



# ESPLORA SCHOOL-GROUP BOOKINGS

## Terms and Conditions

At Esplora we want all visits to be safe and successful – these terms and conditions help us to do that, with your cooperation. Thank you for helping us deliver a wonderful experience to your students.

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## Booking conditions

### Class Info-document

We will send a 'school bookings form' in advance, asking for information about the class so that we can best prepare for your visit. Please complete the form before your visit to confirm your booking.

- Explora is inclusive – please fill in the section for students with different abilities so that we can adapt our programme if and as needed.
  - Include any mobility issues, epilepsy (flashing lights), severe allergies, etc.
  - If an LSE / Child Support Worker needs facilities to assist with feeding, hygiene or medical needs, please inform us so that we can accommodate as much as possible.
- Explora staff – An Explora staff member will accompany you throughout your visit and guide you as needed but the Explora staff member cannot take over the supervision of your students instead of an educator – this must always be done by the “Supervising Adults”.

### Supervising Adults

It is very important that there are enough supervising adults with the class to make sure that no students are ever unsupervised, even if the class teacher / play worker has to leave the rest of the class for any reason (such as a student feeling unwell, being injured or needing to be accompanied to the bathroom).

- Refused admission – Classes with less than two (2) supervising adults may be refused admission to Explora for health and safety reasons.
- Explora staff are never permitted to supervise students or children instead of the parents, class teacher / play worker, or any other person who is in loco parentis.
- Up to four (4) supervising adults are admitted free-of-charge per class
- The class teacher / play worker is counted as one of the supervising adults.
- During the booking process, LSEs/Child Support Workers may be designated as supervising adults by the person making the booking on behalf of the school, provided they are able to supervise the entire class if the teacher/playworker is called away.

### Duties of supervising adults

- The wellbeing of visiting students is the responsibility of the supervising adults.
- For health and safety reasons, a supervising adult must be capable of observing and assisting students, and enforcing rules for the entire class. Explora staff will explain the rules at the start of the visit, relying on full cooperation from supervising adults to ensure the best outcome for the visit.
- Explora staff members will always assist as much as possible, but cannot take any responsibility for students' wellbeing or behaviour.





## Canceling / postponing a visit

Unfortunately, we may sometimes need to cancel or postpone a school visit due to unforeseen circumstances, in which case we will advise the school as early as possible, and do our best to re-book your visit for another day.

If you need to cancel your outing, kindly inform Esplora as soon as possible.

## During Your Visit

Our staff member will accompany and guide you in following the class schedule (timetable) which was prepared according to your booking. This includes one activity and one exhibition-gallery experience, and also a 30-minute break in a designated location.

### Scheduled Activities (i.e. science show, workshop, Planetarium film or special event)

- Language - Esplora activities can be delivered in English or Maltese. Kindly notify our bookings officer in advance regarding your students' language preference.
- Mobiles - All mobile phones and devices must be put on silent during activities.
- Bathrooms - There are bathrooms in all locations at Esplora – please encourage students and supervising adults to use them before or after the activity, to avoid disturbing the rest of the class.
- Supervising adults - The supervising adults should be spread out around the room during the activity, so that they can supervise or assist the students as needed. Supervisors are encouraged to lead by example, and to ensure active participation in the activities, alongside their students.
- Programme – The booked school programme cannot be altered by the school representative. Educators must adhere to the planned schedule, and any proposed changes must be discussed with our staff members and changes or otherwise will be at the discretion of the Esplora staff.

### Unforeseen circumstances

Esplora reserves the right to change booking/programme of activities in case of unforeseeable circumstances or in instances when a school bus arrives late.

### Break- Food & Beverage

- Eating and drinking is allowed outdoors, and during break time in the designated area.
- Eating and drinking is not allowed during activities or in the exhibition spaces.
- When the designated area is outdoors, Esplora also reserves an indoor area that can be used in case of bad weather. However for health & safety reasons, the entire class must use the same break area and cannot be split between the indoor and outdoor area.
- During the class break, an accompanying supervising adult can visit the EsploraCafé but must ensure their return to the class by the end of the break time. However, it is essential that at least one supervising adult remains present with the class at all times during this period.



## Getting the most from your visit to Esplora

Educators and supervising adults can enrich the students' experience by encouraging and challenging them. It is OK if an adult does not know the science - encouraging students to experiment is much more important than giving them the answer. Here are some ways to enrich your students' experience at Esplora:

- Interact with the students, discuss, ask them questions and listen to their ideas
- Encourage students to read labels, try out exhibits and explore what they do
- Encourage students to try to figure out how the science works and discuss with each other.
- If you know that a student has a “wrong” answer, try to ask questions to lead them to the correct answer, instead of just telling them, because they will remember more if they find out themselves. Example: A student says “The sun is very cold”. Ask questions like, “What comes to us from the sun?” (sunlight) then “How do you feel when you stand in the sunlight, hot or cold?” or “What does a car feel like after it has been in the sun, hot or cold?”. Ask questions until the student figures out for themselves that the sun is hot.

## Payment options

Please advise us beforehand, using Esplora's Booking Form, which method you intend to use.

1. Pay on the day using cash.
2. Pay on the day by cheque made payable to Malta Council for Science & Technology.
3. Pay in advance by bank transfer. Include the school name and date of visit/s in the information
  - Bank name: Bank of Valletta plc
  - Beneficiary Name: Malta Council for Science and Technology
  - Account Number: 40024284118
  - IBAN: MT29VALL22013000000040024284118
  - BIC Code: VALLMTMT

## Thank you for your cooperation!

Esplora staff members will do their best to offer an excellent service. We greatly appreciate the cooperation of accompanying adults throughout your visit, in order for it to run as smoothly as possible and ensure it is an enjoyable day for everyone.

