

### Terms and Conditions

1. Activity workshops should be confirmed at least 3 working weeks before your visit. Timetables will be emailed to you in the month prior to your visit.
2. Payment should be made immediately or at least within 30 days of the date of your booking confirmation by BACS, cash, cheque (*made payable to Chiltern Open Air Museum Ltd*) or credit card.
3. Any changes to your group's size or requirements must be communicated to us at least one week before your visit. Whilst every effort will be made to accommodate changes to your booking, this can not always be guaranteed.
4. Cancellations up to 4 weeks prior to your booked visit will incur no charges. However if you cancel your visit within 4 weeks of your visit date a fee of £100.00 per class will be charged, unless you rebook within the academic year.
5. You are responsible for the behaviour of your group at all times. We reserve the right to end any and all workshops or visits if the behaviour causes safety issues and/or is offensive.
6. If you know that you are running late due to traffic or other reasons please call us as soon as possible. Whilst every effort will be made to ensure that you receive a full service, please be advised that we cannot restructure your daily timetables so it is inevitable that any late arrival will impact on your first workshop. It is your responsibility to ensure that your group arrives at your booked workshops on time.