

Terms and Conditions of Entry

Unlocking the Collection: Behind the Scenes Tour

These Terms and Conditions apply to all visitors attending a guided tour of the Museum Collection Storehouse (“Storehouse”). The Storehouse is a private, working facility not generally open to the public.

By booking and/or attending a tour, you agree to comply with these Terms and Conditions and with all instructions given by staff.

1. Access and Admission

- 1.1 Access to the Storehouse is strictly limited to scheduled tour days and times.
 - 1.2 Entry is permitted only to visitors who have pre-booked online and hold a valid ticket for the specific tour session.
 - 1.3 Proof of booking will be required upon arrival.
 - 1.4 Entry is permitted only to visitors 11-years-old and over as advertised and stated at point of purchase. Proof of age may be required upon arrival.
 - 1.5 Late entry is generally not permitted. Re-admission after leaving the premises is not permitted unless expressly authorised by staff.
 - 1.6 The Storehouse is a secure facility and access is monitored at all times.
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2. Nature of the Facility

- 2.1 The Storehouse is an active collections storage and conservation facility. It is a working environment where museum objects are stored, researched and restored.
 - 2.2 Visitors must remain with their tour group at all times and may only access areas authorised as part of the guided tour.
 - 2.3 Visitors must follow all instructions provided by museum staff relating to safety, object handling, and operational requirements.
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3. Health and Safety

- 3.1 The Storehouse does not have temperature control. Visitors are advised to dress appropriately and in layers to ensure comfort.
- 3.2 Closed-toe footwear must be worn at all times. Visitors wearing open-toe shoes, sandals, or similar footwear may be refused entry for safety reasons.
- 3.3 Visitors must take reasonable care for their own safety and the safety of others while on the premises.
- 3.4 The Storehouse includes an accessible toilet facility on the ground floor.

4. Prohibited Items

- 4.1 No food or drink may be taken into the Storehouse. Bottled water is provided.
 - 4.2 Items that may attract pests are strictly prohibited.
 - 4.3 Bags of any size are not permitted on the tour floor. Lockers are available for the secure storage of bags and personal items.
 - 4.4 Mobile phones must be stored in lockers unless otherwise authorised by staff.
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5. Photography, Filming and Recording

- 5.1 Photography is strictly prohibited within the Storehouse.
- 5.2 Video recording is not permitted.
- 5.3 Audio recording of guided tours is not permitted.
- 5.4 Any visitor found photographing, filming or recording may be asked to delete the material and may be removed from the tour without refund.

These restrictions are in place to protect collection security, intellectual property, and the integrity of the working facility. A photo opportunity will be provided after the tour in a designated zone (only) and at the discretion of the tour guide.

6. Security and Compliance

- 6.1 The Storehouse is subject to strict security monitoring.
 - 6.2 The museum reserves the right to refuse entry or remove any visitor who does not comply with these Terms and Conditions or staff instructions.
 - 6.3 Failure to comply may result in cancellation of the booking without refund.
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7. Refunds and Cancellations

- 7.1 All tickets are non-refundable.
 - 7.2 Due to the limited nature of this experience, date exchanges cannot be given.
 - 7.3 In the event of cancellation by MOTAT, full refunds will be provided for all purchased tickets. You will be notified by the email address you have provided.
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8. General

- 8.1 Visitors enter the Storehouse at their own risk, except where liability cannot be excluded by law.
- 8.2 The museum reserves the right to amend these Terms and Conditions at any time.