
GROUP VISITS AGREEMENT

Including Priority Access Scheme:

Tour Agency Voucher Scheme

www.english-heritage.org.uk/traveltrade

This agreement sets out the terms and conditions that apply to organisers of group visits, including, in the Appendix, the additional terms and conditions applicable where the Priority Access Scheme is used.

Date: _____

(1) ENGLISH HERITAGE (The Historic Buildings and Monuments Commission for England).

1 Waterhouse Square, 138-142 Holborn, London, EC1N 2ST, UK

(2) THE ORGANISER

Name and company registration details if applicable. Contact Name.]

[Address including registered office address if applicable]

TERMS AND CONDITIONS

1 Definitions

1.1 In these terms and conditions the following words have the following meanings:

- **Agreement** this agreement including the Appendices and Schedules to it.
- **Site** a historic attraction run by English Heritage.
- **Organiser** the organiser of a group, whether a tour operator or a group travel organiser, named above.
- **Visit/visit** a Visitor's admission to a Site.

- **Visitor** any person visiting a Site.
- **You/you** The Organiser named above.

2 Booking Visits

2.1 English Heritage does not operate a centralised booking system. Booking of group visits should be made directly with the Site(s) to be visited. Please note that if the Site is hosting an event of any sort on the day you wish to visit, group access may be refused or restricted, and additional charges may be payable.

2.2 Group visits should be booked in advance unless you are advised by the Site that this is not necessary.

2.3 Booking information (including Site opening times and contact details) may be obtained from any of the following sources:

2.3.1 the Site itself (likely to have the most up to date opening information);

2.3.2 our website www.english-heritage.org.uk.

3 Cancellations/Charges

3.1 If you have to cancel a group visit you must give a minimum of seven working days' notice to the Site. Failure to do so may lead to a cancellation fee becoming payable to cover reasonable costs incurred by English Heritage as a result of the cancellation (e.g. if you have booked special arrangements such as catering or a guided tour).

3.2 Changes to group sizes must also be notified at least 24 hours in advance of the visit. Reasonable costs incurred by English Heritage as a result of the change in numbers may become payable.

4 Admission prices and Group discounts

4.1 Admission prices vary from Site to Site. Details of applicable prices should be confirmed with the Site at the time of booking, or can be found on our website at www.english-heritage.org.uk

4.2 Admission prices are inclusive of Value Added Tax.

4.3 A group discount of 15% applies on admission charges to all Sites except for Stonehenge where the group discount is 10%. To qualify for a discount the group must comprise a minimum of eleven (11) paying adults (excluding the driver, group leader or any other person listed in clause 4.4 below).

4.4 Admission charges will not be payable by:

- One group leader per group and the coach driver.
- English Heritage members (on production of a valid membership card).
- Overseas Visitor Pass holders (on production of a valid pass).

5 Payment

5.1 Payment for group visits must be made at the Site by one of the following payment methods:

- cash or cheque (supported by bank guarantee card and made payable to "English Heritage").
- Visa, Maestro or Mastercard credit or debit cards.
- vouchers valid under the terms of the Priority Access Scheme (see Appendix 1).

5.2 English Heritage members and holders of Overseas Visitor Passes will be admitted on production of a valid membership card or Overseas Visitor Pass. Supplementary charges may be levied where events are being held at a Site at the time of the visit.

6 Visitor Information

6.1 Up to date visitor information can be obtained from www.english-heritage.org.uk or by calling the Site in question or Customer Services on 0870 3331181 or from the current edition

of the annual Group Visits Guide, which is available on request from traveltrade@english-heritage.org.uk.

For a thorough guide to accessibility please refer to our Access Guide, which offers an honest assessment of which of our landscapes and buildings have the most to offer visitors with disabilities. This is available in large type, in Braille, on tape and on disc by region, on our website or Tel 0870 333 1181, Minicom 0800 015516, www.english-heritage.org.uk/accessguide

6.2 Although English Heritage makes every effort to maintain and provide its Visitors and Organisers with accurate information, all such information is subject to change, sometimes at short notice, can become out of date or may occasionally contain errors or inaccuracies. English Heritage cannot guarantee the accuracy of such information, which is provided for general information only.

6.3 Published Site opening times are correct at the date of publication but may change without notice. English Heritage will endeavour to give notice of any such changes (particularly to pre-booked group visits where the Organiser has provided contact details) but Organisers should check opening times with the Site itself prior to visiting. English Heritage will accept no liability to Organisers or Visitors for changes to Site opening times, Site access restrictions or Site closures.

6.4 English Heritage reserves the right in its absolute discretion to refuse entry to any Visitor or to require a Visitor to leave a Site if the Visitor is in breach of any of the Site's terms of entry or for any other inappropriate behaviour. Organisers are required to take appropriate measures to ensure their Visitors behave appropriately.

7 Limitation of Liability

7.1 Except in respect of death or personal injury caused by English Heritage's negligence, English Heritage excludes liability to the fullest extent permitted by law for loss or damage suffered by the Organiser or any Visitor. If English Heritage becomes liable, its liability to the Organiser shall be limited to the admission charges paid or payable in relation to the group visit. In no circumstances will English Heritage be liable to the Organiser, Visitor or any other third party for any consequential or indirect loss or damage. English Heritage will not be liable for any breaches or delays arising from any events outside its control, including (but not limited to) fire, flood, storm, strikes, riot, civil commotion, national disaster, war or acts of governmental authority.

8 Termination

8.1 Any breach of this Agreement by the Organiser entitles English Heritage forthwith to terminate the Agreement with the Organiser without liability to the Organiser.

9 Jurisdiction

9.1 This agreement shall be governed by and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

PRIORITY ACCESS SCHEME (PAS)

Tour Agency Voucher Scheme

If an Organizer wishes to apply for a PAS account, the application should be made on the form attached to these terms and conditions. **Please include a specimen of your company voucher with the application.**

If an application is successful the following terms and conditions apply in addition to the general terms and conditions of this Agreement and the Organizer agrees to be bound by them.

If you would like any further information or have any queries regarding the Priority Access Scheme, please contact the Travel Trade Department on Tel: +44 (0) 20 7973 3529 or Fax: +44 (0) 20 7973 3425.

Terms & Conditions

1 English Heritage will provide the Organizer with a PAS reference code within fourteen days of approving a completed application form to participate in the PAS, and will:

1.1 admit group and individual visits organised by the Organizer to English Heritage's historic attractions (Sites) on production of the Organizer's company voucher in duplicate. The company voucher must be in the same form as the specimen provided with the Organizer's application form and must incorporate the following details:

- serial number.
- group's reference number, and/or group name
- full company name, address and telephone number;
- number of Visitors in the group, together with the price category for which they belong (i.e. adult, child (5-15 years), under 5 (free), concessions (students, senior citizens etc), English Heritage members (free), Overseas Visitor Pass holders (free));
- PAS account number;
- date of visit;
- the Site to be visited.
- Room for our site staff to countersign and endorse.

1.2 invoice the Organizer for voucher admissions on a monthly basis and at the rates applicable to each group visit. Invoices must be settled within 30 days of invoice date. Copies of vouchers will be enclosed with invoices only where duplicates have been produced on admission (see paragraph 1.1 above). If for any reason copies of vouchers cannot be provided, English Heritage

will, on the Organizer's reasonable written request verify the accuracy of invoices against relevant till records.

1.3 admit the entrance free of charge to the relevant English Heritage historic attraction, (Site) of:

1.3.1 the group leader and, where applicable, the coach driver;

1.3.2 English Heritage members (on production of a valid membership card), Overseas Visitor Pass Holders (on production of a valid pass)

1.4 charge the full adult rate if the number of Visitors in the group eligible for lower rates is not entered on the voucher.

1.5 be entitled to round up to the nearest whole pence the admission charges to be invoiced to the Organizer when calculating applicable Value Added Tax and group discounts.

2 The Organizer agrees to:

2.1 ensure that all vouchers issued are pre-printed, completed legibly, and comply with the requirements set out in paragraph 1.1 above;

2.2 settle all invoices in full within 30 days of invoice date, without deduction or set-off Payment methods are set out on each invoice.

3 English Heritage reserves the right to:

3.1 terminate or suspend the Organizer's PAS account without notice if the Organizer fails to pay any invoice within 30 days of invoice date or is in breach of any term of this Agreement;

3.2 exclude the admission of any person in a group to any Site;

3.3 cancel the PAS altogether, or in relation to any Site or Sites

PRIORITY ACCESS SCHEME (PAS)

Tour Agency Voucher Scheme

Joining PAS is simple - complete and return the application form - retaining a copy for your reference

Company Details	Banking Details
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Company Name:
Address:
Postcode:
Country:
Tel No:
Fax No:
Email:
Contact (Mr/Mrs/Miss/Ms):
Business Title:
Type of Business: e.g. wholesaler, coach company, tour operator etc
Company Registration No:

Please supply details of your bank in order for us to provide credit facilities

Name of Bank:
Bank Address:
Postcode:
Country:
Account Number:
Sort Code:
Bank Telephone No:

We would like to participate in the Priority Access Scheme for admissions to English Heritage properties and we agree to the terms and conditions applicable to the scheme (see attached).
We agree to credit references being taken up and credit checks being made by English Heritage.

Signed, on behalf of Company Stamp, Date

Please return this application form along with a copy of your company voucher to:

Finance: Accounts Receivable
NMRC
Kemble Drive
Swindon
Wiltshire
SN2 2GZ

Allow at least 14 days prior to the group's arrival to receive confirmation that your account has been approved and to receive your PAS reference code.