

Customer information – Museum Enquiries



We offer the following enquiry services to the public free of charge:

- Access to the collections and catalogue information*
- Initial advice on how to use the service or its facilities and search tools
- Catalogue searches to tell you if an object is present in the collection
- Locating an object in the store for research
- Staff time to research and answer your enquiry (up to twenty minutes)

Additional Services for which we shall make a charge

In the case of more complex enquiries, we can undertake the following and will make a charge where the staff time required exceeds twenty minutes:

- Researching objects or their associated information
- Collating or reporting the information found
- Finding and recording information from a third party

How much we shall charge

In the case of complex enquiries that take more than twenty minutes of staff time to answer, you will be charged for *all* the time taken, at the following rate:

- £25.50 per hour (pro rata), The first twenty minutes will be included in this charge.

We shall also charge for photocopies and computer printout as follows:

- B/W A4 sheet - 10p per sheet
- B/W A3 sheet - 20 per sheet

All prices include VAT at the current rate.

*Information that is accessible in, or supplied from the museums catalogue will be subject to any restrictions placed by the donor or lender, and to the provisions of the Data Protection Act.

Museum Enquiries - Terms and Conditions

How we accept enquiries

We shall accept enquiries in person, post or email. In the case of telephone enquiries which are chargeable, the enquirer will be asked to write to us with their enquiry.

What we shall ask you to pay

1) Enquiries taking up to twenty minutes

Up to twenty minutes of staff time devoted to your enquiry will be free. You may agree in advance to accept only as much information as can be provided within twenty minutes of staff time.

We shall ask you to pay for any photocopies and computer printout at the rate of:

A4 B/W 10p per sheet

A3 B/W 20p per sheet

We shall also ask you to pay for any additional materials costs, or any third-party charges which we incur in answering your enquiry. We shall tell you in advance what these charges will be.

2) Enquiries taking in excess of twenty minutes

In the case of enquiries which require expert knowledge *and* take more than twenty minutes of staff time to answer, you will be charged for *all* the time taken.

This will be at the rate of:

£25.50 per hour (pro rata). The first twenty minutes will be included in this charge.

Any materials and third party costs will be charged as above.

How we will ask you to pay

We shall ask for payment upon satisfactory completion of your enquiry. We shall normally issue an invoice for enquiries, and accept your payment by cash or cheque, supported by a banker's card. Cheques should be made payable to 'Moray Council'.

Object search and retrieval

We are pleased to provide access to items from the collections for research purposes. Please note however that we ask for a minimum of a week's notice if objects are to be retrieved from store, or removed from display, for a research enquiry.

Value Added Tax

VAT at the appropriate rate is included in all the charges listed above.