



## YOUR BOOKING IS NOW CONFIRMED

### Information for your visit

We hope you have a fantastic time at the National Space Centre. To help you enjoy your day, please read the following guide regarding your visit.

#### 1. Pre-Visit

We offer a complementary pre-visit for up to 2 members of staff for general admission to the National Space Centre in order for you to orientate your group better on the day of your visit and for you to carry out your own risk assessment. Our generic risk assessment is sent to you on your co can be found at: [Education | Risk Assessments \(spacecentre.co.uk\)](https://www.spacecentre.co.uk/education/risk-assessments)

Please note that this is only available to members of staff from the school. If you would like to bring your families, our standard admission prices apply. To book your complementary pre-visit, either call us at 0116 258 2111, or email us at [bookings@spacecentre.co.uk](mailto:bookings@spacecentre.co.uk).

We require identification for yourself from the school upon arrival for your pre-visit - this should either be a photo ID with the school's name, or a headed letter from the school stating you work there.

#### 2. Arrival

On the day of your school visit, you will be greeted by our Space Crew. Once your group arrives, please remain on your coach until a member of Space Crew is available give your group a briefing, letting you know important information about your visit and how to get the most out of your day. We will also confirm your group's final numbers and ask you sign a receipt to confirm this. Your invoice will be sent on the next working day after your visit.

**If you are late, we will try to accommodate changes for your group, but this will not always be possible** and we may have to change or cancel elements of your schedule; therefore please aim to arrive at the agreed time. If you think you will be late, please call our Bookings Team and 0116 258 2111 and they will endeavour to alter your schedule.

We will provide storage **only** for your lunches, which will be accessible only at your allotted lunch time. Please keep all other personal items with your during your visit.

If your schedule includes workshops or additional activities, please have your students in the relevant groups ready five minutes before the allocated start time, waiting in the correct area.

### 3. Lunch Time

**All groups are allocated 30 minutes for your lunch slot.** Your start and end times can be found on your booking confirmation letter. Please help us and other groups by keeping to this schedule. Please note, catering is not provided. If you miss your lunch slot we cannot guarantee an alternative time due to limited capacity and availability.

**Please note that the National Space Centre is only able to store packed lunches and not school bags or coats due to the limited storage we have available.**

### 4. The Exhibition and Gallery Trails

To make the most of your visit, we recommend that you download and print the Gallery Trails that are available from the link below. We can also provide you with the answers, providing that you request them from the bookings team via phone or email.

Alternatively, we would be happy to print them off ready for you to collect upon arrival at an additional cost of 12p per page, which can be added to your invoice; please inform the Bookings Team at least one week prior to your visit.

### 5. The Exhibition and Gallery Trails

**You have been allocated a specific show and time slot.** Please make sure you are at the entrance to the planetarium 5-10 minutes before the start of your show. If the show has already commenced, you will be denied entry in line with our own health and safety regulations.

If you have missed your show for any reason, it *may* be possible to book you into a different show time. However, this cannot be guaranteed due to availability and is decided by the Duty Manager on the day of your visit. Please note, we cannot guarantee the same show will be available at a later time.

### 6. TetraStar Experience

Please be aware that your booking does not include access to the TetraStar Spaceport experience. We do not run the short TetraStar Spaceport experience on term-time weekdays; the only way to access TetraStar Spaceport for school groups is to book a workshop session in advance. For more details, please contact the bookings team.

### 7. The Video Booth (Interactive Exhibit)

Our Video Booth is free to use for school groups and can be located in our 'Home Planet' gallery. To operate, you need to enter the booth and follow the instructions on screen; the booth asks if you would like to have your video sent via E-mail or SMS, however this is optional.

Once you finish, your performance is shown on a screen outside the booth. If you opted into sharing your video, it may take a short while to receive your video.

**By uploading the video, you agree to the National Space Centre's Terms and Conditions.**

## 8. The Shop

If required, our Duty Managers may allocate you a **30-minute slot** in the gift shop, outlined in your itinerary upon arrival. If you have been allocated a shop slot, please stick to it. If you haven't been allocated a slot and still wish to visit, you may go to the shop at any time, in small groups.

## 9. Home Time

When you are preparing to leave, please notify a member of our Space Crew who will arrange for your lunch boxes to be given back to you. Please ensure your group has all your belongings with you before you depart, and of course, have a safe journey home.

## 10. Lost Property

**Any items brought into the National Space Centre are done so at your own risk.** However, if you or a member of your group has left anything behind after you leave, please contact us as soon as possible by calling 0116 261 0261 or emailing [info@spacecentre.co.uk](mailto:info@spacecentre.co.uk) so we can check Lost Property to see if anything has been handed in.

### Have a fantastic day, but please remember...



You are responsible for supervising your students at all times



Respect and be considerate of other visitors. You are representing your school!

- Students are reminded not to run whilst in the building

- Whilst using the lifts, students require adult supervision from the school



Bad behaviour will **not** be tolerated - we have the right to ask your group to leave if we deem it necessary



By signing your confirmation letter, you accept responsibility for your group's behaviour and discipline - any damage caused by your group will be your responsibility to cover the cost of



Please speak to member of staff on the day if you have any queries