



# Information for teachers and group leaders

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**Location:** St Faiths Street, Maidstone, ME14 1LH

Maidstone Museum and Bentrif Art Gallery is housed in a Tudor Manor House with additions to the building over the past 170 years. The museum's 13 galleries are home to collections linked to Maidstone's history, art collections, the Queen's Own Royal West Kent Museum (QORWK), as well as artefacts from around the world collected by Maidstone linked collectors, including an Ancient Egyptian Mummy. The Tyrwhitt-Drake Carriage Museum is also part of Maidstone Museums and houses a collection of over 60 carriages and related transport.

Admission to the main museum is free and is open Tuesday – Sunday from 10am until 5pm. (closed on Sundays during winter – October to April) The Carriage Museum is open Fri-Sun, 12-4pm April - Sept. There is a small charge for this museum.

## Contact us

Telephone 01622 602853 or 602835  
Email: [museumeducation@maidstone.gov.uk](mailto:museumeducation@maidstone.gov.uk)  
Website [www.maidstonemuseum.org](http://www.maidstonemuseum.org)

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## **1. Group visits**

There are two types of visit you can book for schools and groups coming to the museum, plus an Outreach option.

### **• Self-guided - visit only**

On a self-guided visit you manage your own session as you wish. No led session but we ask you book date, time and numbers to ensure there is ample space in the galleries. If you wish to book a lunch room, it must be done at time of booking. Please note we have limited space and schools booking workshops have priority for lunch space..

### **• Museum-led workshops**

In museum-led workshops our team lead 'hands-on' sessions that include handling of objects, artefacts or specimens. Sessions are 60 minutes and there are a variety of topics to choose from. Prices from 875 per workshop.

### **• Outreach – visit by museum team to your school**

We are able to bring some of our sessions to your school and run the workshops in your classroom/hall. These sessions run in the same way as museum based sessions and use the museum handling objects and artefacts and specimens. Please note not all our workshops can come out of the museum as some are gallery based. Charges apply – see separate price list.

We are also able to do school assemblies to kick off a topic/theme

## **Topics for study**

Our workshops cover a wide range of topics and are linked to the National Curriculum, the International Primary Curriculum (IPC) and Cornerstones Curriculum. We also offer a selection of craft workshops to complement the main workshops. A full list of workshops available are on the website or can be emailed through on request.



## 2. Booking your visit

Please note that all group visits must be booked in advance. Please give us at least two weeks notice of your visit and send through the following information to [museumeducation@maidstone.gov.uk](mailto:museumeducation@maidstone.gov.uk) :

- visit or outreach;
- the date of visit/outreach – with alternatives if possible;
- workshop/s interested in;
- year group and number of children;
- the school telephone number, address and postcode;
- the name of the teacher in charge of the group;.
- whether you have wheelchairs users or others with special needs

### **Adult/Pupil Ratios**

During your visit, pupils will be encouraged to ask questions, handle artefacts and enjoy themselves. We ask you to be responsible for their supervision, so please ensure that you bring enough teachers and adult helpers with you on the day, following the recommendations below.

**Nursery/Reception** - min. 1 to 5

**Key Stage 1 (Y1 and Y2)** - min. 1 to 5

**Key Stage 2 (Y3 - Y6)** - min. 1 to 6

**Secondary (Y7 - Y11)** - min. 1 to 10

**Post 16** - min. 1 adult per booking, recommended 1 to 30

### **RATIO: Why a ratio of 6:1 children to adult (KS2) 5:1 children to adult (KS1)?**

We have decided to set these ratios to allow children the best access and safest interaction within our museum. The museum buildings date back to the 1500's and have had many additions to it over the following centuries. These additions mean that there are a lot of smaller galleries and additional step access to these galleries. During the 'museum time' part of a visit, children are encouraged to explore the museum along with their group adult. It should be noted that at this time, children will come into contact with members of the public who will also be enjoying a visit to the museum. We feel that the children's safety is paramount at all times and that a ratio of 1:6 ks2 and 1:5 ks1 means that numbers are more manageable for teachers/adults. Many of our workshops are based in the classroom or in our Great Hall, but several of our workshops are gallery based, meaning they take place in a relevant gallery, and involve group activities where an adult is required to support the group. In these cases smaller groups are obviously more beneficial. As we believe the safeguarding of children is paramount, and in order for the visit to be most beneficial, we feel this ratio is best.



## **Maidstone Museum Schools Workshop Booking Information**

### **Information required when requesting availability for a school visit to or from**

#### **Maidstone Museum.**

Please send all these details through via email and one of the team will get back to you with available dates.

#### **Visits to the museum;**

We can currently accommodate up to 3 classes per day in the museum doing a maximum of 2 workshops each. This is subject to staff availability.

**Outreach;** we are able to deliver up to 4 workshops per day. This can be on more than one theme.

<b>Today's Date;</b>	
<b>Visit to museum (IN) or Outreach (OR);</b>	
<b>School Name, address &amp; contact number;</b>	
<b>Bookers name and contact email;</b>	
<b>Year group;</b>	
<b>Number of classes &amp; number of children;</b>	
<b>Workshop/s interested in;</b>	
<b>Preferred dates;</b> (please give several in order of preference) <i>nb; we are closed on Mondays for visits to the museum. Mondays are available and preferred for outreach.</i>	
<b>Access issues;</b> please include SEN/access details that might affect location of workshop. Eg wheelchairs etc	



Sample timetable for the day; (based on 2 workshops being booked)

	Class 1	Class 2	Class 3
<b>10.10-11.10</b>	Workshop 1	Museum time	Workshop 2
<b>11.15-12.15</b>	Workshop 2	Workshop 1	lunch
<b>12.15-13.00</b>	lunch	Lunch	museum time
<b>13.00-14.00</b>	Museum time	Workshop 2	Workshop 1
	One class		
	Two classes		
	Three Classes		

We confirm all bookings in writing. **Do check your booking confirmation form to make sure the details are correct.** Please contact us if you do not receive written confirmation within two weeks of making your booking or if you have any queries.

### **Payment:**

Please do not send any payment until you have received an invoice from MBC. Invoices are sent at the end of each calendar month and should be paid within one month of receipt. If payment is not received within the timescale set on the invoice, we will not be able to take further bookings until debt is cleared.



### 3. On the day of your visit

#### Opening hours

Tuesday -Saturday 10am-5pm all year. Sunday 12pm – 4pm April – October.

#### Parking

There is no coach parking at the museum. Coaches may drop off groups at the bus stop outside the museum on St Faiths Street/Station Road. There is pay and display car parking in Fremlin Walk Car Park for cars. The nearest coach park is on Sittingbourne Road. We have space for up to 2 mini buses but these must be booked in advance at the time of booking. . We are also able to provide a space for disabled visitors.

#### Access

We are working hard to provide physical access to as much of the Museum as possible, but please remember that as a Listed Building, much of it dating from the 16th century, access to some areas is difficult.

We have wheelchair access to the majority of the ground floor with accessible toilets . There is also access via a lift to the first floor giving access to the temporary exhibition areas, art gallery, Japanese gallery and Glass Room. There is now a new lift that gives access to The ancient Lives , Explorers and Archaeology galleries. Galleries without wheelchair access are:

- Dinosaurs
- Natural History

We regret that the **Carriage Museum** does not have a lift and there is no wheelchair access to the upper floor, although the ground floor is fully accessible.

#### Arrival

We open at 10am. We cannot accommodate entry before this time. Please have your classes divided into class groups (if more than one class). On arrival please go to the old entrance, through the courtyard at the front of the building, where you will be met by a member of the team.

We provide a trolley for coats and bags – children must leave all of their bags and coats on this trolley. No food or drink can be consumed around the museum. Please ensure children don't take food/drink around with them. Food and drink can only be consumed in a pre-arranged lunch room. A schedule will have been sent when you booked and these are the times we base the day on. Please bring a copy with you. Be aware that if you arrive late, we may have to cut down your session. Please contact the museum if you are running late on 01622 602838.



## **Toilets**

Toilets are available near the classroom and through the Great Hall. Please supervise children at all times and make sure the toilets are left suitable for further use.

## **Group lunchroom**

You are welcome to bring packed lunches and space is automatically allocated when workshops are booked. Please note allocated lunch times may vary between 30 min to 1 hour depending on number of classes attending. If you are coming for a visit only and require lunch space, please arrange this in advance as it may have already been booked by another school. To preserve the collections no food or drink can be consumed outside the designated areas. If the weather is good, you are welcome to sit in Brenchley Gardens for a picnic.

## **Supervision**

Please ensure that pupils are supervised at all times. If you have booked a workshop, this will be led by a member of the Museum Learning Team. Learning staff will concentrate on inspiring your group with objects and will encourage pupils to engage in active enquiry by handling the artefacts and replicas and asking questions. Teachers are expected to take responsibility for pupils' behaviour and should be present at all times to ensure that everyone gets the most out of a session. Please see ratio requirements.

## **Safety**

For the safety of your group and other members of the public in the galleries, please ensure that pupils walk sensibly through the Museum and are discouraged from running, splitting up from the rest of the group or causing damage to displays. Please be aware there are a lot of stairs and levels. Please also see health and safety.

## **Shop**

You are welcome to visit the shop with your class but please ensure they visit in groups of 6-8 with an adult supervising at all times, during their 'museum time' part of their visit. Alternatively goody bags can be pre-ordered for collection on the day. These need to be booked at least 2 weeks ahead of the visit by emailing [christinecharlesworth@maidstone.gov.uk](mailto:christinecharlesworth@maidstone.gov.uk). See separate list of options.

## **Photography**

Photography is allowed for personal/school use. Photography may not be allowed in certain areas – there will be notices advising you of this



## Gallery closures

Every attempt is made to keep galleries open, but on occasions areas are closed for cleaning, maintenance or redevelopment. Where practical we will notify you in advance.

## Light levels

In some areas of the museum light levels are reduced in order to protect the objects from damage.

## 4. Self Led Visits and Working in the galleries

Please remember that you are responsible for your group's care and discipline throughout the visit. Please be considerate of other visitors and other school groups. Older secondary pupils may be working independently in our museum. We expect them to behave sensibly and remain the teachers' responsibility. Younger children

must remain with an adult at all times. We welcome groups using workbooks, clipboards and similar items in the galleries. Groups using art materials are welcome to use pencils, pencil crayons. We ask you *not to use* felt tip pens, fountain pens, watercolours, oil paints, charcoal sticks or fixative sprays. We do not supply pens, pencils or clipboards. If you would like copies of our trails and activity sheets, please request these at time of booking and they will be emailed through to you.

Please take care not to touch objects or display cases with art materials, or to lean on the cases when drawing or writing. Please do not leave items unattended. Please take care not to block any routes or fire exits.



## **5. Emergency procedures**

### **Medical Emergency**

If there is an emergency while you are in the building, contact a member of the museum team. Please note, there should be a first aider within the adults on your trip.

### **Fire Alarm**

If the fire alarm sounds – a loud continuous bell:

- Lead your group quietly to the nearest fire exit. If you are with a member of the team they will lead you out and to the assembly point in the Bandstand in Fremlin Walk opposite the museum.
- Do not stop to collect coats and bags.
- Do not use the lifts.
- There are safe refuge areas for wheelchair users at the exits from upper floors.

Museum Staff will be around to advise you.

- If you have any problems contact the Chief Fire Marshal (wearing a bright yellow waistcoat labelled Fire Marshal) once in the Bandstand in Fremlin Walk opposite the museum.
- Do not re-enter the building for any reason.
- Staff will advise you when it is safe to return.

## **6. Risk Assessment**

See separate document



## **7. Cancellation Policy**

If a booking is cancelled less than four weeks before the allocated time, you will be charged for 50% of the fee.

If a booking is cancelled less than 2 weeks before the allocated time you will be charged 75% of the fee.

If a booking is cancelled less than 1 week before the allocated time or simply do not turn up on the day, you will be charged the full amount.

## **Rescheduled Bookings**

Bookings can be rescheduled at any time to take place in the same academic year, but a minimum of 2 weeks notice is required.

If less than 2 weeks notice is given you will be charged 25% of the fee.

The cancellation policy applies to rescheduled bookings.

## **The reasons we have a cancellation policy are as follows:**

Much staff time and energy goes into the booking and planning of each workshop or group visit.

Resources may have been bought and prepared well in advance of the session, therefore incurring cost.

It may be that we have had to turn away another group who wanted to book a workshop visit in that time slot.

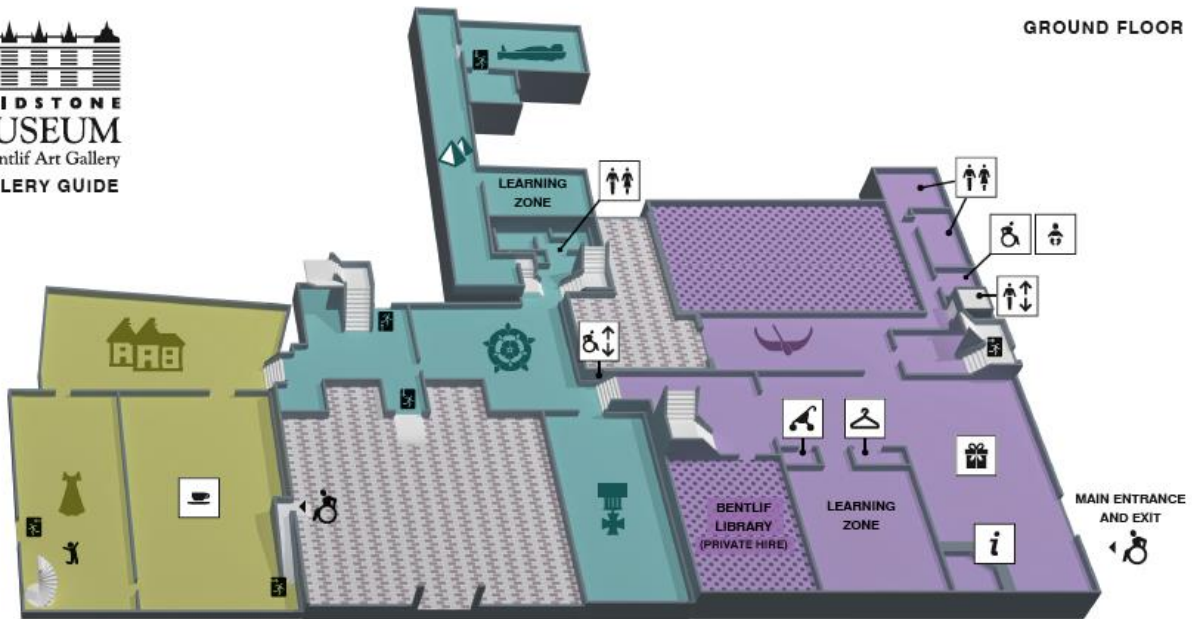
If you have any questions, please speak to one of the Learning Team:

**01622 602853 or 602835 [museumeducation@maidstone.gov.uk](mailto:museumeducation@maidstone.gov.uk)**



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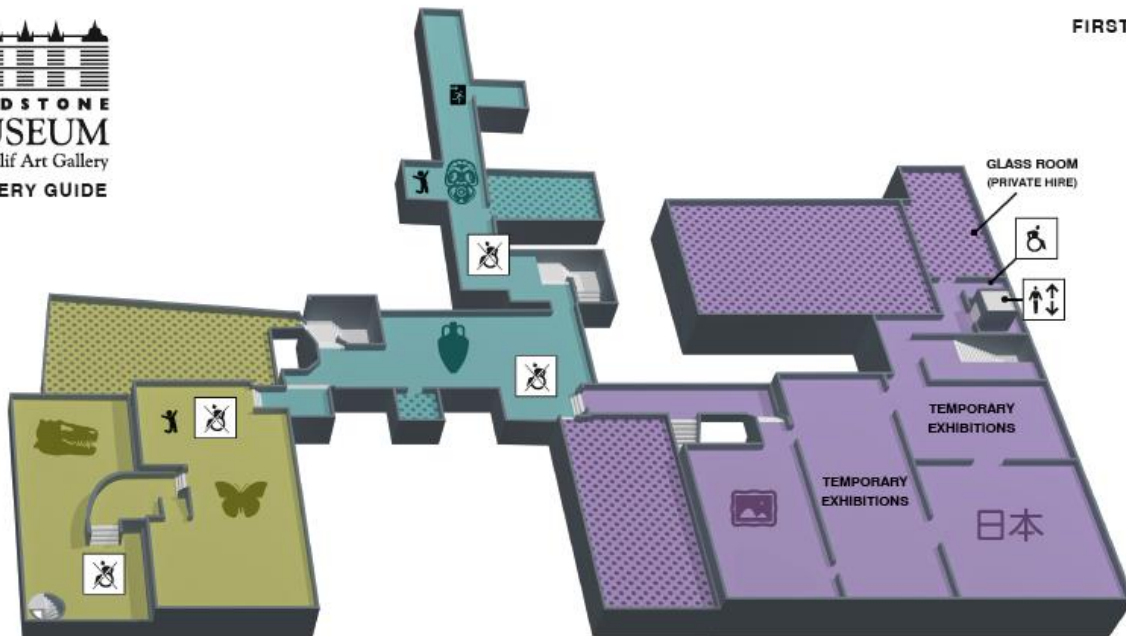
GROUND FLOOR



FACILITIES		GALLERIES & COLLECTIONS			
		WEST WING	CENTRAL WING	EAST WING	
	TOILETS		LOCAL HISTORY		TUDOR GREAT HALL
	DISABLED TOILETS		COSTUME COLLECTION		QUEEN'S OWN ROYAL WEST KENT REGIMENT MUSEUM
	BABY CHANGING		EGYPTIAN COLLECTION		MUMMY & CHAPEL
	INFORMATION		FAMILY ACTIVITIES		COLLECTORS GALLERY
	SHOP		FIRE EXIT		NO PUBLIC ACCESS
	CAFE		DISABLED ACCESS		COURTYARD
	LIFT		NO DISABLED ACCESS		STAIRS TO NEXT LEVEL
	STAIRLIFT				
	BUGGY STORE				
	CLOAKROOM				

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FIRST FLOOR



FACILITIES		GALLERIES & COLLECTIONS			
		WEST WING	CENTRAL WING	EAST WING	
	TOILETS		GEOLOGY & DINOSAURS		ARCHAEOLOGY
	DISABLED TOILETS		NATURAL HISTORY		BENTLY ART GALLERY
	BABY CHANGING		EXPLORERS GALLERY		JAPANESE GALLERY
	INFORMATION		FAMILY ACTIVITIES		NO PUBLIC ACCESS
	SHOP		FIRE EXIT		NO DISABLED ACCESS
	CAFE		DISABLED ACCESS		STAIRS TO NEXT LEVEL
	LIFT				
	STAIRLIFT				
	BUGGY STORE				
	CLOAKROOM				