

Booking, Charging and Cancellation Policy - Terms and Conditions

A provisional booking/request for visit dates can be made by returning the REQUEST FOR A VISIT/ACTIVITY FORM.

Potential bookings, including availability of dates, charges, group size, accommodation and range of activities can be discussed by telephone or email. Information is also available on our website.

On receipt of the Request for a Visit/Activity Form, dates will be allocated at the Centre and confirmed to you in writing.

Your Head Teacher/ Manager will be asked to sign a VISIT AUTHORISATION FORM and return this to Kingswood Trust. This makes the booking a firm one and your group and dates will be put onto our planning schedule.

Please note, you will be invoiced at the point of a confirmed booking for a standard group of up to 30. Any additional participating children or requirements will then be invoiced for after the activity has taken place.

You will be contacted again at least half a term (6-8 weeks) before your visit. If this is a late booking, information will be sent immediately. We will email you with an Information pack to help you with organising your visit or activity. Alternatively this can be accessed at anytime from our website.

Our charges for children's visits are usually based on group sizes of up to 30, with the ability to add additional children at a per head charge. Please discuss or state your group size on booking.

Current charges are available upon request.

If you should need to cancel your visit, the following applies:

- Cancellation more than 6 weeks before the planned activity will incur no fee and you will receive a full refund.
- Cancellation 4 – 6 weeks before the activity will incur a fee of 40% and the balance will be refunded.
- Cancellation less than 4 weeks before the planned visit will incur a 60% charge.

Wherever possible, we will endeavour to be flexible and support you with rescheduling or rearranging your group activity to ensure that neither your school/group nor the Kingswood Trust is faced with a financial loss.

Please note that if your group size/ class is small on booking, please indicate on the Request for Visit Form and possible options can be discussed in advance.