



40 Sheep Street, Stratford upon Avon, Warwickshire CV37 6EE

Terms & Conditions

Please familiarise yourself with our terms and conditions before booking.

Before your trip

We encourage all teachers to look around Tudor World and / or read the schools page on our website for details of the day. If you have any questions please do not hesitate to email us on thetudors1599@gmail.com or phone 01789 298070.

Changing you booking

Should you wish to amend the number of pupils or make any other booking alterations, please advise us at least a week in advance of your visit.

Payment should be made not less than one week before your visit. Any additional pupils can be paid for on the day.

The booking is confirmed upon receipt of the invoice. The workshops are very staff intensive and are engaged on the amount of students booked.

If you are running late on the day of your visit, please contact the museum directly.

Cancellations

In the unlikely event you need to cancel your booking, it is important that advance notice is given, allowing the museum to fill booking slots with other groups. Please note that once payment has been received, bookings cannot be cancelled only rescheduled. No refunds will be given for any pre-paid pupils not present on the day.

Payment Terms

We accept the following methods of payment: cheque (cleared 7 days before visit), BACs or visa.

Please note that entry to the museum can only be granted once the total balance has been received.

Payment Fines

Debtors more than 30 days old will be subject to a £40.00 late payment fine (+ interest on the outstanding balance).

Credit Notes

If you can no longer visit the museum and have paid for a group visit, we will issue the organisation in question with a credit note. A group organiser will need to arrange a rescheduled visit in advance. 1 rescheduled visit can be redeemed on a credit note; therefore, we advise the group organiser to bring the stated number of attendees on the rescheduled visit. If the rescheduled group has more attendees than stated on the credit note, we will issue the group organiser with a combined

credit note/invoice which will state the additional balance. Once the return visit has occurred, the credit note is deemed to have expired.

Safety On Site

A risk assessment will be available on booking. It is imperative everyone visiting the museum understands and is aware of the safety information. If there is an accident during your visit, please inform a member of staff immediately. A first aider is available if required. If an emergency evacuation does occur, an alarm will sound. Please follow the direction of a member of staff. Pupils will be asked to vacate the premises through the museum's entrance in Sheep Street and assemble at the swan fountain, waterside (bottom of Sheep Street). There are emergency exit signs throughout the museum. Groups are given a safety briefing at the start of their visit to Tudor World.

Supervision

It is essential that pupils are supervised at all times during their visit to Tudor World. Please make sure all teachers/ supervising adults attending your visit recognise that they are responsible for the behaviour, actions and care of their pupils.