

## You've booked your online session! What next?

Thank you for booking your online learning session with People's History Museum (PHM). PHM is the home of **ideas worth fighting for**, where learning about our radical past and the fight for democracy will spark curiosity, imagination, discussion and debate!

Please read the following information before your session. If you have any questions you can get in touch with the Learning Team by email at [learning@phm.org.uk](mailto:learning@phm.org.uk).

### Session set up

The name and contact details of the group leader who will take part in the session needs to be confirmed at the point of booking; if you have not done this already please ensure that you give these details to the Learning Team at least one week before your session.

We will use Zoom to host the session, a link and password will be sent out to the group leader at least three working days before the session.

For the safety of the participants only share the link and password with the people who are in your group and attending the session.

If your organisation would prefer to use a different online platform please discuss this with a member of the Learning Team when booking.

Participants under 18 years old must be accompanied by an adult and the group leader must attend the session.

There will always be two representatives from People's History Museum present during the session.

All participants must arrive five minutes before the session start time; they will be held in a virtual meeting room until the session begins. Please open the link at least five minutes before the session is due to begin so that you can check that it is working.

All participants are asked to put themselves on mute once they have joined the session. To make the session more engaging, we ask that participants keep their cameras on, as long as they are comfortable doing so.

Some sessions come with accompanying resources – please look at these and do any necessary preparation with your group before the session.

If participants are logging in from homes, it is the responsibility of the group leader to pass the link and password onto the relevant participants. Please see more details under cancellation policy.

## **Safeguarding online**

PHM will not be recording sessions. We ask that group leaders and participants do not record content of sessions without prior consent from PHM. Any required links or resources can be shared with group leaders to disseminate to participants.

PHM will obtain consent prior to the session if photographing or documenting the session for evaluation or marketing purposes.

Group leaders are responsible for managing behaviour of group members. PHM does not tolerate activity or communication that demonstrates hostility towards individuals and groups, including those with protected characteristics and those facing persecution.

## **Access**

PHM is committed to removing barriers that might prevent someone from engaging with our sessions; please discuss any specific needs with us when booking your session.

## **PHM cancellation policy**

When sessions are cancelled, PHM pays the freelance artists and actors who were booked to deliver the session. We therefore have the following cancellation policy which applies to all sessions including those that are free at the point of booking.

## **Notifying us**

If you need to cancel your session, please let us know as soon as possible by contacting the Learning Team via email at [learning@phm.org.uk](mailto:learning@phm.org.uk).

We will send an email to confirm your cancellation and any cancellation fees incurred within three working days. If you do not receive confirmation in this time, please contact the Learning Team to ensure they have received your message.

## **Postponing**

If you would like to postpone your session rather than cancel, there will be no cancellation fee charged if we are able to reschedule for a date within six weeks of the original booking.

Alternatively, instead of rearranging your session you can move the booking from your school/educational setting to home settings. If this happens, group leaders are responsible for sharing session details with participants and risk assessing the session from their organisation, and all participants under the age of 16 should have an accompanying adult present during the session.

## **Cancellation fees**

Cancellations made giving notice of 26 or more working days before the booked session date can be cancelled free of charge.

Cancellations made between 11 and 25 working days before the session will incur a cancellation fee of 50% of the minimum charge.

Cancellations made ten working days or less before the session will incur a cancellation fee of 100% of the minimum charge.