

# SCHOOL VISIT TERMS AND CONDITIONS

## CANCELLATIONS

You can cancel up to 3 months prior to the date of your visit. If you cancel within 3 months of the visit date the following charges will apply:

- Less than 3 months' notice of cancellation, 25% of the total booking cost will be charged.
- Less than 2 months' notice of cancellation, 50% of the total booking cost will be charged.
- Less than 1 months' notice of cancellation, 100% of the total booking cost will be charged.

If your booking was made within the 3 month period we will allow 24 hours (from when the booking form is sent) for you to cancel your visit. If you cancel after this 24 hour period then the standard cancellation charges will apply.

All cancellations must be sent in writing to [StemDC@nhc.ac.uk](mailto:StemDC@nhc.ac.uk).

If for whatever reason STEM Discovery Centre can no longer accommodate your visit, we will offer a full refund or a chance to change your date at no additional cost. In this very unlikely situation, we would notify you by email and/or telephone.

## AMENDMENTS

You can reduce the number of participants up to 3 months prior to your visit. We cannot accept reductions in numbers within 3 months of the visit date.

You can change the date of your booking up to 1 month prior to the visit date (provided there is an available date to transfer your booking to). If you change your visit date within 1 month of your trip you will be charged 25% of the original booking cost as well as the full cost for the new date.

You can amend your chosen activities/shows up to 1 month prior to the visit date. After this time we cannot allow changes to add-ons.

You can increase the number of participants at any time, provided we have are able to accommodate. We may need to send a separate invoice for additional participants added. To avoid disappointment, we would advise you give us at least a week's notice if you need to increase numbers.

All amendments must be sent in writing to [StemDC@nhc.ac.uk](mailto:StemDC@nhc.ac.uk).

## **LATE ARRIVALS**

We will ask you for your expected arrival and departure times upon booking. We cannot give refunds if you arrive late and don't have time to complete all activities/shows. While we will try our best to squeeze everything in, please bear in mind that this is not always possible.

## **ADULT HELPERS**

To help keep our prices low we don't charge for any teachers or adult helpers. However this does mean that we only provide enough materials and equipment for the students to participate. Therefore we ask that adults and teachers are on hand to help the children with what they are doing/making, but we will not give adults the materials to do their own activity.