TURTON TOWER

EDUCATION VISIT - BOOKING TERMS AND CONDITIONS

1. Booking your visit

1.1 Submission of a booking form constitutes a request for a visit and does not in itself confirm a booking.

1.2 All visits are subject to availability. Your booking is confirmed only when you receive written confirmation from Turton Tower.

1.3 The person submitting the booking request must be authorised to make the booking on behalf of their school or organisation.

1.4 Please check your booking confirmation carefully, including the agreed date, timings, pupil numbers, programme and charges, and inform us promptly of any inaccuracies.

2. Charges and payment

2.1 Standard education visits are charged at £6 per pupil, subject to a minimum charge of £180 per visit. Different charges or minimum fees may apply to special events and workshops. These will be communicated during the booking process and confirmed in writing.

2.2 The expected cost of your visit will be stated in your booking confirmation.

2.3 Reductions in pupil numbers notified at least 14 calendar days before the visit will be reflected in the charge, subject to any applicable minimum or fixed fee. Where numbers are reduced less than 14 calendar days before the visit, including absences on the day, the previously confirmed charge will remain payable unless otherwise agreed.

2.4 Payment is not required at the time of booking. All charges will be processed following your visit. Schools maintained by Blackburn with Darwen Borough Council will be charged through the Council's school recharge process. Academies, free schools, independent schools and schools outside Blackburn with Darwen will be invoiced directly following their visit.

2.5 Payment for invoiced visits is due in accordance with the payment terms stated on the invoice.

3. Changes to your booking

3.1 Please inform Turton Tower as soon as possible of any changes to pupil numbers, accompanying adults, arrival or departure times, accessibility or support requirements, or other information that may affect your visit.

3.2 Any requests to change your booking are subject to availability and must be agreed in advance.

4. Cancellation by the school or organisation

4.1 If you need to cancel your visit, please notify Turton Tower by email as soon as possible.

4.2 Cancellations received at least 14 calendar days before the booked visit date will not incur a cancellation charge.

4.3 Where a booking is cancelled less than 14 calendar days before the visit, or a group fails to attend, the full booking charge will be payable.

4.4 Turton Tower may, at its discretion, waive or reduce a cancellation charge or offer an alternative date in exceptional circumstances.

5. Cancellation or changes by Turton Tower

5.1 Occasionally, Turton Tower may need to change or cancel a visit because of circumstances such as staff illness, severe weather, emergency closure, conservation requirements or safety concerns.

5.2 We may make reasonable adjustments to the order or content of activities where necessary, while aiming to maintain the overall quality and experience of the booked programme.

5.3 Where significant changes prevent us from delivering the essential elements of the programme, we will discuss alternatives with the school. If no suitable alternative can be agreed, the school may cancel without charge.

5.4 Where Turton Tower cancels a visit, we will contact the school as soon as possible and endeavour to offer an alternative date where available. No charge will be made for a visit cancelled by Turton Tower.

5.5 Turton Tower will not reimburse schools for travel expenses or other third-party costs incurred if a visit is cancelled or changed, except where required by law.

6. Arrival, departure and facilities

6.1 Schools should arrive and depart at the agreed times stated in their booking confirmation or accompanying programme information. If your group is delayed, please contact Turton Tower as soon as possible.

6.2 Late arrival may result in elements of the programme being shortened or missed. We cannot guarantee that the full programme can be delivered following a late arrival, and the confirmed booking charge will still apply.

6.3 Facilities available to visiting groups, including lunch spaces and shop access, may vary according to the programme or event. Any restrictions or special arrangements will be communicated in advance.

7. Adult supervision and safeguarding

7.1 Visiting schools and organisations remain responsible for the supervision, safeguarding, behaviour and welfare of their pupils throughout the visit, including during facilitated activities, transitions, lunch and breaks.

7.2 Turton Tower requires the following minimum adult-to-pupil supervision ratios:
Reception/ EYFS - 1 : 4
Key Stage 1 - 1 : 6
Key Stage 2 - 1 : 8
Secondary - 1 : 10

7.3 Schools must provide additional adults where required by their own risk assessment or individual pupil needs. Adults providing dedicated 1:1 support must be in addition to the general supervision requirement.

7.4 Turton Tower staff, volunteers and session leaders do not count towards the school's required adult supervision ratio.

7.5 Accompanying adults must remain actively involved in supervising pupils and support Turton Tower staff in maintaining appropriate behaviour and safe movement around the site.

8. Accessibility, SEND and additional support

8.1 Turton Tower is committed to making its education programmes as inclusive and accessible as possible. We will work with schools to understand individual needs and make reasonable adjustments wherever possible.

8.2 Schools should inform us of any relevant accessibility, sensory, communication, SEND, medical or additional support requirements as early as possible, providing only information necessary to help us support the visit.

8.3 As Turton Tower is a historic building, some areas have physical access constraints. We encourage schools to discuss their requirements with us in advance so that suitable arrangements can be explored.

8.4 The visiting school remains responsible for pupils' personal care, medication and individual medical arrangements in accordance with its own policies.

9. Risk assessment, safety and behaviour

9.1 Turton Tower will provide appropriate site and activity risk/hazard information to assist schools in planning their visit. Schools remain responsible for assessing the suitability of the visit for their group and completing any risk assessment required under their own policies.

9.2 Schools are welcome to arrange a free pre-visit where this would assist their planning or risk assessment.

9.3 All visitors must follow site safety instructions, signage and emergency procedures.

9.4 Turton Tower is a historic building containing fragile collections. Schools are responsible for ensuring pupils behave appropriately and treat the building, collections, grounds and other visitors with respect.

9.5 Turton Tower reserves the right to pause, alter or, where necessary, end an activity or visit where behaviour presents a risk to people, the building or collections, or prevents the programme from being delivered safely.

10. Privacy and information

10.1 Information provided as part of a booking will be used to administer, plan and deliver your visit and handled in accordance with applicable data protection legislation.

10.2 Schools should only share personal information about individual pupils where necessary to help us make appropriate arrangements for their visit.