **Booking Confirmation Form**. This will be sent to you once you have booked your visit.

Photographs

- Photography for personal use is allowed around the museum, though there may be restrictions during special exhibitions.
- Flash photography and filming are not permitted in the museum galleries.

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 do not re-enter the museum until you are told it is safe to do so.

D. 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.

Outside the museum

- The Yorkshire Museum is located within the **York Museum Gardens**. The gardens can be accessed via Museum Street or Marygate.
- The York Museum Gardens are open to the public between 9am and 6pm. Pupils must always be supervised by a responsible adult when visiting the gardens.
- There are numerous trees in the gardens. Storm damage can sometimes affect the stability of apparently healthy trees and branches.
- The gardens attract insects, including bees and wasps.
- Animal and bird droppings may be found on paths and grassy areas. Visitors should avoid contact with these and wash their hands before eating.
- The ruins of St Mary's Abbey are located in the York Museum Gardens. These should not be climbed upon. Care should also be taken around the ruins closest to the museum, as these have sudden drops down to lower levels.

The Yorkshire Museum

- The Yorkshire Museum is open to the public Tuesday to Sunday, 10am to 5pm. Pupils must always be supervised by a responsible adult during a visit.
- Some galleries, such as the **Star Carr: Life after the ice** and **Viking North** exhibitions, have sloped changes in floor level. Care should be taken to avoid slips, trips and falls.
- 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 **Viking North** exhibition, 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 objects are displayed on plinths that may be at head height for children. Care should be taken around these.
- Part of the ruins of St Mary's Abbey can be found in the **Viking North** exhibition. These should not be climbed on.
- There is a publicly accessible balcony area on the first floor that overlooks the **Star Carr: Life after the ice exhibition**. Care should be taken in this area.

- There are interactive displays and activities for pupils to enjoy throughout the museum. Children must be supervised when using these, particularly the tactile display in the Coral Seas gallery, within the **Yorkshire's Jurassic World** exhibition, which has a crawl space.
- Toilets are available on the lower ground floor of the museum. Pupils must be supervised when using these facilities. Extra care should be taken when opening and closing toilet cubicles to prevent fingers from being trapped.
- Our **Roman York: Meet the People of the Empire** exhibition has human remains on display. Please get in touch with us at schools@ymt.org.uk or 01904 650348 if you require further information..

Dinosaur Country - 'Feed a Dinosaur' VR Experience

- The manufacturers advise against the use of the Virtual Reality (VR) headsets by young children.
- There is a minimum height requirement of 120cm for children wishing to use the VR headset.
- The manufacturers advise against the use of VR headsets by people with numerous health conditions including epilepsy; migraines; blackouts; pregnancy; hearing aid users; people with a pacemaker fitted. Further information can be found in the manufacturer safety notice which can be accessed on gallery.
- The activity is limited to three minutes per user.
- Pupils must be seated when wearing the VR headset and must be supervised by a group leader at all times.
- To avoid overcrowding in the gallery, we ask that schools use the VR in groups of no more than 15 children at a time.
- Pupils must be supervised by group leaders when using the VR headset.
- Use of the VR is covered in our **Site Risk Assessment for Visiting Schools**. You will be sent a copy of this document once your booking has been confirmed.

Deep Oceans - 'Dive with Sea Dragons' AR Experience

- The Augmented Reality (AR) tablet should be carefully lifted from the docking station.
- The tablet should be used by one pupil at a time.
- Pupils should be aware of the cable the tablet is attached to in order to avoid cable tangles and tripping.
- Pupils must be supervised by group leaders when using the AR tablet.
- Use of the AR is covered in our **Site Risk Assessment for Visiting Schools**. You will be sent a copy of this document once your booking has been confirmed.

E. Access information

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

Getting around outside

York Museum Gardens

- The Yorkshire Museum is set within the **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 or gates.

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.

Lift

- The lift is situated by the main staircase. The lift is 1100mm wide and 2050mm deep.
- 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.
- Pupils should be accompanied by a responsible adult when using the lift.
- Due to fire evacuation requirements, we can allow access to **no more than two wheelchair users** on the first floor of the Yorkshire Museum at a time.

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 **Viking North** exhibition, have sudden changes in lighting levels (from bright light to dim light and reverse). Signage warning of these changes can be found on gallery.
- Light levels are kept low in certain areas of the museum to help in the conservation of our collections. 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 **Star Carr: Life after the ice**, **Roman York: Meet the People of the Empire** and **Viking North** exhibitions include films with sound. Please get in touch with us at schools@ymt.org.uk if you require further details.
- Our **Star Carr: Life after the ice** and **Viking North** exhibitions contain large screens which display digital models of Star Carr and the Great Viking Army camp at Aldwark respectively.

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** and **Viking North** exhibitions, and in the St Mary's Abbey gallery.
- Most of the films that can be found in our **Star Carr: Life after the ice**, **Roman York: Meet the People of the Empire**, and **Viking 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 a member of our Visitor Experience Team for assistance if you wish to use them.

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 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

- Due to fire evacuation requirements, we can allow access to **no more than four wheelchair users** in the Yorkshire Museum at any one time.
- 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.