**TERMS & CONDITIONS FOR GROUP VISITS TO THE NATIONAL HOLOCAUST CENTRE AND MUSEUM**

We are an independent charity. Partial payment is required in advance to contribute to our costs of delivering educational sessions.

**A deposit and signed booking form are required to secure your booking.**

We will send you a pro-forma invoice for your deposit of £2 per pupil, together with your booking form. We will advise you of the dead-line date for return of the signed form and payment of the deposit.

The deposit is non-refundable and will be deducted from the final balance of the visit, taking into account any allowable cancellation or amendment charges.

Upon receipt of the above we will issue a pro-forma invoice for the remaining balance amount. At this point the secondary paperwork (e.g. risk assessments) will be sent to you.

**Failure to return the deposit and form before the deadline date will result in cancellation of your provisional booking and the date will be released to other groups on our waiting list.**

**Cost**

The cost of the visit is as stated on the bookings form.

There is no charge for accompanying adults at a ratio of 1:10, additional adults will be charged £7.

A minimum group size of 21 people (or payment to that amount) is necessary for an educator to support your visit and for us to try and secure a speaker.

**Cancellation and amendments policy**

Once your booking is confirmed you have up to one calendar month before the date of your visit to amend or cancel your booking.

**If you cancel or modify the group number less than one month before the date of your visit you will be invoiced for the total number shown on your signed booking form.**

In the case of non-attendance due to illness we will issue a refund where a medical certificate is provided.

You will be charged for any additional students brought on the day. Should you increase your numbers without informing us we cannot guarantee we can accommodate the additional numbers.

Deposits are non-refundable and non-transferable to other dates. Rescheduling a date is classed as a cancellation and will still be subject to charges under this amendments policy. Upon rescheduling you will need to pay a new deposit to secure the new date.

Cancellations must be confirmed in writing to, and acknowledged by, the Bookings Team.

In the event that the Centre has to cancel a booking a full refund will be issued.

**Final Payment**

Once the visit has taken place the school or visit organiser will receive an invoice for the remaining balance owed inclusive of any additional charges incurred. The final payment is due 7 days after the date of your visit and can be made via cheque, credit or debit card, or by BACS.

Cheques are to be made payable to ‘The National Holocaust Centre’ or ‘Beth Shalom Ltd’. Payments by BACS should be made to the account shown on your invoice.

**Information about your visit:**

There may be other schools or groups visiting at the same time as your group.

It is important that you comply with the arrival and departure times you gave while booking (shown on your bookings form) or that you have informed in advance us of any changes. If you arrive late or need to leave early we cannot guarantee the structure of your day which includes listening to a survivor speaker.

Any information you receive regarding the structure of the day is subject to change.

We ask that our Site Rules are adhered to (to be sent after the booking is confirmed). We reserve the right to request a group to leave the premises if their behaviour is deemed unacceptable.

You will receive relevant resources for your visit via email once we have received the deposit. These can be printed at your discretion and will not be supplied on the day.

There may be a need to change your survivor speaker for reasons such as ill health or travel disruption, we are therefore unable to guarantee the presence of a speaker and reserve the right to change your speaker without notice. In such cases an amended programme will be put in place for you.

**Contact the bookings team**

Please contact us if you have any questions at all.

Email: bookings@nationalholocaustcentre.net

Post: Bookings Team, The National Holocaust Centre, Laxton, Nottinghamshire, NG22 0PA

Telephone: 01623 836 627