



CHILTERN OPEN AIR MUSEUM

School Visits - Frequently Asked Questions

BEFORE YOUR VISIT:

<i>What paperwork will I receive once I book a visit?</i>
Once your booking is confirmed, you will receive an email with the following documents: Booking Confirmation, Invoice (please pass to your Finance Office for payment), Additional Information Form (please sign and return), Guidance Notes for workshops, Site Map, FAQ Document.
<i>When will I receive my timetable?</i>
A detailed timetable will be sent by email approximately two weeks before your visit date.
<i>Where will we eat our lunch?</i>
With every school booking, we allocate an indoor lunch venue for 30 minutes.
<i>Do I need to advise you about specific needs in my class?</i>
Yes please. Our workshop leaders need to tailor the session accordingly. Please provide information on allergies, hearing/visual/mobility impairments, coordination issues, behavioural needs and ESOL . Please be aware that our compact gravel paths are not ideal for wheelchairs and some paths can become very muddy in bad weather. The most accessible route around the Museum is marked by a dotted line on the Map and some buildings are equipped with temporary ramps to enable wheelchair access. We regret that the Woodland Walk is not suitable for wheelchairs.
<i>Can I come and visit the Museum before my School Trip?</i>
Pre-visits are welcomed and we allow free entry for up to two members of staff. We are a 45-acre site so it is very helpful to physically walk the distances, locate your workshop and lunch venues, and carry out a risk assessment (please wear suitable footwear). Email us to book this: learningteam@coam.org.uk <i>*NB: During November, February and March, pre-visits can only take place Mon-Fri, 11am-3:30pm*</i>
<i>Do you have a risk assessment that I can use?</i>
Yes, this is available on our website. Please use the sections most relevant to your visit: https://www.coam.org.uk/wp-content/uploads/2016/03/All-workshops-General-Evaluation-of-Risk.pdf We will also email you an enhanced risk assessment for prehistory workshops involving fire.
<i>Can we visit the Museum Shop?</i>
Our shop is available to visit on a pre-arranged basis during our public opening times April – October. You can also pre-order shop packs that are themed around your workshops, for £4 per child, which are available at all times. Please email us to arrange these: learningteam@coam.org.uk
<i>Is there a cancellation fee?</i>
As stated in our terms and conditions, once you confirm your booking via email/phone, we consider it complete. If we do not hear from you to the contrary within 7 working days of your confirmation, all admin processes will be actioned. Any cancellation from this point onwards will incur a minimum cost of £100 per class group. All cancellations within 30 days of your visit will incur the full booking cost.
<i>How can we prepare the children for our visit?</i>
Use the 'About Us' section of our website to talk to the children about the Museum and its purpose. Make links with your school topics and show them the following video: https://www.coam.org.uk/schools/managing-your-school-trip/video-school-visit/



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ON THE DAY OF YOUR VISIT:

Is there coach parking?

Yes, there are designated coach bays in our car park. Parking is free.

What should children wear for the visit?

We are an outdoor site so please dress for the weather! Sunhats are essential when it's hot and waterproofs are often needed throughout the year. It is important that children have their legs/arms covered at all times, even when warm, due to ticks in the grass/woodland. We also recommend they wear tracksuit bottoms/jeans with school tops and wellies/walking boots. Some coach companies won't allow the children on with muddy boots, so please consider bringing a change of footwear.

What should we bring?

Children will make items during some workshops (Iron Age, Romans, Anglo-Saxons, Owl Babies, Wolf Brother, Goldilocks, Three Little Pigs). Please bring a box large enough to carry these items back to school. There is space to place lunches down at each workshop venue. We would suggest lunches consist of items that are easily disposed of after lunch. Bags and coats must be carried with you at all times.

What happens when we arrive?

A member of the Education Team will welcome you by the entrance gate and give you a copy of your timetable and a map. We will deliver a short safety brief to all children and adults. You won't be escorted to your workshop venue, but we can provide guidance on your locations using the site map.

What happens if we arrive late?

It is essential to stick to your timetable. We are a busy site and lunch/workshop venues are heavily used. We will do our best to adapt timings if you arrive late, but unfortunately it isn't always possible.

What happens in the case of bad weather?

Generally, we will continue as normal through poor weather. In cases of severe weather, such as extreme high winds or heavy snow, we will contact you if we need to postpone your visit.

Can children refill their water bottles?

Yes, there are drinking water stations spread across the site at three locations marked with the following symbol on your site map: 

Where are the toilets located?

There are toilets spread across the site at three locations; No. 3, 14a and 31 on our map. All locations have accessible toilets within them.

Does the Museum provide First Aid?

There will be a member of Museum staff on duty who is trained to provide basic First Aid, however we ask you to take responsibility for your children's welfare by bringing your own First Aider and First Aid kit. Please keep safe any medical items you need to bring for your children, e.g. epipens, inhalers.

What can we do during free time?

The site is secure and restful; enjoy sitting with your children on the Village Green in good weather and eat lunch together. Encourage your children to play and enjoy the spaces sensibly. You are welcome to explore the historic buildings around the site, but please be aware that other schools may have booked sessions within certain buildings, in which case you won't be able to visit these unless you pre-book a slot with us. Please also enjoy our Woodland Walk and Playground (weather-permitting). We also have a Sensory Trail and Orienteering Courses available to download and print for use during your visit: <https://www.coam.org.uk/learning/outdoor-learning/>



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ON THE DAY OF YOUR VISIT (Continued):

Do you have behaviour guidelines?

Teachers remain responsible for children's behaviour at **all times** when visiting the Museum – this includes during the workshops. Whilst our workshop leaders will direct the learning, school staff and accompanying adults must appropriately manage the behaviour of the cohort so that our workshop leaders can focus on delivering an inspiring and engaging workshop. Children must not be left unaccompanied at any time, even if one of our Museum staff is present.

Will other schools be visiting?

It is highly likely that other schools will be onsite at the same time as you, along with members of the public. We would ask that your children are supervised at all times and that they behave appropriately so that everyone can enjoy the Museum safely. Please also encourage your children to be respectful and quiet when passing a building/space where another group are enjoying a learning session.

Can our staff and adult helpers purchase refreshments?

In February, March and November, you can buy self-service tea/coffee/water in Skipplings Barn (No. 13 on map) via an honesty box, so please bring small change with you for this. During the rest of the year, you can buy tea/coffee/water and other refreshments from our café at Wood End (No. 28 on map)

How can I give my feedback?

After your visit, you will be sent an online evaluation form by email. Please complete this or send an email directly to: learningteam@coam.org.uk

What if my question isn't on this list?

For any other questions, please contact the Learning Team directly:
01494 875542 or learningteam@coam.org.uk