



Museum of Royal Worcester Group Visits and Hires

Terms and Conditions

1. BOOKING

- 1.1 The Dyson Perrins Trust trading as the Museum of Royal Worcester provides museum access to group visit, please contact bookings@museumofroyalworchester.org to arrange a visit or telephone 01905 21247.
- 1.2 The group discount for single entry ticket only applies to groups of 12 or more. The minimum charge for a group visit is the cost, if 12 are booked and numbers decrease below this amount the minimum payment still applies.
- 1.3 A group booking is entitled to one free single entry for the group organiser or guide.
- 1.4 The Museum offers free coach parking next to the premises, available to pre-booked groups only. However, there may be occasions beyond our control when we can not provide a space.
- 1.5 Coach drivers receive a free entry ticket; the ticket is non-transferable. The driver is offered one complimentary tea or coffee.
- 1.6 A group's booking will be confirmed when the Museum receives a signed copy of the Terms and Conditions. This must be returned within 14 days of the provisional booking.

2. FOOD AND DRINKS

- 2.1 Upon the group organiser's request, and made as early as possible, **at least 14 days** prior to the date of the visit, the Museum can provide refreshment and catering (contact the museum for details). All food and drink supplied have a minimum order of 12.
- 2.2 It is the group's responsibility to check and inform the Museum of any food allergies or intolerances for attendees at their event when ordering catering packages.

3. PRICE AND PAYMENT

- 3.1 All prices (Group visit packages, refreshments and any applicable supplements) shall be agreed in writing with the group at the time of booking.
- 3.2 Group ticket prices apply, and no other discounts are accepted for group tickets
- 3.3 The group shall be invoiced upon confirmation of the booking and shall reasonably consider any errors or omissions.

- 3.4** Once the booking has been confirmed, full payment must be made **at least 14 days** in advance of the visit or within the payment terms of the invoice. Where this payment is not made within the stipulated time, the Museum can cancel the booking without notice.
- 3.5** Changes the group wishes to make to their booking must be made in writing at least **14 days** in advance. These will be considered the final numbers for invoicing and payment, regardless of subsequent changes or actual attendance. There is an exception in circumstances where the group requests additional services (excluding catering) after this date. In this circumstance, the group will be invoiced for the additional services. The Museum does not guarantee that additional services or changes can be provided.
- 3.6** Payment is accepted by BACS and Card (Online or over the phone). The group must inform the Museum in writing (preferably by email) of any bank transfers.

4. CANCELLATION

- 4.1** We understand that plans may change. Cancellation can be made up to 14 days prior to the visit or hire with no cost.
- 4.2** Due to administration, staffing arrangements and holding the space for your group, if you cancel **within 14 days** of the visit or hire, 100% of total invoiced value will be charged.
- 4.3** All cancellations must be received from the group in writing preferably to bookings@museumofroyalworchester.org as well as the individual Museum email contact provided for liaison and will be deemed to take effect from the date of receipt.
- 4.4** The Museum reserves the right to cancel your booking and end this agreement at any time when incidents occur which are deemed outside our control and affect the Museum's service(s). In this circumstance the Museum will endeavour to find a mutually agreeable alternative date for the group visit, where this is not possible any advance fees paid will be refunded to you.
- 4.5** Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock out, industrial action, fire, flood, storm or other event beyond the control of either party.

5. GROUP'S RESPONSIBILITIES

5.1 The Group is responsible at all times for

- 5.1.1 Their own conduct and actions. Smoking and Vaping is prohibited in all areas of the Museum. Individuals who wish to smoke must remove to a distance of at least 2.5

metres away from the building and be responsible in the disposal of cigarette butts, etc. Groups are required to inform their guests and monitor compliance with this condition.

6. GENERAL

- 6.1** The Museum reserves the right to make changes or substitutions to the specifics of the service selected including but not limited to speakers, spaces, and refreshments although we will make every effort to discuss any alterations with the Group and provide a suitable alternative.
- 6.2** The Museum may also make changes to the service which are necessary to comply with any applicable laws or safety requirements. The Museum will notify the group of any material changes to the service as soon as is reasonably possible.
- 6.3** The Museum has thorough risk assessments in place to make your visit as safe as possible. It is the responsibility of the groups to carry out their own risk assessments. To help support we can provide a general risk assessment and offer up to 2 free complimentary pre visits for the group organiser and driver.

7. DATA PROTECTION

- 7.1** You authorise us to store, handle and share your personal and payment information for the purposes of administering your booking. Your data will be stored securely in line with GDPR regulations and our data policies. You can ask what personal information we have recorded for you at any time.
- 7.2** You authorise us to disclose necessary information about you to anyone that we may appoint to collect an outstanding debt.
- 7.3** We may contact you for feedback about your booking experience and with offers that may be of interest to you. You can advise us that you do not wish to be contacted for these purposes at any time.

Name: _____

Organisation (if applicable): _____

Signature:

Date: _____