



Montague Chambers, London Bridge, London, SE1 9DA.

Phone: 0207 3676715

Email: [edcentre@southwark.anglican.org](mailto:edcentre@southwark.anglican.org)

## **Booking Terms and Payment**

### Payment

We expect payment to be received within 14 days of your booking being confirmed. Southwark Cathedral Education Centre reserves the right to cancel your booking if payment is not received within these terms.

We accept payment by:

**BACS:** Please use the name of the school and the date of your visit as a reference. Please notify us that payment has been made by emailing [edcentre@southwark.anglican.org](mailto:edcentre@southwark.anglican.org) quoting all relevant information, including the school name, invoice number and date of visit.

**Cheque:** Please make all cheques payable to **Southwark Cathedral Education Centre Trust** and send them to the Education Centre (details of our address can be found at the top of the page).

Please note that we **do not** accept cash or debit / credit card payments.

### Changes to your booking

- You can reduce the numbers attending, change the date or cancel your booking completely up to 28 days before the date of your visit. Changes and cancellations must be sent in writing to [edcentre@southwark.anglican.org](mailto:edcentre@southwark.anglican.org). We will send a revised confirmation letter and invoice reflecting your changes
- We cannot accept changes of date, reductions in numbers attending or cancellations within 28 days of your visit date and your school / organisation will be required to pay the cost of the activities shown on your invoice and confirmation letter
- We cannot give refunds if fewer people come on the day, or if you are delayed and miss your event, or if your group does not come to the Cathedral at all. If we have not already received your payment, your school / organisation will remain liable for the costs shown on your invoice and confirmation letter
- You can increase numbers for activities at any time, provided places are still available. Please request changes in writing to [edcentre@southwark.anglican.org](mailto:edcentre@southwark.anglican.org). We will send you a new confirmation letter and invoice showing the new amount due



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## Cancellations

- We regret that no refunds can be given for cancellations made within 28 days of your scheduled booking
- If cancellation is made due to circumstances beyond your control, alternative conditions may apply (please see below for further details regarding exceptional circumstances)
- If the cancellation is made by Southwark Cathedral Education Centre (for any reason other than non-payment of your invoice), you are entitled to a full refund

## Exceptional Circumstances

We recognise that, on occasion, exceptional circumstances may arise leading to the cancellation of your visit at short notice. We endeavour to operate a consistent and fair policy in such circumstances.

- *Staff or accompanying adult absence or illness:* we regret that, if you cancel your visit under these circumstances, the full charge will still apply
- *Extreme weather conditions, such as heavy snow, affecting transport links:* if the Met Office advise against travelling within the London area, or if scheduled services are suspended, preventing your group from travelling to the Cathedral, then alternative visit dates will be offered. If no suitable alternative is found, then a partial or full refund may be made at the discretion of the Education Officer in consultation with the Education Centre Trustees
- *Tube or rail strikes:* where these prevent your group from travelling to the Cathedral, alternative visit dates will be offered. If no suitable alternative is found, then a partial or full refund may be made at the discretion of the Education Officer in consultation with the Education Centre Trustees
- *Terrorist activity in London:* where security services have advised against 'normal activity' (such as school / group visits) in the London area, a full refund will be made. While we understand that the safety of the group is paramount, where security services have advised that 'normal activity' within the London area should continue, we will offer a 50% refund for any cancellation of visits scheduled within 72 hours of 'normal activity' resuming. We will not usually offer refunds for any scheduled visits beyond this time period; any such refund will be made at the discretion of the Education Officer in consultation with the Education Centre Trustees
- *Terrorist activity elsewhere:* unless security services have advised that 'normal activity' in the London area should be suspended, then no refunds will be made in the case of cancellation. If a group is travelling from the affected area, partial or full refunds may be made at the discretion of the Education Officer in consultation with the Education Centre Trustees