

Morwellham Quay

Historic Port & Copper Mine

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Terms and Conditions for Group Bookings

March 2023

Payment

- The balance must be paid at least two weeks prior to your visit unless it has been agreed that you can be invoiced for the visit.
- Invoices following the visit will only be made to schools/companies who have agreed our payment terms. The full balance due within 30 days of visit.
- Accepted payment methods: card, cheque, cash or BACS, if paying by BACS you must reference your group name and/or invoice number if applicable.

Booking Confirmation

- Will be sent to you via the email address provided. It is your responsibility to check that the details we have for your visit are correct.

Changes to the Booking

- If for any reason you wish to amend the booking after it has been confirmed, we will do our best to assist you.
- Changes to the date of the visit must be made 30 days prior to the visit and will be subject to availability on the date you wish to change to.
- Refunds will not be given due to late arrivals or missed activities.
- Reduction of the numbers of people visiting, must be made at least 14 days prior to the visit, otherwise you will be charged for the original number.
- Increases to the numbers of people visiting, must be made at least 14 days prior to the visit. We will do our best to accommodate large increases, but this may not always be possible.

Cancellation of a Booking

- Any bookings cancelled prior to the visit will incur a £50 cancellation fee.
- Any bookings cancelled within 7 days of the visit will incur the whole visit cost.

Under 18s & General Terms

- All children under the age of 16 must be supervised, at all times, by an adult aged 18 or over.
- All Morwellham Quay normal site terms and conditions apply; no ball games, no scooters, no skateboards, no Heelys shoes, dogs must be kept on a short lead at all times and must not be left tied up, caution should be taken when around the river. Full list can be found on website: www.morwellham-quay.co.uk

Educational Visits

- The teacher's free preparatory visit is available to the teacher in charge of the visit. They must have booked their pre-visit before arriving. It is free entry only, the mine train is charged at the standard price and can be booked with the receptionist on arrival.
- We can provide our risk assessment as a guide, but we suggest that you compile your own risk assessment before the visit.
- During your activities we reserve the right to cease conducting them, if your group refuses to listen when asked to do so.
- Late arrival on the visit day may cause you to miss activities, we will try to amend the timetable if at all possible, but don't guarantee that we can do this.
- We will provide a room for you to leave bags and eat your lunch in. We do not take responsibility for the loss of any items, so please keep valuables on you. We would appreciate it if any rubbish could be placed in the bin on departure.

Standard Group Visits

- Late arrival on the day of your visit may mean that you miss your mine train, we will do our best to reschedule one for you where possible but cannot guarantee this and no refund will be given.