



Is my school able to visit IWM branches?

To ensure we can effectively manage social distancing protocols for school visits, and to allow schools time to create their own processes with current uncertainty around onsite learning, we have taken the decision not to offer school visits to IWM London, North and Duxford until late January 2021.

From September 2020, schools will be able to book for Jan - March 2021 for limited self-guided and Holocaust learning visits only. We expect to increase capacity and availability of programmes during the second half of the 20/21 academic year.

School visits to HMS Belfast and Churchill War Rooms be paused until at least April 2021.

How can IWM support our teaching?

We are continuing to develop a digital programme to support students and educators from Key Stages 2 – 5. Content is being regularly added including new Holocaust learning resources from autumn 2020. Please follow our social media channels or subscribe to our e-news for updates. If you have suggestions for future topics, we'd love to hear from you.

More details can be found here.

Add Link

Why can't my school visit when the museum(s) are open to the general public?

To make the necessary amendments to our schools offer we have decided to open our museums to general visitors first. This will give us the opportunity to ensure the controls we are putting place can effectively, and safely, welcome large groups of children on site. The pause also gives us the chance to consult with education colleagues in order to consider the steps schools will be taking to ensure their pupils are safe.

At the time of writing, plans for onsite learning in schools are unclear. We are therefore investing in updating and enhancing IWM's digital programme to support engagement with our collections, subject matter and sources both in the classroom and at home.

When you reopen to schools why are you only offering limited slots and sessions?

In order to ensure that our new approach is working we are adopting a phased reopening for school sessions that prioritises self-guided and Holocaust learning visits. By only offering a limited number of slots each day we can continuously evaluate each visit and understand what best steps to take in

order to gradually increase the amount of school groups we can accommodate in our museums. It is hoped we will be able to start to offer more slots and sessions from April 2021.

What if I have already booked?

All schools who have booked visits or sessions will receive notice of cancellation by email. We will keep you informed as to when it is possible to rebook these sessions. If you have paid in advance, you are eligible for a full refund.

When will I receive my refund?

We are currently managing refunds in batches. You do not need to contact us; we will email you with all the information when we can. Once processed, your purchase will be refunded to the original card within a 28-day period, including any donations that you might have given.

We will aim to refund your booking at least one month before the original visit date. Whilst we understand that receiving a refund for your booking as soon as possible is preferable we ask that you please bear with us and do not contact us about this whilst we are handling a large amount of transactions.

Can we just turn up?

We have always kindly asked that schools pre-book visits to IWM branches. After reopening, we will have strict capacities to adhere to social distancing, which your group will not be admitted if you haven't booked.