

BOOKING CONDITIONS & CANCELLATION POLICY 2009/10

Before making your booking we would ask you to note the following points

- One member of our staff will be designated as the Session Leader and will report to the main office/reception on arrival. They will be responsible for ensuring that all Health & Safety procedures are adhered to by our staff and volunteers whilst on site. Please ensure that during the visit any information relevant to Health & Safety is communicated directly to this person.
- Our maximum number of pupils per session is 36. In order to make our visit viable, the minimum number of pupils per session is 15. If you have fewer pupils please ring the centre to discuss.
- At least one member of the teaching staff will be asked to remain with the class throughout the session and they will be asked to actively participate in the session.
- Timings are tight all day so please ensure that you ready to start on time. Our staff will arrive approximately 15 minutes before the start of your session and will need access to the classroom to set up equipment.
- The session will need to be classroom based and we will require an interactive whiteboard for film projection (if available), however all other equipment will be provided by us.
- We do recognise that year group numbers are subject to change throughout the academic year. A call will be made to the school approximately 8 weeks before your session to check final maximum pupil numbers for the session. At this point we ask that you arrange to split your pupils into **mixed ability** groups for the session, the number of groups we require will be advised when we contact you to confirm your final numbers.
- Pupils will get the opportunity to have a short break during the session if necessary, however because of session timings this may need to be classroom based as it may not be possible to keep it in line with your normal school break time.
- If we are visiting in the afternoon please note the time scheduled for the session to start as you may have to consider special arrangements for lunch to ensure that the finish time does not overrun.
- On departure, Warning Zone workbooks will be handed to teaching staff to allow for follow-up classroom work.
- All of our staff/volunteers are enhanced CRB checked and will be carrying photo identity whilst on site.
- **County Schools. Please note that payment must be received at least 14 working days BEFORE your visit is due to take place. If payment is not received we reserve the right to cancel the visit and you will be charged in line with our cancellation policy as below.**

CANCELLATION POLICY

- **If you wish to cancel your booking we do require written confirmation of any cancellations to be received 10 working days prior to your booking. Charges for any cancellation made later than 10 working days will be charged up to a maximum of £35 per session depending on the notice given.**