

## GROUP AND SCHOOLS BOOKING AND CANCELLATION TERMS

You can reduce the numbers attending, change the date or cancel your booking completely up to **14 days** before the date of your visit. Changes and cancellations must be sent in writing to [frontofhouse@freud.org.uk](mailto:frontofhouse@freud.org.uk)

We will send a revised visit confirmation email and pro-forma invoice reflecting your changes.

We cannot accept changes of date, reductions in numbers attending, or cancellations within **14 days** of the visit date and your school/organisation will be required to pay the cost of the charged activities shown on your confirmation email and pro-forma invoice.

If your booking was made within the **14-day period**, we will allow **24 hours** for you to make changes or cancel the trip. Changes and cancellations must be sent in writing to [frontofhouse@freud.org.uk](mailto:frontofhouse@freud.org.uk)

We will send a revised visit confirmation email and pro-forma invoice reflecting your changes. After the **24-hour** cut-off your school/organisation will be required to pay the cost of the charged activities shown on your confirmation email and pro-forma invoice.

If your school/organisation requires you to raise a **Purchase Order** please do so and provide us with the **Purchase Order Number** to be included in your invoice.

We cannot give refunds if fewer people come on the day or your group does not come to the Museum at all. If we have not already received your payment, your school/organisation will remain liable for the cost of the charged activities shown on your confirmation email and pro-forma invoice.

You can increase numbers at any time, provided places are still available. Please request changes in writing to [frontofhouse@freud.org.uk](mailto:frontofhouse@freud.org.uk). We will send a revised confirmation email and pro-forma invoice showing the new amount due.

If you are collecting monies from pupils/attendees, please allow enough time to tell us about any changes in numbers ahead of the **14-day** deadline explained above.

Museum cancellations may occur in rare unforeseen circumstances. We will contact schools/groups as soon as we can and offer alternative visit dates or a full refund.

Health and Safety is the responsibility of teachers. Bring the required ratio of adults: pupils.

All members of our education team are **DBS checked**.

Disruptive behaviour affecting the safety of visitors, or causing damage to exhibitions may result in a group being asked to leave, accompanied by their teacher. We will not provide a refund in these circumstances.

We accept no responsibility for loss, theft or damage to personal items brought into the museum or left in storage or onsite.

## LATE ARRIVALS

If you are running late, please let us know on **020 7435 2002**

## PAYMENT

The pro-forma invoice we send you will show the cost of any charged activities you have asked us to include in your visit itinerary.

Your payment becomes due **14 days** ahead of the visit date and we must receive the payment before the date of the visit. If timely payment is not received, we reserve the right to **CANCEL** your booking.

If you make changes to your booking we will send a revised confirmation email and pro-forma invoice showing the new amount due. Please also refer to the booking and cancellation terms above.

Please refer payment queries to **DANIEL BENTO** or **FRANCISCO DA SILVA** on **020 7435 2002**, or email [frontofhouse@freud.org.uk](mailto:frontofhouse@freud.org.uk)

