



 **Hull Museums
& Gallery**

Self-directed Group Visits
Terms and Conditions

Self-directed Group Visits – Terms and Conditions (2024-25)

Please read the following information carefully.

This document is intended to support schools and other education/group visit providers when undertaking a self-directed to Hull Museums and Ferens Art Gallery.

For the purpose of this document, a self-directed visit is defined as a visit that is made by a group independently to one of our sites. A self-directed visit does not include any form of led activity by a member of Hull Museums staff – all on-site engagement by your group should be led by you.

- All groups must pre-book their visit via the Hull Museums and Gallery website: <https://www.hullmuseums.co.uk/group-visit>
- The website will take you to a site-specific Eventbrite page displaying available dates and booking links.
- Please note that each of our sites has a maximum site capacity for the number of people allowed in. We have set a limit of a maximum of 140 people per booking – four groups of 35 people. Therefore, if your group is very large and exceeds this number, you will be required to book another day to come on a visit to ensure we do not exceed our site capacity.
- To ensure your group and other members of the public can have an enjoyable visit, we require large groups to navigate around our sites in smaller groups (each group supported by an adult leader).
- The following ratio of adults to children is recommended as a minimum:

Under 5s (Reception)	1 to 3
Year 1 - 3	1 to 6
Year 4 - 6	1 to 15
Year 7+	1 to 20

- From time-to-time, other organised groups may be booked into the site at the same time you have booked; however, this is only where visitor numbers do not exceed the site capacity.
- Please take into consideration that other groups may be taking part in led activities in areas of the site – we kindly ask that you therefore avoid these areas until they become available. A member of the site team will be able to advise you about this on the day of your visit.
- It is your group’s responsibility to carry out a risk assessment in advance of your visit. To help you, please see our Hazard Information towards the back of this document for risk guidance information related to the site(s) you have booked.
- We request that a fully qualified first aider accompanies your group on the day of your visit. The primary responsibility for the welfare of your group rests with your group leaders. Should a member of your group need first aid assistance on the day of your visit, please inform a member of our Front of House staff who are trained to administer first aid. All accidents and near misses must be reported to us as soon as possible.
- On arrival, the group leader will be asked to sign the group into our group visit register. The register is used in the case of an emergency evacuation of the building.
- Unless you have specifically booked the Education Room via the separate Eventbrite booking section on our website, we do not have any storage facilities for personal belongings so please bear this in mind when visiting.

- Groups must also pre-book the Education Room for lunch via the separate Eventbrite booking section on our website (listed at the very bottom of each site page). There is a charge of £1 per person (group leaders not included) for the use of a space and your school/group will be invoiced for this after your visit.
- If you have booked a space for lunch, we can accommodate a maximum of 35 group members (group leaders not included) per sitting in our learning spaces/Education Rooms. This ensures we do not exceed our capacity for the spaces in line with our fire regulations. At the time of booking on Eventbrite, you will be able to choose which time slots you would like to book for your lunch sittings.
- Bins are provided within the Education Rooms/learning spaces – we kindly ask that your group(s) clean up any waste after them.
- If you are no longer able to make your booked visit, please log into your Eventbrite account and cancel your booking. This will make this visit slot available for another group.

Hull Museums & Gallery Hazard Information

The following information is intended to support schools and other organised groups in planning visits to Hull Museums and/or Ferens Art Gallery.

It is your group’s responsibility to:

- Create your own risk assessment ahead of your visit
- Bring a fully qualified first aider with you

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If anyone within your group has access requirements, you may need to complete a Personal Emergency Evacuation Plan (PEEP) form on arrival at your book site(s).

A PEEP is required to ensure the safety of the person in the instance of an emergency evacuation needing to take place at the site.

Ferens Art Gallery: Hazard Information

Dropping Off

- ❖ Coaches are encouraged to drop-off and pick-up on Carr Lane (outside Primark).

Queen Victoria Square

- ❖ Ferens Art Gallery is located on Queen Victoria Square. The majority of the area is pedestrian access only, but traffic moves in both directions on Carr Lane.
- ❖ Care should be taken when walking in the square to avoid slips, trips and falls. In wet weather, the surface can become slippery.
- ❖ Vehicle movement in Queen Victoria Square is limited, but occasionally vehicles belonging to Hull City Council and contractors will be allowed on site. Visitors should be aware of this.
- ❖ Queen Victoria Square is a busy public area. We recommend children are supervised by responsible adults at all times.
- ❖ Please be aware that fountains are installed in Queen Victoria Square.

Ferens Art Gallery

- ❖ We ask that children are supervised by responsible adults at all times.
- ❖ Due to the historic nature of the building, some galleries may have uneven floors. Some galleries also have heating grates in the floor. Care should be taken to avoid slips, trips and falls.
- ❖ Some areas (particularly around Gallery 1) have sudden changes in lighting levels (from bright light to dim light and reverse). Some works include neon lights, and temporary installations may include flashing lights. Please liaise with the Learning Team via email (museums@hcandl.co.uk) if you require further information about these displays or to notify us if anyone within your group has light sensitivity.
- ❖ Some works are displayed on plinths that may be at head height for children. Corners are rounded where possible, but care should be taken.
- ❖ Some works may have low-level barriers surrounding them. Care should be taken to avoid any slips, trips and falls over them. Under no circumstances should visitors go over any barriers.
- ❖ Doors between galleries can be heavy and awkward. Adults should open doors wherever possible, if they have not already been opened, to avoid trapped fingers.
- ❖ There are two sets of toilets available on site. The toilets close to the Studio consist of female toilets accessed from the Studio Foyer and male toilets accessed via stairs or lift on the first floor. The other set of toilets are near the Ferens Cafe. These toilets are gender neutral. There is a separate accessible toilet near the Ferens Cafe. Children should be supervised at all times. Extra care should be taken when opening/closing toilet cubicles to prevent fingers being trapped. All toilets are also used by members of the public.
- ❖ There is a lift to access the First-Floor galleries and balcony area near the front entrance of the gallery. Lifts should not be used in the instance of a fire.
- ❖ Extra care should be taken when on the balcony gallery area – under no circumstances should visitors lean over the edge of the balcony.
- ❖ The gallery has a programme of temporary exhibitions throughout the year which may feature displays/artworks that contain a range of hazards that are not covered by this Hazard Information sheet. We recommend that you complete a pre-visit ahead of your visit to complete your own Risk Assessment.

Hull & East Riding Museum of Archaeology: Hazard Information

Dropping off

- ❖ Coaches are encouraged to drop-off and pick-up on Gandhi Way, off High Street (opposite the Wilberforce House Museum) as there are no parking facilities available. High Street is a narrow, cobbled street and a one-way traffic route. Pavements on High Street are narrow and uneven, so care should be taken when on the street to avoid any slips, trips and falls.

Outside the Museum

- ❖ The Hull and East Riding Museum is located within the Museums Quarter Gardens. A cobbled roadway enters the gardens and runs outside the Hull and East Riding Museum. A second cobbled roadway enters the gardens and runs to the side of the Wilberforce Institute and Wilberforce House Museum and opposite Streetlife Museum.
- ❖ Care should be taken when walking on the cobbles to avoid slips, trips and falls.
- ❖ Vehicle movement in the Museums Quarter is limited by security bollards at each entrance.
- ❖ See separate hazard information for the Museum Quarter Gardens on page 10.

Hull and East Riding Museum

- ❖ We ask that children are supervised by responsible adults at all times.
- ❖ Access to the museum is via the main entrance through the gift shop. Once inside, access to the main site is via a small set of steps or chair lift.
- ❖ The entrance to the galleries (close to the woolly mammoth) feature uneven mock rock surfaces to create a cave-inspired setting. Care should be taken when walking in this area to prevent any grazes or banging heads.
- ❖ Several galleries (particularly the Iron Age, Hasholme Boat and Roman galleries) have uneven floors, or sudden changes in level – care should be taken to avoid slips, trips and falls.
- ❖ Some galleries (particularly the Stone Age, Bronze Age and Iron Age on the ground floor and Viking area on the first floor) have sudden changes in lighting levels (from bright light to dim light and reverse).
- ❖ There are stairs and a chair lift when leaving the Iron Age Village gallery and entering the Hasholme Boat area on the ground floor.
- ❖ The Roman galleries on the ground floor and Medieval galleries upstairs have varying floor surfaces – care should be taken when walking around these galleries to avoid slips, trips and falls.
- ❖ Gallery areas around the site have immersive noises that are triggered when people enter the spaces (Bronze Age, Roman Bath House, Viking and Medieval gallery spaces) which can be loud.
- ❖ The Viking longship display (on the First Floor) has flashing lights which may affect people with light sensitivities.
- ❖ Entry to the Medieval Gallery (via the Viking Gallery on the First Floor) has a replica stone-work arch which has parts that stick out at head height. Care should be taken when walking past.
- ❖ The plinth in the centre of the Medieval gallery has pointed edges, care should be taken when walking around this to avoid personal injury.
- ❖ Toilets in the Hull and East Riding Museum are located next to the gift shop at the main entrance and at the back of the Roman Forum gallery. These are public toilets and children

should be supervised at all times. Extra care should be taken when opening/closing toilet cubicles/doors to prevent fingers being trapped.

- ❖ Access to the First Floor galleries is either via stairs or lift. Lifts should not be used in the instance of a fire. Lifts can be found near the Education Room on the ground floor (past the Roman galleries) and near the stairs at the end of the Civil War gallery upstairs.
- ❖ We ask that groups visiting split into smaller groups to navigate around the different spaces during any self-directed time. This helps with general visitor flow.
- ❖ Please note that some displays may change at short notice, particularly where objects have been removed for conservation or exhibition purposes.

Streetlife Museum: Hazard Information

Dropping Off

- ❖ Coaches are encouraged to drop-off and pick-up on Gandhi Way, off High Street (opposite the Wilberforce House Museum) as there are no parking facilities available. High Street is a narrow, cobbled street and a one-way traffic route. Pavements on High Street are narrow and uneven, so care should be taken when on the street to avoid any slips, trips and falls.

Outside the Museum

- ❖ The Streetlife Museum is located within the Museums Quarter Gardens. A cobbled roadway enters the gardens and runs outside the Hull and East Riding Museum. A second cobbled roadway enters the gardens and runs to the side of the Wilberforce Institute and Wilberforce House Museum and opposite the Streetlife Museum.
- ❖ Care should be taken when walking on the cobbles to avoid slips, trips and falls.
- ❖ Vehicle movement in the Museums Quarter is limited by security bollards at each entrance.
- ❖ See separate hazard information for the Museum Quarter Gardens on page 10.

Streetlife Museum

- ❖ We ask that children are supervised by responsible adults at all times.
- ❖ Access to the museum is via the main entrance in the Museums Quarter. There is an alternative entrance through the gardens to the rear of Wilberforce House.
- ❖ Once inside, access to the ground floor is level; however, it should be noted that when entering the Street Scene, there are metal coverings to provide a level access across the tramlines set into the floor.
- ❖ Many galleries (particularly the Street Scene and the area near the train – off the car gallery) have uneven floors, sudden changes in level, or hidden drops. There are cobbles and a reconstructed railway crossing on the Street Scene which can present a trip hazard. Care should be taken to avoid slips, trips and falls.
- ❖ The galleries have been designed in an immersive way using a range of materials and props – these may have parts which stick out and could cause personal injury – therefore, we ask that extra care is taken when walking around the site.
- ❖ The Arcade area on the ground floor features original arcade games – many have parts which stick out – so extra care should be taken when walking around this area.
- ❖ The Arcade also features bright fair-themed lighting and a video installation which features flashing lights and loud noises which may affect people with light sensitivity.
- ❖ Some galleries (particularly the Motor Car gallery, inside the shops and the Carriage Galleries upstairs) have sudden changes in lighting levels (from bright light to dim light and reverse).
- ❖ There are stairs to access the train and also the signal box on the ground floor. Care should be taken when going up and down the stairs.
- ❖ Extra care should be taken if going onto the train as this is at a very low head level. The inside of the train is also very dark and features immersive sounds.
- ❖ The double-decker tram can be accessed either end via very steep steps. Access to the bus is only granted to those taking part in our Experience Days.
- ❖ Many displays around the site feature immersive sounds that link with the displays which are triggered by people entering the gallery space.
- ❖ The Cinema (on the ground floor) shows a range of historic film footage. Some of these feature flashing/flickering images which may affect visitors with a light sensitivity.

- ❖ Some of the upstairs gallery areas (including the Carriage Gallery) feature metal fencing as part of the display. The fencing features sharp edges which could cause personal injury.
- ❖ The Country Estate gallery (upstairs) features faux stone walling which has a rough surface and parts which stick out – extra care should be taken when in this area.
- ❖ The wooden stable display on the upstairs corridor has sharp edges and a section which protrudes that could cause personal injury. Under no circumstances should people climb on this display.
- ❖ There is a balconied area upstairs which looks down over the Tram Gallery. Under no circumstances should visitors lean over the edge of this.
- ❖ Access to the First Floor galleries is either via stairs or lift. The lift should not be used in the instance of a fire. The lift can be found near the Caretta Carriage on the ground floor (near the sweet shop).
- ❖ Doors entering and leaving the museum can be heavy and awkward. Adults should open doors wherever possible to avoid trapped fingers.
- ❖ Toilets can be found in the Tram Gallery (close to the main entrance) and near the Education Room/Sweet Shop on the ground floor. The accessible toilet can be found near the Sweet Shop. Extra care should be taken when opening/closing toilet cubicles to prevent fingers being trapped.
- ❖ The museum has a programme of temporary exhibitions throughout the year in the Open Space (on the ground floor) which may feature displays/artworks that contain a range of hazards that are not covered by this Hazard Information sheet. We recommend that you complete a pre-visit ahead of your visit to complete your own Risk Assessment.

Wilberforce House Museum (including Georgian Houses): Hazard Information

Dropping Off

- ❖ Coaches are encouraged to drop-off and pick-up on Gandhi Way, off High Street (opposite Wilberforce House Museum) as there are no parking facilities available. High Street is a narrow, cobbled street and a one-way traffic route. Pavements on High Street are narrow and uneven, so care should be taken when on the street to avoid any slips, trips and falls.

Outside the Museum

- ❖ The Wilberforce House Museum is located close to the Museums Quarter Gardens. A cobbled roadway enters the gardens and runs outside the Hull and East Riding Museum. A second cobbled roadway enters the gardens and runs to the side of the Wilberforce Institute, opposite the Streetlife Museum.
- ❖ Care should be taken when walking on the cobbles to avoid slips, trips and falls.
- ❖ Vehicle movement in the Museums Quarter is limited by security bollards at each entrance.
- ❖ See separate hazard information for the Museum Quarter Gardens on page 10.

Wilberforce House Museum

- ❖ We ask that children are supervised by responsible adults at all times.
- ❖ Access to the museum is via the gate on High Street, opposite Gandhi Way. There is an alternative entrance via Streetlife Museum through the gardens at the rear of Wilberforce House Museum.
- ❖ The floor in the foyer and entrance to the Contemporary Slavery gallery at Wilberforce House Museum and the entrance hall in Georgian Houses can become slippery when wet.
- ❖ Extra care should be taken when entering/leaving the Contemporary Slavery gallery as the floor features a steep incline.
- ❖ Access to the first floor in Wilberforce House is via a wide staircase or lift. Access to the first floor in Georgian Houses is via two narrow staircases. There is no lift access to the first-floor galleries in Georgian Houses.
- ❖ Wilberforce House and Georgian Houses are historic buildings, with many original fixtures and fittings. This means that there are uneven floors, sudden changes in level, and hidden drops throughout. Some galleries have potential trip hazards at floor level. Care should be taken to avoid slips, trips and falls.
- ❖ Some galleries have sudden changes in lighting levels (from bright light to dim light and reverse).
- ❖ The West African Gallery features a large metal tree. Care should be taken when near this display to prevent anyone banging their heads.
- ❖ The Middle Passage Gallery (from the West African Gallery) features metal slavery collars on the wall which have sharp metal points – extra care should be given when walking around this space due to the very narrow nature of the gallery space.
- ❖ The Plantation Gallery features metal crops which may be sharp. We advise group members to not touch these.
- ❖ The Education Room is to the rear of the museum and accessible only by going outside. The walkway to the Education Room features an uneven walkway; care should be taken to prevent any slips, trips and falls. Fallen leaves in this area, particularly during the autumn months, can become slippery when wet.
- ❖ The Education Room floor can become slippery when wet.

- ❖ Toilets in Wilberforce House are located outside through the gardens to the side of the Streetlife Museum rear entrance. An accessible toilet is located outside opposite the door to the Education Room. These are public toilets, and children should be supervised at all times.

Museum Quarter Gardens: Hazard Information

Museum Quarter Gardens

- ❖ Vehicle movement in the Museums Quarter is limited by security bollards at each entrance.
- ❖ Wilberforce House Museum has a small rear garden. The garden features rose bushes which have sharp thorns and areas featuring uneven steps. This garden provides access to the Streetlife Museum as well. The garden also has a low-level wall and changing floor level in areas – extra care should be taken to avoid slips, trips and falls.
- ❖ Trees can be found in the Museums Quarter Gardens and Wilberforce House Museum Gardens. Storm damage can sometimes affect the stability of apparently healthy trees and branches. Group leaders should be aware of this.
- ❖ A low hedged maze is open to the public – there is a small risk of scratches from low hanging branches.
- ❖ A pond in the Museums Quarter Gardens is within a fenced area. Under no circumstances should this area be entered.
- ❖ The gardens attract many insects, including bees and wasps. Animal and bird droppings can occasionally be found on paths, on plants and among fallen leaves. Visitors should avoid contact with these and wash their hands before eating.
- ❖ The Museums Quarter Gardens are open to the public. We ask that children are supervised by responsible adults at all times.
- ❖ Care should be taken when walking on the cobbles to avoid slips, trips and falls.
- ❖ Loose gravel can be found on the footpaths from time-to-time which can be slippery under foot. Extra care should be taken.
- ❖ Historic vehicles can be found outside the Streetlife Museum. These are barriered off by metal chains. Under no circumstances should visitors go under the barriers or climb on the historic vehicles.
- ❖ Tram lines can be found in the floor outside the Streetlife Museum – care should be taken when walking over them to avoid slips, trips and falls.