

BOOKING CONDITIONS SCHOOL GROUPS ENG

2024

The Airborne Museum offers educational programs for primary and secondary schools, special and practical education and secondary vocational education.

Costs and method of payment

The costs associated with the educational programs are listed on our [website](#). When you apply to us for a school visit to Airborne Museum Hartenstein or Airborne at the Bridge, you will receive a quote and/or booking confirmation with the total cost.

We find it important to reach the widest possible audience. That is why we keep the prices for the educational programs as low as possible. Teachers and supervisors (parents/drivers) pay a reduced rate. The use of museum cards do not apply to educational programs.

There are two ways for payment. When booking, you indicate how you wish to pay.

- *Payment at the cash - register on arrival at the museum*
At the till, you can only pay by pin. We do not accept cash payments. Groups cannot pay individually. One person pays the total amount.
- *Invoice payment afterwards*
After the visit, we will send you the invoice by e-mail. The cost for paying by invoice is €5.00. We need a billing address and a valid e-mail address to send the invoice.

Change in booking

The specified number of pupils and accompanying persons may be changed up to 3 working days before the visit. Should there be less than half the number of persons specified on arrival at the museum, half the number of persons specified will be charged.

Cancellation fees

Despite careful coordination, you may have to cancel a program. However, if this happens at short notice, we are obliged to charge a fee (see table below). You can find the total cost of your museum visit on the booking confirmation you received.

> 7 working days before visit	You can cancel your reservation free of charge.
7 - 3 working days before visit	In case of cancellation, we will charge a €25 administration fee.
2 - 1 working days before visit	In case of cancellation, we will charge 50% of the total cost of your museum visit.
Cancellation on the day of visit	In case of cancellation, we will charge 100% of the total cost of your museum visit.

Delay

The museum guides are scheduled to be at the museum especially for your visit. Should you unexpectedly arrive late, we kindly ask you to report this by phone as soon as possible on 026-3337710 or 085-4857816. If we do not receive notification of your delay, the time you arrive late will be deducted from the duration of the program. If the delay exceeds 30 minutes, program elements may be cancelled. The cost of the total program will be charged including any cancelled program elements.

Parking

Buses can use the bus stop on Utrechtseweg in front of the museum to let off passengers. It is safe to get on and off here. Buses can park on Oranjeweg opposite the museum.

Bicycles can be parked on the side of the museum in the bicycle racks.

Cars can be parked in the car park behind Restaurant Klein Hartenstein. There are also special parking spaces here for disabled visitors. Parking elsewhere on the grounds and park around the Airborne Museum is not permitted.

Newsletter

We publish a newsletter with information about our educational programs, innovations at the Airborne Museum, Airborne at the Bridge and special events. When you have booked an educational program with us, you are automatically subscribed to the newsletter. If you object to this, you can unsubscribe at the bottom of the newsletter.

HOME RULES

We are pleased that you have decided to visit the Airborne Museum. To ensure a smooth visit, we ask you to take into account our house and behaviour rules. We would like to ask teachers and supervisors to read these rules and, if necessary, address their class accordingly.

Prior to the visit

It is of great added value for the visit if the topics of World War II and the Battle of Arnhem are discussed in class before your visit. This makes the visit more memorable and makes it easier to understand why the Airborne Museum is also a place of remembrance.

- A preparatory lesson: prepare the class in terms of content by giving a lesson on the Battle of Arnhem. The Airborne Museum has some practical information for a preparatory lesson. You will find these on our website page for teachers.
- For the 'Independent Museum Tour' program, the class must bring its own assignments and writing utensils. The required documents have been sent along with the booking confirmation. For this program, please beforehand create groups and ensure that each group has a supervisor.
- Multi – part programs: with a program existing out of multiple parts, there are several starting locations, such as the Airborne Museum or the Airborne Cemetery. Make sure each group is at the right location at the agreed time. The guide will be waiting there for the group.

At the museum

School classes visit the museum at the same time as regular visitors. We therefore ask you to be considerate of each other during your visit. Please note the points below:

- The teacher is responsible for the group and should stay with the pupils during the visit. We require at least 1 accompanying person for every 10 pupils.
- Would you please ensure that you and your students do not cause a nuisance? Visitors also come to the Airborne Museum to remember family or friends. The museum teacher provides the education program and is the point of enquiry, but the teacher is responsible for classroom behavior.
- No eating or drinking is allowed in the exhibition areas. Smoking is not allowed in and around the museum.
- It is allowed to take pictures without flash. It is not allowed to photograph other visitors or staff not belonging to your group without permission.
- Use of the lift is only for people who have a need for it.

Near the museum

The Airborne Museum is located in public park Park Hartenstein.

- The terrace: the terrace is for guests who buy a consumption from the food truck. Supervisors and teachers can ask the catering staff for permission to use the terrace as a school group. If permission has been granted, please leave the terrace as tidy as possible: take away rubbish, take down tables and straighten chairs.
- The tank: children are allowed to climb on the tank. Please note that this is at your own risk. The Airborne Museum is not liable for accidents and incidents.
- Other Surroundings: the museum is surrounded by gravel and greenery. These must not be damaged, thrown around or taken home.

Calamities

- Stay calm and follow the staff's instructions.
- In case of an evacuation alarm, leave the building via the designated escape routes.
- Do not use the lifts.
- In case of an evacuation alarm, all visitors are requested to gather outside at the music canopy in the museum park.

Camera surveillance

Camera surveillance takes place throughout the museum. The camera images are recorded. This is subject to privacy legislation.

General

- Exhibits may not be touched unless otherwise indicated.
- Instructions from staff should always be followed.
- Children under the age of 12 are not allowed to enter the museum unaccompanied. Parents and supervisors of children are responsible and accountable for the behavior of children they bring with them at all times.
- Buggies and strollers with children are allowed.
- Wheelchairs and other aids for the disabled are allowed.
- 2 loaner wheelchairs are available at the entrance.
- The tank may be climbed, but this is at your own risk. The Airborne Museum is not liable.
- Guide dogs are allowed when provided with the correct paperwork.

For all other information, go to <https://www.airbornemuseum.nl/en/home>