

## Terms of Educational Group Visits

We'd like to extend a warm welcome to visiting teachers, staff and students and hope you have an enjoyable time with us. Now that you have completed your booking, we kindly ask that you read the following information to prepare for your visit.

We have a few guidelines that we wish your group to respect whilst visiting us. These guidelines ensure that both you and your group have an enjoyable experience and get the most out of the day.

### Preparations

Please organise your students into groups prior to arrival to assist our staff in separating them for their cave tours and/or fieldwork activities on the day. This is much easier when students have a clear understanding of where they should be. Visiting staff are asked to assist Marble Arch Caves guides with managing students to ensure the day runs as smoothly as possible. We recommend students disembark from their bus/coach in pre-agreed groups to help our Customer Service Team assign them to the correct tour/activity time slot.

### Clothing

Temperatures may be much cooler in the caves and outside on educational activities. Warm clothing and flat footwear is recommended (if applicable, please refer to your fieldwork activities guide). Rain gear (waterproof clothing) and sturdy footwear with good ankle-support are also recommended for outdoor educational activities. Note, that students undertaking field activities may visit sites which can be muddy and wet. Students who arrive without appropriate attire may be refused entry on field activities if weather conditions are unfavourable.

Please note the Marble Arch Caves do not have changing facilities for school groups. Please ask students to arrive dressed appropriately for their activity.

### Food

We recommend all students bring a packed lunch. Packed lunches can only be eaten in the designated areas (outdoor picnic areas, the classroom (if booked beforehand with MAC) and a downstairs seating area). During busy periods it may not be possible to seat you at the time you require, and sometimes it may be necessary for you to eat your lunch on your coach. All of our picnic areas are open-air.

The Marble Arch Caves also hosts the Marble Arch Café. If you have students who wish to avail of food or beverages during their visit, we kindly ask that you inform us of numbers in advance of your visit as they can only accommodate a limited number of clients. The café opening hours vary throughout the year. For information on opening hours visit our website at [www.marblearchcaves.co.uk](http://www.marblearchcaves.co.uk).

### Classroom

The Marble Arch Caves classroom facility can accommodate a maximum of 40 students. This can be booked by visiting schools, however we recommend you book in advance to ensure it is available for the day of your visit. If you wish to book the classroom during your visit, and you haven't informed us already at the time of booking, please call us at your earliest convenience to make arrangements with our Customer Service Team.

### Medical

It is the responsibility of the school/authority to have the medical history of all students participating in the excursion to the Marble Arch Caves. Teacher/Adult supervisors are responsible for informing the Marble Arch Caves Duty Officer of any medical condition or assistance needs of students upon booking.

It is the responsibility of the visiting school to ensure that all students with a medical condition bring appropriate medication with them for the visit otherwise they may not be permitted to partake in the guided tour or fieldwork activities. This is particularly the case for individuals with any cardiac or respiratory conditions.

### Arrival

Upon arriving at the Marble Arch Caves please **report to reception**. If you anticipate you may arrive late, or may need to leave early, please let us know in advance by calling our Customer Service Team on **+44 (0) 28 66321815**. Please note we may not always be able to accommodate late arrivals as our cave tours and field activities run to very strict time slots.

## Supervision on Tours or Educational activities

Adult supervision should be at least one adult per 17 students. This adult will be given free admission. Control should be exercised from the moment of arrival. Please assist the guide by keeping the group together and ensure that everyone stays on the paths. If students do not follow guide instructions or their behaviour/conduct affects our ability to provide a service to the school or other users of the facility, we reserve the right to cancel a session or tour at any time. Students are expected to behave in accordance with our Code of Conduct.

## Safe Visit Standards

The Marble Arch Caves now operate on-site visits in line with local government guidance and standards to mitigate the spread of COVID-19.

Educational cave tours and field activities have been adapted to reflect best practice on social distancing, general hygiene and controlled group management.

A number of measures have been implemented to provide a safe environment for visitors throughout the day, including the installation of hand-sanitising stations throughout the building, directional floor markings, centre signage, and our reception area has been adapted to allow safe interaction with our customer service staff.

At present, we kindly ask all visitors over the age of 13 years to wear a face covering during their time with us.

For more information please read the 'Education COVID-19 Guidance' section on our website.

## Covid-19 and Equipment

To help mitigate the spread of COVID-19 we ask students to only bring what they need when on tour and on field activities. Please ask students to leave all school bags and unneeded attire on your bus/coach and retrieve when needed. We do not have any secure areas where bags can be left.

For educational programmes which include the use of Marble Arch Caves field equipment strict procedures are in place for sanitisation.

## Consideration of Other Users

Members of the general public are also visiting the show cave and local areas at the same times as groups, and so it is important that the behaviour of groups is well controlled for the enjoyment of all our visitors.

We kindly ask students to remain with their

teacher and in their group at all times to help us to maintain social distancing and to reduce interaction with other users.

## Cave Formations

Our delicate cave formations are thousands of years old. We would appreciate it if you could inform your students of the importance of these fragile formations prior to their visit.

## Leave No Trace

Here at the Marble Arch Caves we are ambassadors of leave no trace. We kindly ask that your group adopts leave no trace principles throughout their visit <https://Int.org/why/7-principles/>

## Photographs/Photography & Videography

Visiting schools are permitted to take photographs/videos within the showcave and on field activities with the sole purpose of using them for school use. Photography/videography for commercial use is prohibited.

## Closure

Due to the unpredictability of weather, we reserve the right to withdraw the cave tour or field activities without notice. We will do our utmost to give you advanced warning of any such occurrences. If you would like to check the status of a tour on any given day, please contact our reception team on 028 6632 1815 on the morning of your visit.

**If you have any further questions in relation to any of the items discussed, please contact us directly on the contact details provided. We look forward to your visit with us.**

## Development Team

Marble Arch Caves

Phone us +44 (0)28 66321815

Email [mac.development@fermanaghomagh.com](mailto:mac.development@fermanaghomagh.com)

## **Marble Arch Caves Code of Conduct**

**For the visit to be both beneficial and enjoyable for all, pupils are expected to:**

- behave responsibly and show consideration for others, including fellow pupils, staff of the Marble Arch Caves and members of the public;
- comply with the instructions given by staff of the Marble Arch Caves;
- abide by all rules and regulations raised by staff or highlighted via signage;
- in the event of an emergency, follow emergency procedure instructions;
- be respectful at all times
- understand the use of inappropriate/bad language is not acceptable;
- look after your own possessions and anything you borrow;
- keep all facilities clean, tidy and undamaged;
- inform teachers/adult supervisors at your school if you have any medical conditions. injuries or severe allergies;
- inform a member of staff if you have any concerns about safety or security;
- understand that the possession and use of alcohol, non-prescribed drugs and/or illegal substances is strictly forbidden;
- report any damaged or unsafe equipment;
- wear appropriate clothing;
- comply with any restrictions on the access to and use of social media and online services including agreement on the safe sharing and posting of photographs, videos and other information.

comply with local government guidance, and site-specific guidance, on measures to mitigate the spread of COVI-19 e.g. social distancing, the use of face coverings when appropriate and hand hygiene.

understand the Marble Arch Caves reserves the right to stop an activity at any time if they believe any of the above mentioned are not being adhered to.

Please read each statement carefully and tick to confirm each part of the code is understood and agreed to.