

Group Booking Terms and Conditions

Sharing the history of the New Forest



The Booking Process:

- All groups must book in advance, including self-guided visits to the Museum. New Forest Heritage Trust (NFHT) reserves the right to refuse entry if an advance booking has not been made.
- NFHT will clearly state booking costs before the visit in the booking paperwork, including minimum charges.
- NFHT will confirm all bookings by email, or by letter if there is no email contact available.

Payment Process:

- Groups will be invoiced after their visit, unless group specifically requests otherwise. Payment can be made on the day with prior arrangement.
- All groups are subject to a minimum charge should numbers change. Groups will be notified of this as part of the booking process

Cancellation Process:

- Group visits, excluding self-guided visits, are subject to cancellation terms

Amount of notice given of cancellation	Amount of booking charged
14+ days	No charge
7-13 days	50%
7>	100%

- Cancellation terms will be waived if the visit is unable proceed due to severe weather conditions i.e. high winds or thunderstorms.
- NFHT may cancel a group visit should it appear necessary to do so. The group will be given as much notice as possible and be offered an alternative date if appropriate. NFHT is not liable for any costs incurred with connection to any cancelled booking.

Group Booking Terms and Conditions

Sharing the history of the New Forest



The New Forest Heritage Trust will:

- Have public liability insurance in place
- Carry out regular health and safety inspections of the premises and areas used for education.
- Have risk assessments in place for all planned activities and share these with the group.
- Ensure that safeguarding policies and procedures are current and appropriate
- Offer a free risk assessment pre visit.
- Make every effort to provide areas for coats and bags, but accepts no responsibility for the safekeeping of any item brought to the Heritage Centre.
- Hold data responsibly and according to data protection regulations. A privacy notice will be given when a group visit is booked.

The Group will:

- Undertake their own risk assessment for the group members.
- Provide first aid provision for group members
- If appropriate, inform the NFHT staff of any group members who have special requirements.
- Ensure children aged under 14 are supervised by known adults, Children between 14 and 18 may enter the museum unaccompanied but in groups no larger than 6.
- Ensure that safe ratios of adults to children are maintained throughout the group visit. Do not count NFHT staff in your ratios. The NFHT recommends the following:

Children's age	Ratio adult to children
Under 5	1:2
5-7	1:6
7-11	1:10
11+	1:15

Group Booking Terms and Conditions

Sharing the history of the New Forest



- Take responsibility for group members' actions. Leaders in charge of groups involving children must ensure appropriate behaviour and supervision at all times and that children follow specific instructions from the Education Team.
- Ensure children enter the shop in small groups (no more than 10 at a time) if time in the shop is required.
- Be responsible for any damage caused to NFHT property during the group visit.
- Arrange suitable transport if the visit includes a transfer away from NFHT building. Be aware that double decker or larger single decker coaches are not suitable for the road to Bolderwood.
- Ensure that all members wear appropriate clothing for the activity booked i.e. study walking shoes, boots or welly boots if wet; long sleeve and long trousers in the spring and summer.