



Birmingham Central United Synagogue School Tour Policy

Birmingham Central United Synagogue warmly welcomes school groups for educational tours, offering a unique opportunity to learn about Judaism and the Synagogue's role in Jewish life. While we aim to make each visit engaging and informative, we also ensure the safety and security of our community. Synagogue staff and volunteers will act courteously while maintaining the site's security. Visitors are expected to follow instructions promptly and fully.

Booking Procedure

- All bookings must be made through the Community Manager by submitting the appropriate booking form to office@centralshul.com.
- Tours are conducted Monday to Wednesday between 10am and 2pm.
- Tours last approximately one hour. Additional time of up to 20 minutes may be requested for questions at the time of booking.
- Maximum group size: 35.
- Provisional bookings require a deposit of £40, payable when submitting the booking form. Deposits can be paid by cheque, card, or BACS transfer.
- The tour fee is £3 per person, applicable to both students and staff.

Payments, Cancellations and Refunds

- All payments for tours must be made in full at least 2 weeks before the visit unless alternative arrangements have been pre-authorized.
- The £40 deposit is non-refundable under all circumstances.

The tour cost (excluding the deposit) will be refunded as follows:

- Full refund if cancelled 2 weeks or more before the visit date.
- Partial refund if cancelled less than 2 weeks before the visit date.
- Cancellations within 3 days are non-refundable for both deposit and tour cost.

Parking

- Limited car parking is available on the Synagogue forecourt and must be pre-booked.
- One accessible parking space is available and requires pre-booking.
- Coaches may stop only for drop-off and pick-up. Drivers must arrange off-site parking for the duration of the visit.
- Please park considerately in the surrounding area, ensuring access for neighbours is not obstructed.

Food Policy

- **No food or drink is permitted on Synagogue grounds.** This includes all outside food and beverages.
- Visitors are requested to strictly adhere to this rule to respect our religious dietary laws.
- Safeguarding
- All Synagogue Guides have undergone DBS checks and completed safeguarding training.

Dress and Behaviour Code

- Visitors must respect the Synagogue's dress code.
- Males should wear a head covering (Kippah will be provided if needed).
- Modest attire suitable for a place of worship is required (school uniform is acceptable).
- Mobile phones must be switched to silent mode.
- Visitors are expected to behave respectfully at all times.

Privacy and Security

- Personal information submitted for bookings is stored securely and never shared. Hard copies are securely shredded once no longer required.
- Contact details are used solely for tour communications or booking future visits and can be deleted on request.
- The Synagogue has a monitored secure entrance and CCTV covering various areas. Images may be recorded during visits.
- Comprehensive evacuation procedures are in place for emergencies.

