

GROUP BOOKING TERMS AND CONDITIONS

Payment

Payment must be made 28 days in advance of your visit. We accept cash, credit card or cheque. Cheques must be made payable to SCMG Enterprises Limited. Any groups that do not pay before their visit will be sent an invoice afterwards.

Cancellation

If you need to reduce the numbers booked into a charged activity, you must tell us at least 28 days before the date of your visit. We will then send you a new confirmation letter.

If you need to cancel your booking, you must tell us in writing at least 28 days before the date of your visit. We will then send you a letter confirming that you have cancelled your booking.

We regret that cancellation or reduction in the numbers cannot be accepted within 28 days of your visit, and you will be liable for the full cost of the places we have booked for you.

For free events only, we may be able to accommodate changes and ask you to let us know as soon as possible.

We reserve the right to cancel any booking if the museum is unexpectedly closed, e.g. due to extreme weather conditions. If for any reason we need to cancel all or any part of the booking, you will not be charged for the booking that we have cancelled. If we do have to cancel all or any part of the booking, we will contact you as soon as possible to try to find suitable alternative dates and/or activities.

Changes to your booking

If for any reason you need to change your booking in any way, you must tell us at least 28 days before the visit date. We will then send you a new booking confirmation letter. We will do our best to accommodate any changes received less than 28 days before your visit, but we regret that we cannot guarantee that we will be able to make any such changes.