

SOUTHWARK

◆ CATHEDRAL ◆

BOOKING TERMS AND PAYMENT

Please note that we have temporarily adjusted our booking terms in light of the Corona Virus pandemic. The terms below differ from our usual terms and apply during the AUTUMN TERM (September-December 2020) only. In January 2021, these terms will be reviewed.

Payment

We expect payment to be received at least 14 days prior to your visit. Southwark Cathedral Learning 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 Learning 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 14 days before the date of your visit (or where there are 'Exceptional Circumstances' – please see below – until the day 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.
- Changes of date requested within 14 days of your visit are not guaranteed and any refund will be at the discretion of the Education Officer in consultation with the Learning Centre Trustees. Please see 'Exceptional Circumstances' below for more information.
- Reductions in numbers attending or cancellations within 14 days of your visit date will be considered on a case-by-case basis and with references to our policy on 'Exceptional Circumstances'. Should

Southwark Cathedral Learning

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southwarkcathedral.org.uk

Registered Charity: 1058369



your changes/cancellation not meet the 'Exceptional Circumstances' criteria, your school/organisation may be required to pay the full cost of the activities shown on your invoice and confirmation letter.

Full or partial refunds are made at the discretion of the Education Officer in consultation with the Learning Centre Trustees.

- If you are delayed and miss your event, we will attempt to accommodate you. However, this cannot be guaranteed. No refund will be given in these circumstances. An alternative date may be offered at the discretion of the Education Officer.
- Unless there are exceptional circumstances, we don't give refunds if fewer people come on the day 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 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

- Usually, cancellations must be made at least 14 days prior to your visit.
- 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 Learning 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.

- *Changes in Government Covid-19 guidance:* should changes to guidance which affect the feasibility of your visit be announced and/or come into effect prior to your visit, a full refund or a change of date will be offered.
- *Staff or accompanying adult absence or illness:* people with symptoms of Covid-19 are not permitted to visit the Cathedral. As such, in cases of illness, a full refund or a change of date will be offered.
- *The school has been closed and/or the group has had to self-isolate due to cases of Covid-19:* a full refund or change of date will be offered.
- *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 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 Learning 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 Learning 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 Learning 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 Learning Centre Trustees.