



These guidelines and terms and conditions outline what is expected by Worcester Cathedral, the school making the booking and its staff before and during the schools visit to the Cathedral.

1. Booking	<ul style="list-style-type: none">i. The School should inform the Cathedral of their learning aims for the visit, numbers and ages of students and any specific learning or accessibility needs to allow the Cathedral to prepare for the day.ii. The Cathedral will select an appropriate day and ensure that it is reserved in the Cathedral calendar. The Cathedral will make sure that the learning aims of the visit are achievable within what ever other events and activities are taking place in the Cathedral.iii. The School will not have exclusive use of the Cathedral or any specific areas unless agreed in writing.
2. Prior to Visit	<ul style="list-style-type: none">i. The Cathedral will create a plan for the day in consultation with school staff that meets the learning aims.ii. The Cathedral will provide a clear plan for the day, including timings, directions to meeting point, grouping numbers, risk assessment guidelines and other helpful information as requested by the school.iii. The School is responsible for ensuring the plan meets their aims, organising groups and that enough staff accompany the trip.
3. Cancellation	<ul style="list-style-type: none">i. There is no charge if the school cancels the booking provided the school gives at least two weeks notice.ii. If the school gives less than two weeks notice then there is no charge provided the circumstances are beyond their control, such as weather or staff absence.iii. Failure to provide adequate notice may mean the school is invoiced for an amount up to and including the full cost of the visit.iv. There may be circumstances beyond the Cathedral's reasonable control that mean that the visit cannot take place. The Chapter of Worcester Cathedral shall not be liable for any loss or damage arising from a breach of the terms and conditions of this Agreement which occur as a result of a Force Majeure reason.v. By "Force Majeure reason" we mean a result of causes beyond a party's reasonable control including (but not limited to) fire, flooding, explosion, damage to the whole or part of the Cathedral building rendering it unsafe or unusable, communicable disease, death of the Monarch or a senior member of the Royal Family, civil unrest, terrorism, strikes, delays in transportation, failure in utilities or services or the inability to obtain any necessary information or consent from any authority.
4. Arrival	<ul style="list-style-type: none">i. School groups will normally be met at the Edgar Tower and brought to the South Slype entrance and will be taken directly to the Undercroft. A map will be provided with guidance prior to the visit.ii. School groups should only arrive at the North Door if pre-agreed.iii. On arrival the group leader will confirm with the Lead member of Cathedral staff (Visit Lead) the total number of students and accompanying staff in the group. This is for health and safety, emergency evacuation and invoicing purposes.

5. Group Size	i. There is no current limit to group bookings, although any group over 100 will be discussed with the Vergers prior to booking and will need careful planning.
6. Welcome	i. The Director of Learning or designated Visit Lead will provide a welcome and health and safety briefing to all groups. ii. The following should be covered in the briefing: <ul style="list-style-type: none"> ○ Moving around safely in the Cathedral (walking, sticking to the group, respecting all visitors) ○ Toilet location(s) ○ What to do if lost ○ Emergency Evacuation ○ Overview of the schedule
7. Schools Responsibilities	i. The School will be expected to have an accurate record of all people within the group while they are visiting the Cathedral. This record will not need to be shared with the Cathedral. ii. Schools are asked to check that all children and adults in the group are well prior to the visit and any unwell child or adult should not come on the visit. iii. Schools are responsible for having adequate safeguarding provision for their students, ensure that adequate risk assessments have been carried out and that all staff know their responsibilities on the day.
8. School Staff Responsibilities	i. School staff refers to any trip members responsible for supervising of the visit, which may include parents or other volunteers. ii. School staff are responsible for ensuring the safety and behaviour of their students throughout the visit. iii. A member of school staff should remain with every group throughout the visit unless previously agreed.
9. Volunteers	i. The Cathedral will use both paid staff and volunteers to deliver the content of the visit to the schools. ii. All volunteers are DBS checked, safeguarding trained and have received comprehensive training in the curriculum offered by the Cathedral. iii. Volunteers are not expected to manage students' behaviour or safety during the activities, tours and workshops of the visit.
10. Special Educational Needs	i. The Cathedral will do all we can to ensure the visit is a positive learning experience for all students whatever learning needs they may have. ii. The school should inform the Cathedral ahead of the visit of any general needs and any particular needs that might be relevant to the group without sharing information that should remain confidential. iii. School staff should monitor SEN students during the activities and should support the students who may struggle to access the activities. Workshop leaders can be informed as well if deemed appropriate, but they should not be expected to adapt their delivery without prior notice. iv. The Cathedral can provide reasonable adaptations for individual students provided advanced notice is given. (For example coloured paper) v. Please note that due to the nature of the ancient building some parts of the Cathedral are inaccessible to those with access needs. Alternate provision can be made (such as remote connection to the tour group) if planned in advance.
11. Toilets	i. The visiting group will usually have exclusive use of the Undercroft toilets for the duration of their visit. On occasion it maybe they are shared with another school group visiting.

	<ul style="list-style-type: none"> ii. The education visiting group will not normally need to use public toilets, but they are available in case of large groups. School staff are responsible to ensure these are used safely and appropriately. iii. School staff are responsible for supervising the use of the toilets by the students. This is to ensure they are used appropriately, and also to ensure members of the public do not try to use the toilets at the same time (while the Cathedral will do all they can to ensure this doesn't happen it is possible for the public to access them) iv. Prior to tours the opportunity to visit the toilets will be given to students. v. If a student needs to visit the toilet during a tour then they will be accompanied to the toilets by a school staff member. If this leaves the group without a staff member then the whole group should accompany them back to the Undercroft.
12.Groups	<ul style="list-style-type: none"> i. Students should be divided into groups prior to arrival. School staff will be responsible for organising the groups. ii. The Cathedral staff will inform the visit coordinator how many groups they will require. This will depend on the size of overall visit and number of education staff/volunteers available. iii. These groups will be limited to 15 students wherever possible and ideally should be 10-12 students. iv. Normal practice is that every group should have at least 1 member of staff assigned to it.
13.Tours	<ul style="list-style-type: none"> i. Tours will follow any restrictions in place on the day of the visit to the Cathedral, including not accessing areas closed to the public, with the exception of the Undercroft, and working round any services or events. ii. While we will make every effort to inform groups of any unusual restrictions in place prior to their visit we cannot guarantee access to all areas of the Cathedral.
14.Lost Child	<ul style="list-style-type: none"> i. As part of the welcome students should be informed of what to do if they become separated from their group. They are to find an adult with a green sash, or Cathedral Staff lanyard, or another group and inform the teacher. ii. VWAs, Vergers and Welcomers will be aware that school groups are visiting and if they see a child they should inform the Visit Lead on Radio and sensitively approach the child offering to help them find their group. iii. The Director of Learning or Visit Lead will be in radio contact with Vergers/VWAs throughout the visit and will inform them of any lost child. iv. If a volunteer or teacher realises that a student is missing from their group they should inform the Director of Learning, or Visit Lead if available, or a Verger or VWA as soon as possible and then bring the group back to the Undercroft.
15.Lunches	<ul style="list-style-type: none"> i. A space will usually be provided for groups to eat their lunches. This will normally be the Undercroft. If weather permits the group will be able to eat their lunch outside. ii. School staff can use the Cloisters Café for takeaway food and drinks. It is at the school's discretion whether students are allowed to use this. However, this is only recommended for smaller groups as for large groups Café staff should be informed ahead of time and it should be managed by the school so that the small café is not overwhelmed and there is time in the break provided for students to get through.
16.Shop	<ul style="list-style-type: none"> i. The Learning Team has a pop-up shop that can be used to sell a limited range of Cathedral souvenirs to the school groups visiting. School staff

	<p>will be informed of this ahead of time and can request that this is not brought out.</p> <p>ii. Students may also visit the Cathedral shop, at the discretion of the school staff. Large groups should be managed by the school and inform the shop ahead of time.</p> <p>iii. It is helpful to know if groups wish to visit the shop prior to the visit so that time can be included in the day.</p>
17. Health and Well-being	<p>i. If a student/school staff member falls ill during the visit they will be provided with a space to wait with a member of school staff while suitable arrangements are made for them to return to school or home.</p> <p>ii. If a member of the Cathedral staff/ volunteers falls ill or develops symptoms of a contagious illness during the visit, they will need to inform the Director of Learning or Visit Lead and leave the Cathedral immediately.</p> <p>iii. School staff, students and Cathedral staff or volunteers are all asked to not attend the Cathedral if they have symptoms of any contagious illness.</p>
18. First Aid Emergency	<p>i. If an accident occurs and first aid is required, the Duty vergger should be called for immediately by the cathedral staff or volunteer with the injured person.</p> <p>ii. Normal procedure would be for the school to manage administration of first aid, however, if that is not possible, or urgent first aid is required then it should be delivered by a trained member of staff. Currently this includes the Learning Team Staff and all Verggers.</p> <p>iii. Even if the school staff member carries out the first aid the Duty vergger should still be called.</p> <p>iv. A record should be kept in the incident book kept by the verggers. The Director of Learning should be informed at the earliest opportunity.</p>
19. Insurance	<p>i. The Cathedral holds Public Liability Insurance with the Ecclesiastical Insurance Group. This insurance covers all activities the Cathedral runs. A copy is available on request.</p> <p>ii. Schools are expected to have their own insurance provision for the visit.</p>
20. Emergency Evacuation	<p>i. In the event of an emergency, Cathedral Staff/Volunteers with the groups will escort them from the building by the nearest safe exit, making a check of the number of people with them.</p> <p>ii. Cathedral staff/Volunteers will then escort the groups to College Green if on the South Side, or College Yard if on the north side, where they will be checked that all are present.</p> <p>iii. The school group leader will be responsible for checking all members of their group are present and well. The Director of Learning or Visit Lead will do this for the cathedral staff/volunteers that are part of the visit.</p> <p>iv. As soon as the check is complete the Duty Vergger should be informed that either all are present, or the number and last known location of those unaccounted for.</p> <p>v. If the school group is split between the two locations then they will be reunited at the earliest opportunity, once the immediate checks are complete and the Duty Vergger agrees it is safe to do so.</p> <p>vi. While the education/song school gardens are not a suitable evacuation location as they are enclosed, if a group is in them at the start of an evacuation, they should not re-enter the Cloisters or Cathedral or Song School to get to College Green, until told to do so by the Duty Vergger.</p>

21.Safeguarding	<ul style="list-style-type: none"> i. The Safeguarding of the students during a visit is the primary responsibility of the school, however the Cathedral views safeguarding as of the utmost importance. ii. Safeguarding is the responsibility of all volunteers and staff at the Cathedral. iii. If a member of Cathedral staff or a volunteer has any concerns raised or are observed during a visit these should be written down and passed to the Director of Learning at the earliest opportunity. If they relate to the Director of Learning they should be passed to the Chief Operating Officer (COO). iv. If a volunteer/staff member has a concern not related to a school visit they should be passed directly to the COO. v. If the school has any safeguarding concerns related to the Cathedral, they should contact the COO of the Cathedral. vi. The COO is the designated safeguarding lead. In their absence it is the Diocese Safeguarding Advisor. Please see notices in the Cathedral for the up-to-date contact details.
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Please refer to the relevant risk assessment for additional information.

Date of Review	July 2023
Date for next review	September 2024
Owner	Director of Learning and Community Involvement
Signed	