



# TERMS & CONDITIONS FOR SCHOOL/COLLEGE VISITS

## 1. Terms of Payment

- 1.1. A provisional booking received by telephone, email, and letter or in person is valid for up to a year in advance.
- 1.2. Deposits are non-refundable, except where the cancellation is by the Shrine.
- 1.3. Our Accounts or Hospitality Depts will issue your invoice separately by email, and this will advise payment details and due date.
- 1.4. Full payment is due at least 2 weeks in advance of a day visit and within 30 days following a residential visit.
- 1.5. We regret that once an invoice has been issued, we are unable to offer a refund for children who do not attend.
- 1.6. The Shrine reserves the right to alter tariffs.
- 1.7. The Shrine without prejudice reserves the right not to accept any booking or cancel a booking without reason. In the event of a cancellation by the Shrine we will primarily try to offer an alternative date for your visit but if this is not possible – any deposits paid and any payments received in advance will be fully refunded without any additional payments for costs, interest or damages. The confirmation of booking shall be deemed cancelled and there shall be no further claim against the Shrine.
- 1.8. Other costs incurred by visiting schools, e.g. for coach hire, are not covered by the Shrine, regardless of who has cancelled the booking. It is advised that visiting groups have insurance in place to cover any losses incurred in this manner.

## 2. Risk and Property

- 2.1 The Shrine cannot be held liable for the loss or damage to any person's property whilst on the premises.
- 2.2 Schools / Colleges shall be liable to pay for any damage caused to the Shrine's property and/or equipment caused by members of the group whether directly or indirectly. All costs shall be settled within thirty days of notification.

## 3. General

- 3.1 Organisers shall refer to the Teacher Guide when arranging pilgrimages to the Shrine of Our Lady of Walsingham. This document explains what is required in order to ensure the highest quality service is given by the Hospitality Department.
- 3.2 Signage, promotional material or other such items shall not be displayed anywhere within the Shrine grounds or buildings without the consent of the Shrine.
- 3.3 The burning of candles is not permitted in any building other than the Shrine Church.

3.4 All residents shall acknowledge that some people come for a quiet retreat and noise shall be kept to a minimum during 23:00 hours and 07:00 hours. Teachers & helpers shall be responsible for ensuring the good and orderly behaviour of their pupils/students whilst staying at the Shrine.

3.5 The Education Department has a complaints policy and procedure. Any complaints concerning the visit and service provided by the Education Department must be notified to the Head of Finance in writing, as soon as it is reasonably practicable.

3.6 Teachers are responsible for pupils / students at all times during their visit to the Shrine, including Health & Safety and First Aid. This implies that they should be capable of looking after them in an emergency at any time (i.e. sober) and the pupils / students know to behave appropriately in a place of pilgrimage.

#### **4. Force Majeure**

4.1 The Shrine shall not be liable or be deemed to be in breach of contract if the booking is cancelled due to any act beyond the Shrine's reasonable control, including but not limited to: any Act of God, explosion, flood, power failure, fire or accident, war or threat of war, terrorist activity or threat of terrorism, sabotage, insurrection, civil disturbance or requisition, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental or local authority.

Additional terms and conditions for residential visits can be found in our Residential Visits Guide, which is available to download from:

[www.walsinghamanglican.org.uk/youngpilgrims/schools-department/school-programmes/](http://www.walsinghamanglican.org.uk/youngpilgrims/schools-department/school-programmes/)