

6) General Conditions of Entry



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 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 Museum; Castle House and Artist's Studio are open for visitors 5th April to 22nd October 2023, every Wednesday, Thursday, Friday, Saturday and Sunday, 1.30pm 4.30pm.

Open Bank Holiday Mondays, 1.30pm 4.30pm.

Open Easter Sunday, 1.30pm 4.30pm.

Closed 6th and 7th May for the Coronation. Open Monday 8th May, 1.30pm 4.30pm.

The Café is open 5th April to 22nd October 2023, every Wednesday, Thursday, Friday, Saturday and Sunday from 10am to 4.30pm.

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The museum grounds and Artist's Studio are open to visitors without an admission ticket.

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 and the Artist's Studio before the time at which the Premises themselves close.

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

Visitors must purchase a valid ticket on entering Castle House.

Admission charges:

Adult (including Seniors) £12

25s and under Free

Student £9

National Art Pass holder £6

Year Pass Holder Free (to purchase pass £20)

Lifetime Pass Holder Free (to purchase pass £350)

4.3 Group visits

Pre-arranged group visits at any time (including out of hours) pay the concessionary rate of £9 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.

The Café at The Munnings Art Museum opens earlier than the museum and may be able to offer suitable refreshments for any group visit. It is advisable to contact the Café in advance on 01206 322127 (option 5) to make reservations.

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4.4 Supported visits for schools and specialist groups

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

4.5 Provision for visitors with access needs

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

Allocated parking is available close to the museum.

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** with baby change facilities to the rear of the museum, which is also directly accessible from the grounds and car park.

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

The **grounds, accessible toilet** and **Café** building are accessible directly from the car park at ground level though there are some 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 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. Parking

Parking is at your own risk. We accept no responsibility for any loss or damage sustained to vehicles or contents on the Premises other than loss or damage caused by our negligence.

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6. Bags and clothing

- 6.1 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 Café.
- 6.2 We reserve the right to make a charge for the storage on the Premises of any item refused under General Condition 6.1.
- 6.3 We accept no responsibility for any loss or damage sustained to items stored on the Premises pursuant to General Condition 6.2, other than loss or damage caused by our negligence.
- 6.4 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.

7. Food and drink

- 7.1 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.
- 7.2 Visitors may bring their own food and drink (including alcohol) into the Premises for consumption in the allocated or pre-agreed areas.
- 7.3 Persons aged under 18 years may not purchase or consume alcohol at or on the Premises.

8. Children

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

9. Photography

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

10. 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.

11. Mobile phones and other electronic devices

- 11.1 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.

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

12. Behaviour on the Premises

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

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

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

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

12.5 You must not smoke anywhere on the Premises.

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

12.7 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).

12.8 Ball and throwing games are not allowed on the Premises.

13. CCTV

Closed circuit television is in operation on the Premises and images are being monitored for the purpose of crime prevention and public safety. For further information please contact the Museum Director.

14. Privacy Statement

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

15. 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.

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16. General

- 16.1 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.
- 16.2 Subject to General Condition 16.1, 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.