



## **Education Bookings** **Terms and conditions**

### **Confirmation of session(s)**

Please note that making a booking enquiry via the online form does not itself constitute a booking. On receipt of your booking enquiry, we will contact you by phone or via email to obtain additional information about your visit requirements, including any guided sessions you wish to book. After this, we shall send you confirmation of your booking to ensure the details we have are correct and to give you important visit information. In order to fully enjoy your visit, we recommend you read this carefully.

### **Payment**

An invoice for payment due will be sent shortly after your visit and you will have 30 days from the date of the invoice to pay.

Payment can be made through BACS, over the phone using a credit card, or by sending a cheque made payable to Hampshire County Council to Park Office, Royal Victoria Country Park, Netley Abbey, Southampton, SO31 5GA.

If payment has not been received by the 30 day deadline, we will write to the head teacher of your school and ask that the balance is paid before we book or receive any more classes from your school.

Please see our website: [www.hants.gov.uk/rvchapel](http://www.hants.gov.uk/rvchapel) for a full list of charges.

### **Cancellation**

Cancellation of a confirmed booking must be made in writing via email or letter to the Education team: [rvcp.enquiries@hants.gov.uk](mailto:rvcp.enquiries@hants.gov.uk)

The following cancellation charges apply once notification is received by us:

- More than 4 weeks before your visit: No cost
- Between 2 and 4 weeks before your visit: 50% of the cost
- Less than 2 weeks before your visit: 100% of the cost

Royal Victoria Country Park reserves the right to cancel or re-schedule the booking due to unforeseen circumstances. Every effort will be made to minimise disruption to your booking and if necessary, a refund will be made. Royal Victoria Country Park does not accept liability for any other additional costs incurred.



### **Adult/Child ratios**

Groups are expected to meet the following student/adult ratios at all times during their visit:

- Foundation Stage/KS1: 1 adult to every 6 students
- KS2: 1 adult to every 10 students (1:7 if visit will include a Tower tour)
- Secondary school visits: 1 adult to every 12 students (1:10 if visit will include a Tower Tour)
- College/University visits: 1 adult must accompany the group

Teachers and adult leaders are free of charge on these ratios. Additional adults supporting children on a 1:1 basis are also free of charge. Any other adults must be paid for at the stated rate.

If you fail to meet these adult/child ratios then we reserve the right to modify your visit timetable and activities to ensure that safety standards can be maintained at all times. We also reserve the right to turn your group away if these safety standards cannot be achieved.