

SOUTHWARK

◆ CATHEDRAL ◆

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

Account Name: Southwark Cathedral Education Trust

Sort Code: 40-52-40

Account Number: 00031956

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 quoting all relevant information, including the school name, invoice number and date of visit.

Cheque

Please make all cheques payable to **Southwark Cathedral Education Trust** and send them to the Education Centre (our address can be found to the right 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. We will send an acknowledgement of your cancellation or, in the case of changes, a revised confirmation letter and invoice.
- 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 full cost of the activities shown on your invoice and confirmation letter, should you cancel during this time frame or if you do not attend your booked visit.
- 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

**Southwark Cathedral
Education Centre**

Montague Chambers
London Bridge
London SE1 9DA

020 7367 6715
edcentre@southwark.anglican.org
southwarkcathedral.org.uk

Registered Charity: 1058369



the Cathedral at all. If we have not already received your payment, your school / organisation will remain liable for the full cost of your booking.

- You can increase numbers for activities at any time, provided places are still available. Please request changes in writing (edcentre@southwark.anglican.org).

Cancellations

- We regret that no refunds can be given for cancellations made within 28 days of your scheduled booking.
- If a 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 in the London area, or if scheduled services are suspending, 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.

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