



## **Conditions of your Birmingham Museums Trust visit: Adult Group Tour**

Please read carefully the terms and conditions of group visits to Birmingham Museums Trust (BMT) sites. By booking a group visit or tour with BMT, you (the client) agree to the terms and conditions below.

### **Arrival**

- The client is required to arrive at least 10 minutes before the start of the planned tour.
- On arrival, the client should report to the museum reception where they will be met by a BMT tour guide.
- If the client's group is due to be arriving later than expected, they should call the museum directly so that the BMT tour guide can be informed and rescheduling can be organised if necessary.
- If the client arrives late for a tour, BMT will endeavour to maintain the visit arrangements but the tour may have to be shortened or cancelled all together in which case the client will still be liable for the full cost of the tour.

### **Conduct and Responsibilities**

- The client is responsible for the supervision and conduct of its customers at all times.
- Severely disruptive or unacceptable behaviour will lead to the client's group being asked to leave the museum and no refunds will be made on any part of the visit.
- The client will be liable for any damages caused by the actions of any member within their group.
- Any abusive, threatening, violent or intimidating behaviour towards BMT staff will not be tolerated and the client's party faces being removed from the premises or criminal proceedings being initiated.
- If during the visit the client has any concerns, the museum manager will assist in any way they can.

### **Payment Terms**

- The charge for the client's group tour is per person with a maximum number of guests within the tour group.
- The minimum number of guests must be met and the maximum number of guests must not be exceeded.
- The client must make full payment at least four weeks in advance; an invoice will be issued at least eight weeks before the date of the visit or at the time that BMT confirm the booking.
- Payment can be made by BACS, cheque or such credit cards as are accepted by BMT. Cheques to be made payable to Birmingham Museums Trust.
- If the booking is made within four weeks of the date of the visit, full payment is required at the point of booking.

### **Cancellation policy**

- All cancellations must be made in writing. Cancellations by the client will incur the following charges:
  - Within eight weeks of visit date – no charge
  - Within four weeks of visit date– 50% of visit cost (a credit note will be issued for 50% of the cost)
  - Within two weeks of visit date – 100% of visit cost
- If a BMT tour guide is absent (i.e. through illness) BMT will endeavour to find a replacement or alternative, though this cannot be guaranteed. BMT will attempt to notify the client in advance if it is deemed that the experience may be affected. Regrettably, there may be occasional extreme circumstances that BMT cannot overcome and it may be necessary to cancel your tour as a result. In such circumstances, BMT can either reschedule the client's tour or offer a refund.

### **Accessibility**

- Accessibility statements can be found on the BMT website for each venue. The client should check these carefully and contact BMT with their customers' requirements.

### **Personal Property**

- BMT accepts no responsibility for loss or damage to the property of visitors whilst at BMT venues.

### **Catering**

- It is the responsibility of the client to inform BMT of any dietary requirements of their customers to ensure they can be catered for at BMT venues

### **Partner tours**

- A member of staff will be available to direct the client and its customer to external venues.
- The client and its customers must pay attention to any relevant third party terms and conditions.
- If your booking includes accommodation, BMT will endeavour to provide a city centre location, however if this is not available on the client's required date, a suitable alternative will be offered.

### **Travel**

- The client is responsible for providing all transport to, from and between sites. BMT does not provide transport for the client or their customers.
- The client is responsible for any parking charges that may be incurred.