

Admissions policy

The aim of the NMSI Admissions Policy is to make visitors to all NMSI Museums welcome and to ensure they receive world class customer service and enjoy a life enhancing experience. We welcome all visitors and offer free access to our permanent galleries and collections at the Science Museum (London), National Railway Museum (York), including Locomotion (Shildon), and National Media Museum (Bradford). In order to ensure that all visitors enjoy their visit we ask that all visitors respect the following Conditions of Entry that have been designed to safeguard everyone during their time with us in a safe and enjoyable environment.

1. Conditions of Entry. In order that all visitors enjoy safety & comfort during their visit, please ensure that you

- a. Agree to be 'bag-searched', which means the searching of any bags or clothes being carried on entry. Continued presence on-site is only permitted to visitors who agree to be 'bag-searched'.
- b. Obey all signs, notices, instructions and directions given by NMSI staff.
- c. Obey normal Health & Safety practice around the museums; NMSI reserves the right to refuse entry to anyone if there is reason to believe the health, safety and security of other visitors may be put at risk.
- d. Consume food in the museum designated eating areas only.
- e. Look after your personal property when in our museums and please do not leave things on our galleries
- f. Conduct yourself in a manner that does not cause offence to others.

PLEASE NOTE: NMSI is not responsible for any damage to, or loss or theft of, personal property brought onto NMSI property. Persons entering NMSI sites agree to indemnify NMSI against any loss or liability, cost, expense or damages arising from or in relation to the entry either by person, vehicle or otherwise.

Please be aware that there are other visitors in the Museum & in order not to spoil your visit or that of others, we ask that you do not:

- a. Cause abuse to other visitors or our contractors and staff or act in a manner which offends, insults, humiliates, intimidates, threatens, or vilifies any other person on the basis of their race, religion, gender, sexual orientation, colour, descent or national or ethnic origin.
- b. Smoke; all NMSI sites (inside and out) are completely non-smoking.
- c. Bring alcohol on to NMSI premises. Alcohol can only be consumed, if purchased on-site, in a recognised eating/drinking area (restaurant, café or picnic area).
- d. Conduct charitable collections, raffles and fundraisers unless previously approved by NMSI,
- e. Distribute brochures, flyers, or pamphlets of any kind, or undertake any other campaigning activity without prior agreement.

2. Entry Restrictions. Please note that:

- a. **Unaccompanied visitors must be 14 or over and anyone under 13** must be accompanied and in the charge of a person of 16 or over.
- b. **During term time anyone 16 must be** accompanied by an adult or belong to an organised group (i.e. pre-booked school group).
- c. **Booked Groups Supervision Level: Supervision level for booked groups is a minimum of 1 adult to 15 children** and organised groups must meet this requirement, with supervision meaning adults staying with the group at all times. In the case of younger children or those with additional needs it is recommended that the ratio of adults to children be increased. Supervision for certain galleries (e.g. hands-on areas 1:8) will be advised on booking. Leaders/teacher will be asked to control the behaviour of its group members; if they fail to achieve this, (in exceptional circumstances) the group will be asked to leave the Museum. NMSI reserves the right to refuse entry to any group/school that has previously been asked to leave for anti-social behaviour.
- d. **Older Student Groups** with groups of students aged 16-19 may explore the museum independent of their accompanying adults, but if required, or requested by Museum staff, the adults must accompany them at all times.

3. Entry to the Museum Cinemas. Licensing times for the cinemas are: 1000-2300

- a. No person under 12 will be permitted entry to the IMAX cinema unless accompanied by someone over 16 or over.
- b. All persons entering the IMAX cinema must comply with age limits set by the British Board of Film Classification in the certificate of the film.
- c. **Mobile Phones:**
 - (1) Visitors are asked to switch off mobile phones in the Cinemas. Any person persistently abusing this request will be asked to leave the IMAX and no refund on tickets will be made.
 - (2) Visitors are asked to have consideration for others when using mobiles anywhere in the Museum, especially within the Gallery and Special Exhibition areas.

4. Gallery Closures. NMSI makes every effort to ensure that its museum exhibits and galleries are open and available to the public at all times. However, due to continual improvement and development and for general maintenance purposes, the right is reserved to close galleries from time to time. Where this is necessary, this information will be displayed on the relevant internet site and at the entrance to the Museum.

5. Photography. Visitors are not permitted:

- a. To make any recording or take any photograph for anything other than private non-commercial purposes.

- b. Make any recording or take any photograph of any person without the authorisation of that person
- c. Sell, license or otherwise publish, distribute or reproduce (or permit such), whether in whole or in part, any recordings taken or made on Museum property without the prior written consent of NMSI.

Note: (1) NMSI reserves the right to restrict the use of both video and still photography in certain areas of the Museum, particularly in Cinemas and Exhibition areas, or where photography might be deemed inappropriate. (2) Commercial usage of cameras and recording devices, including tripods, is only allowed by prior arrangement with NMSI.

5. **Obstructions.** Visitors are requested to ensure that they do not obstruct staircases or congregate in large groups on the galleries as this could affect visitor flow and safety in event of an emergency.

6. **Unacceptable Behaviour.** Following extreme examples of unacceptable behaviour, individuals may be asked to leave the Museum, or the Police may be called to deal with the following:

- a. Visitors under the influence of alcohol or drugs.
- b. Serious cases of disturbance.
- c. Indecent behaviour (eg bodily exposure that may cause offence to others). ('Courting couples' will be asked to refrain from kissing etc in public places and in more serious cases of overt sexual behaviour, those concerned will be asked to refrain or leave the building).

Please don't bring the following on-site:

- a. Illicit drugs.
- b. Clothing with offensive signage or logos.
- c. Animals, with exception of Assistance Dogs.
- d. Weapons, including pepper or other noxious sprays, fireworks, missiles or other items considered dangerous, including knives and other bladed instruments. Note: (1) Weapons will be removed at bagsearching and the Police called to attend. (2) The carrying of pepper-sprays is legal in some foreign countries, but not in UK. (3) Knives which can be legally carried for religious reasons are normally exempt from this policy, eg. the Kirpan (Sikh ceremonial dagger).
- e. Gang patches.
- f. Any clothing or item worn deliberately to obscure the face for what might be considered illicit purposes (e.g. hoodies, bandanas, masks etc), but with the exception of cultural observance such as a Niqab or Burkha.
- g. Skateboards, scooters, roller blades, bicycles and use of shoes containing 'wheelies'.
- h. Laser pointers, except when being used for educational purposes.

8. **Bag Searching.** Bag-searching procedures are conducted at NMSI sites depending on risk and threat (locally and nationally). The searches, conducted at the main entrances during opening

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hours, look for articles associated with: Terrorism, Demonstrations, Violence or Theft and damage. If any of the above are identified, Security or Duty Managers will take the following action:

- a. Contact the Police, as appropriate.
- b. If the visitor declines confiscation of the item, refuse entry as a condition of the Museum's Admission Policy.

Note: NMSI reserves the right to remove any knife, tool or implement that could be considered as a danger to the public or the collection; said knives, tools or implements would be removed at the bag-searching point, recorded and returned when the visitor was leaving the museum/site.