

School visits

Frequently asked questions



What happens when we arrive?

When you arrive a member of our Learning Team will meet you at the door. Our entrance is on Bank Hey Street. They will guide your group into Showtown and upstairs to the Flexible Space where we will collect coats and bags to store in our Cloakroom.

Once we have welcomed you to Showtown, we may split you into smaller groups. If you have booked a workshop for KS1 or KS2, we will split you into 4 groups. If you have booked a self-led tour, you may be asked to split into 3 groups.

We're early, what should we do?

We ask that you arrive for your session at the booked time. There may be a session before your group arrives and we may not be able to accommodate you any earlier than your allotted time. You may also need to wait outside until we can let you in the building if you arrive prior to our opening times.

We're running late, what should we do?

Please tell us as soon as possible if you think you will be late for your session by calling **0808 175 6929**. We will do everything we can to accommodate your group if you are late, but please bear in mind that we will often have another school arriving straight after your session. For this reason, if you are late, we may have to offer you a shortened or slightly adapted session.

Are we able to visit the shop before we leave?

Yes, your group will be able to visit the shop before you leave. There will be plenty of pocket-money priced items for your group to browse. If you would like to pre-arrange your purchase, please send us an email with how much you would like to spend and we can suggest some products.

Does our visit include a guided tour of Showtown?

All our workshops include a self-led tour and time to explore Showtown following your session. Whilst we do not offer guided tours as part of our school package, crew will be on hand throughout the museum. You can identify them by their blue and yellow uniforms.

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Are there toilets on site?

You can find the toilets on the first floor of Showtown as well as a Changing Places toilet. If you have booked a workshop, your session will take place in the Learning Space where there are toilets just outside the entrance to this space. Please note our toilets are unisex.

Please arrive in good time for your group to visit the toilet prior to their session if required.

Do you have a place to store coats and bags?

Yes, your group will be invited to leave their coats and bags in our Cloakroom before your visit begins. If any of your group have medical needs and need to keep their bags with them, please make sure they do not leave their bag in this space.

Access to the Cloakroom will be limited and may only be accessible again at the end of the session.

Can we eat in the museum? Is there space for us to eat our lunch?

Unfortunately, there isn't a space within Showtown where your class will be able to eat their lunch. In good weather, school visits often utilise the Promenade and the Comedy Carpet. We ask that there is no eating or drinking within the museum space unless it is for a medical need.

What are the required ratios for our visit?

In order to get the most out of your visit and to keep everyone in your party safe, please adhere to the following ratios:

Early Years	1:4
Key Stage 1	1:6
Key Stage 2	1:8
Key Stage 3	1:10

Please note that these are the minimum requirements for a group visit and you may bring additional adults should your group require. If the level of adult supervision does not meet the above guidelines, we may not be able to go ahead with your session as planned.