

Frequently asked questions about school visits to Eureka!

What's the difference between a gallery visit and a workshop visit?

- A gallery visit includes a self-guided focus hour in one of our themed galleries followed by discovery time to explore everywhere else. The museum team will be on hand to support your visit but will not lead your group.
- A workshop visit includes a 30min-1 hour workshop conducted by our expert museum team. After the workshop you can explore the museum galleries and Eureka! staff will be there to support your group but it is not a guided tour.

What time should we arrive?

Your arrival time is shown on your itinerary and you should try to stick to this time. We have lots of groups visiting on any given day so we can't admit groups into the museum earlier than their designated time slot.

What happens when we get there?

- The main group leader should check in at the Groups Desk outside, confirm exact numbers and sort out payment.
- Coats and lunches can be placed in your group trolley which will be locked away securely.
- A member of the Eureka! team will give your group a quick welcome talk and start you off on your itinerary.

What happens if we arrive late?

Don't panic! If you encounter traffic problems on the way just phone to let us know as soon as possible and if necessary we'll see about changing your itinerary. If you're very late we can't always guarantee you'll still be able to have exactly the same visit but we'll do our very best to make sure you have a great day.

Will my group have the gallery all to themselves in the focus hour?

It depends which gallery you have booked and how many children are in your group. Some areas can only accommodate one class at a time; others such as All About Me can accommodate 2 or 3 classes so you could be sharing with another school.

Will there be somewhere to eat lunch?

Yes as part of your booking you will be designated an undercover lunch area for 30mins to eat your packed lunch. You can bring your own or pre-order lunch boxes from the café.

Can we visit the Gift Shop?

Yes. If you didn't do so at the time of booking, contact us and we'll book you a slot. Alternatively you can pre-order [Goody Bags](#).

Some of the children in my class already have an Annual Pass for Eureka, can they use it?

No. Annual Passes are for general museum entry only and cannot be used for discounted school visits.

Does a school booking include an Annual Pass?

No. The booking you have made is for a day visit to the museum and not an Annual Pass ticket.

Do adults have to stay with the children all the time?

Yes! In order for all visitors to be able to enjoy their visit we require teachers and adults to remain in supervision of their children at all times, regardless of Year group. In line with our safe guarding policy it is important that children are never left unattended or allowed to wander around Eureka! alone. ***Severely disruptive behaviour will lead to a group being asked to leave Eureka!***