

Virtual Reading Room

Terms and Conditions

Bookings:

- Sessions can only be scheduled after prior consultation
- Dates & times are subject to staff availability.
- Sessions are limited to one hour
- Late arrival to the session cannot be compensated for

Booking Fees:

- The cost for this service is £30.00 per 1 hour session (2026/7)
- All costs must be paid for at the time of booking.

Document Requests:

- All documents to be viewed must be agreed by prior consultation. Further documents cannot be requested during the session
- Some material may not be accessible to view if it is too large, fragile or holds content that is restricted due to copyright or data protection.

The Session:

- A link will be sent by email to join via Microsoft Teams
- The session will be facilitated by a member of the team who will work on your direction
- While our staff are happy to help where they can, please keep in mind that Virtual Reading Room appointments are not research consultations.

Viewing Experience:

- For your session, you will need access to Microsoft Teams. Microsoft Teams is a free communications platform that allows users to connect with video online.
- You do not need a Microsoft or Teams account to access the session.
- You will need a desktop computer, laptop or large tablet and a stable Internet connection.
- If you experience any issues with the quality of the session it must be flagged immediately.

Image Capture:

- A permit is required if you wish to take screenshots during the session and must be paid for in advance.
- The cost of the session permit is £8.50 (unlimited screenshots **for your own personal use**) A payment link will be sent via email upon receipt of the booking form.

- Any screenshots taken during the session will be subject to copyright and should not be used for any purpose other than personal non-commercial research or private study. You should not supply your screenshots to any other person.
- If you intend to use the screenshots for any other purpose than personal non-commercial research or private study, you will be required to complete a Permission to Reproduce form. A link will be sent via email upon receipt of the booking form.
- Recording is not permitted

Cancellation Policy

- Cancellation requires 48 hours notice
- If you need to cancel or reschedule your appointment due to internet outages, or other technical issues, please notify us immediately.
- In such cases, we will work with you to reschedule your session.

Refund Policy

- A full refund will be made if you cancel your session giving the 48 hours' notice period as per the cancellation policy
- We, the organiser will use all reasonable endeavours to notify you of cancellation as soon as possible.
- A full refund will be made, if we, the organiser cancels the session.
- A full refund or part thereof will be made if we, the organiser experience technical issues during the session that cannot be resolved.
- No refunds will be made if you do not provide 48 hours' notice as per the cancellation policy
- No refund will be made for late cancellation, rescheduling or issues arising during the session due to you experiencing internet outages, virtual meeting platform errors, or other technical issues. In such cases, we will work with you to reschedule your session.

Complaints: All complaints should be made in writing to the Heritage & Culture
 Warwickshire Service Manager
 (Collections) amyhurst@warwickshire.gov.uk