

SCHOOL/ORGANISATION BOOKING TERMS AND CONDITIONS

Bookings

All bookings are made via the query form on the SafeWise website. The relevant centre will then contact you to complete a booking form and advise on the date for your visit.

- The centre will only accept bookings once a completed SafeWise booking form has been received. Provisional bookings will not be accepted;
- Visitors should arrive promptly as late arrival may result in the visit being curtailed;
- It is the school/organisation responsibility to organise and fund any transport to and from the centre.

Minimum Visit Cost

Day Visits

The minimum cost for a visit is £180 for the Bournemouth Centre at a cost of £9 per head and £100 for the Weymouth Centre at a cost of £5 per head.

Evening Visits

The minimum cost for a visit is £75 for the Bournemouth Centre at a cost of £5 per head and £45 for the Weymouth Centre at a cost of £3 per head.

All groups should bring a minimum ratio of 1 adult to every 10 children. Up to 6 accompanying adults can visit free of charge. If you have genuine reasons for bringing additional adults please contact the relevant Centre directly.

Payment

A non-refundable deposit payment of 25% of the total expected cost of the visit will be requested at time of booking and must be paid within 30 days of the invoice otherwise your booking may be cancelled. Confirmation of numbers attending will be requested 60 days prior to your visit. Full payment will be required at least 30 days prior to your visit. If payment is not received your visit may be cancelled. If after payment you require additional numbers please check that this is possible with the centre and a further invoice raised if necessary. The total cost of the booking will not be reduced if numbers attending are reduced after final confirmation.

Cancellations and Rebookings

If you need to cancel or re-book your visit the following charges will apply:

Rebook prior to 60 days of visit - no charge.

Rebook within 60 - 31 days of visit - £25.00 rebooking fee will be charged.

Rebook within 30 days - £50.00 rebooking fee will be charged.

Cancellation before 30 days of visit - non-refundable deposit only.

Cancellation within 30 days of visit - 100% charge.

'No shows' on the day will be charged at the full visit cost.

Refunds

In the unlikely event that SafeWise cancel your visit a new visit date will be offered with any additional travel costs paid for by SafeWise on production of an invoice/ written confirmation from the travel

company. This does not apply to visits that are cancelled due to weather conditions when a new visit date only will be offered.

Risk Assessment

Risk assessments for the relevant centre can be provided on request.

Emergency Procedures

The school/organisation must comply with the centre's instructions for evacuation in the event of an emergency. The school/organisation accompanying adults are responsible for registering their children in the event of a centre evacuation.

Liability

SafeWise shall not be liable for any loss, damage or personal injury (except where such matters are caused by the negligence of SafeWise, its staff or agents) caused to any person or property which arises out of or in conjunction with the visit.

The school/organisation shall ensure that suitable indemnity cover is provided in respect of loss, damage or personal injury, which arises out of, or in connection with the visit.

Behaviour Policy

The behaviour of the group is the responsibility of the school/organisation and accompanying adults at all times during the visit.

SafeWise reserves the right in its sole discretion to:

- Require any person to leave the premises, or part of the premises;
- Refuse to permit anything to be brought into, or require anything to be removed from any part of the premises;
- Require any person to leave the tour and in the case of a child they will be the responsibility of an accompanying adult.

If the school/organisation or any member of their party fails to observe, or breaches any of the terms and conditions, then SafeWise, without prejudice to any accrued rights against the school, forthwith and without notice may terminate the visit.

Recording

The use of any cameras, audio or visual recorders, mobile phones or other similar devices will only be permitted at the discretion of the SafeWise Centre. Any photographs, videos or recordings taken by the school/organisation during the visit and how they are used is the responsibility of the school/organisation. SafeWise will only use photographs or recordings for publicity purpose with the signed consent of the school.

Lunchtime

There will be a short break in the middle of the day for lunch. It is the school's responsibility to bring lunch with them. During the lunch break it is the school's responsibility to supervise all their pupils. A space will be provided within the centre for this break.

Lost Property

SafeWise reserves the right to remove and dispose of any unclaimed articles left on the premises after 30 days.