

Terms and Conditions



1. Please be aware that once you confirm your booking via email, we consider your booking complete. If we do not hear from you to the contrary within seven working days of your confirmation email being received, we will consider your booking final and all admin processes will be actioned. Any cancellation from this point onwards will incur a minimum cost of £100 per class group. All cancellations within 30 days of your visit will incur the full costs of your booking.
2. Please ensure that all issues relating to parental contributions, transport and lunch provision have been made before you confirm your booking as allowances cannot be made for any issues arising: the £100 per group, cancellation charge will still stand.
3. Payment should be made immediately or at least within 30 days of the date of your booking confirmation by BACS, cash or credit card.
4. Please complete this form and return as soon as possible to ensure that all the information included is accurate. The information you provide will help us meet your needs during your visit.
5. Individual timetables will be emailed to you in the weeks prior to your visit.
6. If you cancel your booking within 30 days of your planned visit date the full costs will apply. If you re-book within the academic year then only the £100 administration costs will apply.
7. Our charity bank account now charges us for each cheque we pay into our account. We wish to avoid passing this cost onto schools and so request that payments are made by BACS. We apologise for the inconvenience of this but do ask schools for their understanding.
8. Any increasing of your group's size 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 cannot always be guaranteed.
9. Any requested changes to the content of your programme must be communicated to us at least 30 days in advance. Whilst we will do all we can to accommodate any requested changes made within 30 days or less, we cannot promise that adapting your programme will be possible.
10. 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.
11. 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.
12. In the highly unlikely event of a workshop leader being unavailable for a pre-booked session, the Museum will offer an alternative session to the school.