

National Space Centre

BOOKINGS TERMS AND CONDITIONS

A booking is deemed provisional until we receive a signed booking confirmation letter. Your booking is confirmed upon receipt of a signed confirmation letter.

Please confirm any change in your numbers **prior** to your visit. Unfortunately we cannot guarantee that unconfirmed additional numbers will be booked into the same programme of events.

The National Space Centre reserves the right to cancel or alter the schedule of a booking due to unforeseen circumstances. You will be advised in writing and if necessary a refund of any deposit will be made. The National Space Centre does not accept liability for any additional costs incurred.

The programmes arranged during your visit run to a tight schedule and cannot be delayed. It is important to ensure your group arrives on time and keeps to its allocated timetable. In unforeseen circumstances, we will try to be as flexible as possible; however, alternatives to the confirmed schedule will depend on the operational demands of that day.

Groups visiting the National Space Centre will sign on arrival to confirm the participant numbers attending on the day. By signing the receipt the group is liable for the full cost of the confirmed participants.

An invoice will be issued approx 10 days after the event for the full balance of the visit/programme. This invoice will be payable within 30 days of the date of issue. Cheques should be made payable to '**NSSC Operations Ltd**'. Interest is chargeable on late payment at 2.5% per month/0.089% per day calculated daily and compounded monthly.

Please inform us at the earliest opportunity if you wish to cancel or postpone your booking. Groups that give less than 14 days notice will be **liable for the full cost of their booking**. Cancellations due to unforeseen circumstances must be detailed in writing and addressed to the bookings team. The fees will then be assessed on an individual basis.

School groups will be allocated a trolley for their bags and coats on a first come, first served basis. However, all items are left at the owner's risk and the National Space Centre accepts no responsibility for loss or damage to any property left in this area. Please keep any valuable items with you.

The group leader is expected to take responsibility for the behaviour and discipline of their group. All students must be supervised at all times while in the National Space Centre. Any costs incurred as a result of malicious damage will be the responsibility of the school or the group leader.

We recommend supervision of **1 adult for every 5 children** for early years and KS1 and **1 adult for every 10 children** for KS2 and above. Participants with special needs may require extra adult support. Additional adults to those required for supervision will be charged at the normal group rate. Challenger Learning Centre missions require at least two of the supervising adults to be present during the activity.

Challenger Learning Centre missions and StarDome bookings require a £50 non refundable deposit which must be sent with the signed confirmation letter within 14 days of making the booking. Please note that if you wish to cancel either programme, your deposit will only be refunded if you give more than 28 days' notice. The same notice period requirements apply for postponement of the programmes.

We ask visitors NOT to eat or drink in the Exhibition, Space Theatre, Challenger Learning Centre, Classrooms or StarDome. Chewing gum is strictly forbidden throughout The National Space Centre.

Packed lunches can be consumed in our school lunch area or outside the building on the picnic benches. If a group wishes to use our School Lunch Area, it **MUST** be booked in advance. Please note: spaces in the school lunch area are limited and therefore booking is subject to availability. Please note catering is **NOT** provided

It is recommended that at least one accompanying teacher visits the National Space Centre before the group visit. These visits are free to teachers if pre-booked and proof of school is provided.

Normal Terms and Conditions of Entry apply in addition to those outlined above and can be obtained on request.