

7) GENERAL TERMS AND CONDITIONS OF ENTRY (March 2017)



Castle House and Grounds (The Munnings Art Museum)

General Conditions of Entry

1. These General Conditions of Entry ("**General Conditions**") apply to your entry to and use of Castle House (the museum), its grounds (including the car park), the Artist's Studio and the Garden Café (together, the "**Premises**").
2. In these General Conditions, "we", "us", "our", and "Trust" mean the Castle House Trust, its employees, agents, and independent contractors; "you" or "your" refers to you, or any person with you, including any dependents or children under your supervision.
3. In addition to these General Conditions, there may be specific conditions of entry that apply to specific facilities on the Premises (such as the car park) or to your use of the Premises during events run by the Trust, events run by the Trust in conjunction with third parties, events arising from the hire of the Premises by a third party or private visits by groups or individuals outside advertised opening hours. The terms of these General Conditions (apart from paragraphs 4.1-4.4) shall prevail over the terms of applicable specific conditions to the extent of any inconsistency between them.

4. Admission

Visitors are admitted to the Premises at the hours and under the conditions stated below:

4.1 Opening hours

The Premises are open for visitors from 1 April to 30 October 2017, 2pm to 5pm every Wednesday, Thursday, Friday, Saturday, Sunday and Bank Holiday Mondays.

All visitors are required to have left the Premises by the appropriate closing time; visitors may therefore be asked to leave Castle House, its grounds, the Artist's Studio or the Garden Café before the time at which the Premises themselves close.

The Garden Cafe and Castle House grounds are accessible prior to the house opening: 1 April to 30 October 2017, Weds, Thurs, Fri, Sat, Sun from 10am to 5pm.

We reserve the right to close all or part of the Premises at any time without prior notice in the interests of security or for other reasons. If it is necessary to close the Premises temporarily, visitors may be prevented from leaving whilst the Premises are closed.

4.2 Admission charges

You must have a valid ticket to enter Castle House and the Artist's Studio.

Admission: £6, child (aged 5 -16 inclusive) £1. Under 5s free.

4.3 Group visits

Pre-arranged group visits during normal opening hours pay the concessionary rate of £5 per person. A group booking enquiry form is available from the Office and on the Castle House Trust's website (www.munningsmuseum.org.uk)

The leaders or organisers of groups may be required to divide their groups into sub-groups which are small enough to avoid inconvenience to other visitors. Groups of more than 10 may not be admitted if their visit has not been pre-arranged.

Private group visits at times when the museum is closed are subject to a minimum charge of £200 for up to 20 people. Additional people are charged at £8.50 per person. Private visits last for 1 ½ hours. A group booking enquiry form is available from the Office and on the Castle House Trust's website (www.munningsmuseum.org.uk)

Private group visits, with a tour provided by a member of curatorial staff, at times when the museum is closed are subject to a minimum charge of £120 for up to 10 people. Additional people are charged at £12.00 per person. Tours last for 1 ½ hours. A group booking enquiry form is available from the Office and on the Castle House Trust's website (www.munningsmuseum.org.uk)

The Garden Café opens earlier than the house and may be able to offer suitable refreshments for any group visit. It is advisable to contact Hilary Perse at the café in advance on 07900 683093 to make reservations.

4.4 Supported visits for schools and specialist groups

Please contact the Office on 01206 322 127 on to discuss your requirements.

4.5 Provision for visitors with access needs

The House can be entered at ground level and there are no steps.

The Studio can be entered via an alternative entrance which is at ground level and there are no steps.

Allocated parking is available close to the house.

All ground floor galleries are accessible. There is a step up into the Courtyard gallery and a ramp can be provided. Both first floor galleries are only accessible via the main staircase.

There is an accessible **toilet** to the rear of the house, which is also directly accessible from the grounds and car park.

A **light weight wheel chair** is available upon prior request.

A **hearing loop** is installed in the Reception Area.

The **grounds** and **Garden Café** are accessible directly from the car park at ground level though there are some slightly uneven paths.

4.6 Dress code

All visitors to the Premises, as a minimum, must wear footwear and suitable clothing.

4.7 Animals

Dogs are not permitted inside Castle House, the Artist's Studio and Garden Café unless they are registered assistance animals. Dogs are permitted in the grounds but must be on a lead at all times.

Animals other than dogs may be permitted in the grounds but prior consent must be sought from the Trust.

4.8 Refusal

We reserve the right to deny entry to the Premises to any person for any reason deemed appropriate by us, including but not limited to any breach of these General Conditions and any conduct that we consider would offend or disturb other persons on the Premises or endanger or be liable to endanger the exhibits, the fabric of the building or be otherwise undesirable (but not a reason prohibited by law).

5. Bags and clothing

- 5.1 We reserve the right to refuse to allow any bag or personal item to be brought into Castle House, the Artist's Studio and the Garden Café.
- 5.2 We reserve the right to make a charge for the storage on the Premises of any item refused under General Condition 5.1.
- 5.3 We accept no responsibility for any loss or damage sustained to items stored on the Premises pursuant to General Condition 5.2, other than loss or damage caused by our negligence.
- 5.4 You must not leave bags or personal items unattended anywhere on the Premises. We reserve the right to deal with any unattended objects in such manner as seems fit and will accept no liability for damage which may be caused in consequence.

6. Food and drink

- 6.1 Food and drink are not permitted to be consumed inside Castle House or the Artist's Studio, except as permitted by the Trust from time to time in relation to specific events at the Premises.
- 6.2 Visitors bringing their own food and drink (including alcohol) into the Premises may not consume these in the Garden Café nor in the cafe patio seating area.
- 6.3 Persons aged under 18 years may not purchase or consume alcohol at or on the Premises.

7. Children

Children must be under the supervision of a responsible adult at all times.

8. Photography

You must not take photographs, audio, or video recordings on the Premises, except as permitted by the Trust from time to time in relation to specific events at the Premises.

9. Sketching, drawing and painting

The use of charcoal, pastels, permanent markers, water colour or oil paint is not allowed in Castle House or the Artist's Studio without our prior consent.

10. Mobile phones and other electronic devices

10.1 The use of mobile phones and other electronic devices likely to create disturbance to other persons is prohibited inside Castle House and the Artist's Studio.

10.2 We reserve the right anywhere on the Premises to forbid the use of any electronic device likely to create disturbance to other visitors.

11. Behaviour on the Premises

11.1 When you are on the Premises you are responsible for your own property and behaviour.

11.2 You must comply with all lawful requests made by our personnel and all signage in relation to your entry and use of the Premises.

11.3 You must not touch or interfere with the artwork and objects on display.

11.4 You must not carry out, cause or permit disruptive behaviour, violence or harassment on or around the Premises.

11.5 You must not smoke anywhere on the Premises.

11.6 You must not be intoxicated or under the influence of drugs whilst on the Premises.

11.7 We reserve the right to require a person already admitted to leave the Premises for any reason deemed appropriate by us, including but not limited to any breach of these General Conditions and any conduct that we consider would offend or disturb other persons on the Premises or endanger or be liable to endanger the exhibits, the fabric of the building or be otherwise undesirable (but not a reason prohibited by law).

12. CCTV

Where closed circuit television is in operation on this site, images are being monitored for the purpose of crime prevention and public safety. For further information please contact the Museum Director.

13. Privacy Statement

We collect, use and disclose personal information in accordance with our Privacy Statement

14. Exclusions

If anything in these Conditions is illegal or unenforceable, that part is to be disregarded and its removal will not affect the rest of the Conditions.

15. General

- 15.1 Certain laws provide non-excludable statutory guarantees, conditions or warranties for the supply of certain goods and services. Nothing in these General Conditions is to be taken to exclude, restrict or modify any guarantee, condition or warranty that we are prohibited by law from excluding, restricting or modifying.
- 15.2 Subject to General Condition 15.1, we are not responsible for any loss suffered by you that was not caused by our negligence or that was not reasonably foreseeable. We are also not responsible for business losses (such as lost data, lost profit or business interruptions), loss suffered by non-consumers or any increase in loss that was caused by your breach of these Conditions or your negligence. You agree to release and indemnify us in respect of any claim made against us, as a consequence of, in relation to, or in any way arising out of, your use of the Premises where you breached the law, these Conditions or your conduct is negligent.