

## Terms and Conditions – Group Tours

'The Box' is a brand name of Plymouth City Council's museum and art gallery. Any reference to 'The Box' in these terms and conditions shall be construed to mean Plymouth City Council. Please read carefully the Terms and Conditions for Tours of The Box sites. By booking a tour with The Box, you (the Client) agree to the Terms and Conditions below.

### **Booking**

- Requests for tours are to be submitted to [venuehire@plymouth.gov.uk](mailto:venuehire@plymouth.gov.uk) allowing a minimum of 14 days advance notice.
- One Group Organiser per booked group qualifies for free entry. The Group Organiser is defined as the person who made the booking and/or a member of staff from the organisation that made the booking.
- One Coach Driver per coach qualifies for free entry
- The minimum and maximum capacity can be found on the tour information sheet or on our website [www.theboxplymouth.com](http://www.theboxplymouth.com).

### **Capacity**

The maximum capacity of each Tour at The Box and its venues will be stated and agreed on the booking provisional and confirmations email(s). Failure of the organiser to keep to the limit, depending on the number of additional participants, will result in one or a combination of the following:

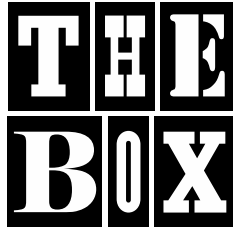
- The tour not proceeding
- The additional participants being excluded from taking part
- Agreement that the tour will be compromised in terms of the enjoyment/learning outcomes that will be derived by the participants
- An additional charge will be requested.

### **Arrival**

- The Group is required to arrive a minimum of 10 minutes before the scheduled start of the tour.
- On arrival, the Group should report to The Box reception where they will be met by a Tour Guide.

The Box, 37 Tavistock Place, Plymouth, PL4 8AX | 01752 304774 | [theboxplymouth.com](http://theboxplymouth.com)





- If the Group is due to arrive later than originally expected, they are required to call The Box on 01752 304774 directly prior to their expected time of arrival with an estimated time of arrival, so our Tour Guide can be informed.
- If the Group arrives later than expected, The Box will endeavour to maintain the visit but the tour may be shortened or cancelled, in which case the Group Organiser will still be liable for the full cost of the tour.

### **Conduct and Responsibilities**

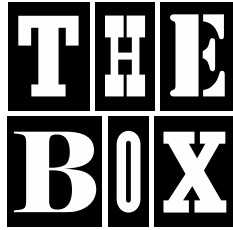
- The Group Organiser is responsible for the supervision and conduct of its customers at all times.
- The Group Organiser will be liable for any damages caused by the actions of any member within their group.
- Severely disruptive or unacceptable behaviour will lead to the Group Organiser's group being asked to leave The Box and no refund will be made of any part of the visit.
- Any threatening, violent or intimidating behaviour towards The Box staff will not be tolerated and the Group Organiser's party faces being removed from the premises or criminal proceedings being initiated.
- If during the visit the Group Organiser has any concerns, the Duty Manager will assist in any way they can.

### **Payment Terms**

- The charge for the Group tour is per person with a maximum number of guests within the tour.
- The minimum number of guests must be met and the maximum number of guests must not be exceeded.
- A 50% deposit is payable upon booking a tour at The Box and its venues. A deposit may be used as part of our cancellation policy, please see below for further information.
- Payments for tours must be paid in full at least 28 days prior to the event date. Failure to make payment will result in cancellation of booking.
- If the booking is made within 28 days of the date of visit, full payment is required at the point of booking.
- Payments will be accepted in the form of debit/credit card or an invoice can be raised.

All payments must be made in Pounds Sterling (£)

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### **Cancellations by the Group Organiser**

The Group Organiser may cancel their tour at any time in writing to The Box. Please note that any deposit monies are non-refundable and the following charges will also be applied:

- 28 days before booking: Loss of deposit + 50% of cost of services booked
- 14 days before booking: Loss of deposit +100% of cost of services booked

### **Cancellations by The Box**

- In the event of unforeseen circumstances, The Box reserves the right to modify the programme of the tour or cancel the tour.
- If in the event of The Box not being able to provide a Tour Guide the Group Organiser will be notified prior to the tour and the offered the option to cancel the booking or book an alternative date/time.

### **Personal Property**

- Plymouth City Council accepts no responsibility for the loss or damage to property of visitors whilst visiting The Box.

### **Catering**

- Where catering is provided as part of the tour, it is the responsibility of the Group Organiser to inform The Box and its named catering vendor of their customer's dietary requirements.

### **Accessibility**

- Accessibility statements can be found on The Box website [www.theboxplymouth.com](http://www.theboxplymouth.com) for each of our venues. The Group Organiser should check these carefully and contact The Box with their customers' requirements.

### **Travel**

- The Group Organiser is responsible for providing all transport to, from and between sites. The Box does not provide transport for Clients and their customers.
- The Group Organiser is responsible for any parking arrangements and charges required.

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