

School Terms and Conditions

By booking a virtual visit through Virtual School Visits, you agree to the following T&Cs:

Before your Virtual Visit

Please ensure the computer you will be calling from has a [working microphone](#) (when connected to the interactive whiteboard) and a [working camera](#) too.

Ahead of your call, you will be sent a **booking confirmation email** containing the Zoom/Teams/Google Meet joining instructions. These will come from emily@virtualschoolvisits.com. The speaker will also receive this email (via bcc) and as such, **any information you submit in the booking form is seen by both Virtual School Visits and the speaker.**

Given that the virtual calls use the **internet**, the occasional lag/momentary glitch is unavoidable. To prevent more significant internet connectivity problems, we strongly advise you [run Google's internet speed test](#) from the location where the call will be made. Just like at home, some classrooms have better internet connections than others. If your internet speed is anything less than 1.2Mbps (download *and* upload), please be aware that your call may not have a faultless connection. All Virtual School Visits speakers have to provide an internet speed test to ensure a satisfactory connection from their end.

Please note that **Virtual School Visits does not offer live technical support** and therefore it is essential that you have checked the aforementioned technical aspects in advance.

Cancelling and rearranging calls

Should you need to cancel or rearrange your visit, please do so by emailing emily@virtualschoolvisits.com

Calls **cancelled** 72 hours or more in advance will not be charged.

Calls **cancelled** under 72 hours before the scheduled time will be charged at full price.

Calls **rearranged** under 72 hours before the scheduled time will incur an additional fee of £20.

Your Virtual Visit

For schools using Zoom: A few minutes before your call, please [sign in to the meeting](#) using the meeting ID, followed by the password (emailed to you in the booking confirmation). **Please ensure your display name is recognisable to the speaker** (e.g. reflects the name of the teacher who made the booking and/or the school name). **Please note, if the speaker does not recognise your Zoom display name, they may not admit you to the call.** Classes dialling in should **join promptly** and any 'late comers' may miss the visit as the speaker will be focused on delivering their talk (and not on admitting new attendees!)

For schools using Teams/Google Meet: Please start the meeting promptly and wait to admit the speaker to the call.

The best virtual visits are those where the computer's **camera is angled towards the class of children** so the speaker can 'gauge the room' and respond appropriately. If this is not an option, please angle the camera towards a teacher (no one wants to speak to a wall!)

Under no circumstances should calls be recorded. This is for both safeguarding and copyright. Zoom notifies participants if this occurs and speakers have been instructed to end the call in this instance.

Please note, children must be accompanied by an adult at all times.

If after 5 minutes **you have not joined the call**, the speaker will call your school office as a reminder. The call length may be reduced to accommodate the time lost. If the call needs to be rearranged, this will incur the £20 fee stipulated above. Please note, Virtual School Visits does not offer live technical support.

Pricing

The prices on the site represent a virtual call for 1 class (of 30 children). Up to 3 additional classes (a total of 4) may join the same call and the following, discounted prices apply:

2 classes joining the same call: price shown + 50%

3 classes joining the same call: price shown + 100%

4 classes joining the same call: price shown + 150%

Payment

After your virtual visit, an **invoice** will be sent to the email address provided on the booking form to pass on to the school's Finance Manager. All invoices must be paid in full within 14 days of the date on which this email is sent. please pass invoices on promptly.