

Education Visits Terms and Conditions

These terms and conditions apply to all education visits at English Heritage sites. For the purposes of these terms and conditions, “English Heritage” means the English Heritage Trust, a charity caring for the National Heritage Collection of more than 400 historic properties and their collections. The English Heritage Trust is incorporated and registered in England and Wales with company number 07447221 and charity number 1140351 whose registered office is at the Engine House, Fire Fly Avenue, SN2 2EH

1. Agreement

1.1. By booking an education visit you are agreeing to be bound by these terms and conditions.

2. Booking

2.1. All bookings are subject to availability.

2.2. Your booking request must be made at least 14 days before your requested visit date.

2.3. Bookings must be made directly by the school or organisation making the visit. Bookings made by third parties will not be accepted.

2.4. Your booking is only confirmed once you have received confirmation by email; this will include your Visit Permit and your unique Visit Number.

2.5. Special offers, discounts and promotional codes are only valid if quoted at time of booking and cannot be combined and or applied thereafter to existing bookings.

2.6. English Heritage reserves the right to request further proof of status and details of the organisation you belong to or the education work planned on site.

2.7. English Heritage will not be held liable for any costs you incur with third parties prior to us confirming your booking. Therefore we recommend you do not confirm transport arrangements prior to receiving your booking confirmation.

3. Eligibility

3.1. English Heritage offers free education visits at English Heritage sites to a wide range of learners. To qualify for a free visit you must meet the following criteria:

- Your request must include clearly defined learning objectives;
- You accept that your visit will be self-led by your own group leader; and
- You and your organisation must be identifiable to us as not-for-profit.

3.2. Your organisation must be recognised as one of the following:

- Formal education groups, this includes schools, academies, colleges and universities;
- Lifelong learner groups including the WEA, U3A and local authority classes;

- Organised youth education groups including Scouting, Guiding, and the Young Archaeologists' Club;
- Groups with special learning needs or disabilities, mentoring services attached to formal learning organisations or the local authority; or
- Overseas formal education groups, with a recognised accreditation equivalent to those in the UK.

3.3. This list is not exhaustive and free entry to English Heritage sites is at English Heritage's discretion. If you are unsure if your group would be eligible please email bookeducation@englishheritage.org.uk with your enquiry.

3.4. Groups of 11 people or more paying together, who do not qualify for a free educational visit are eligible for a 15% discount on entry at all English Heritage sites (10% at Stonehenge). English 2 Heritage members, coach drivers and tour leaders do not count towards the group totals. Each group also receives free entry for one tour leader and free entry for one coach driver. More information on group visits to English Heritage sites can be found on our website www.englishheritage.org.uk/traveltrade.

4. Ratios

4.1. You must meet the following ratios for leaders to students when booking, on the day of your visit and if your group is forming smaller groups while at the site:

- Ages 4-6 (UK Year 2 and under) 1 leader for every 6 students (1:6);
- Ages 7-10 (UK Years 3 to 5) 1 leader for every 8 students (1:8); and
- Ages 11-18 (UK Years 6 and over) 1 leader for every 15 students (1:15).
- For an adult learning group, consisting of individuals all over the age of 18, there are no ratios but there must be an appointed group leader.
- All ratios outlined above apply to home education groups.

4.2. Leaders in addition to those outlined as a requirement above will be accepted on a booking at our discretion. Any additional individuals forming part of your group not declared on your booking but arriving on the day, including home education groups will be subject to purchase entry tickets at the walk-up rate of the specified site unless agreed by our Education Booking Team in advance subject to special requirements.

5. Responsibilities

5.1. The group leader appointed by you is responsible for the behaviour, welfare and management of your whole group while on English Heritage property.

5.2. It is the responsibility of all group leaders to complete the risk assessment for their group. Free planning visits, online Hazard Information Sheets and Organiser Packs are available to assist with this requirement.

- 5.3. Free familiarisation visits can be arranged for the group leaders only. For confirmed bookings this is already included. Any additional visitors accompanying group leaders will be required to purchase tickets.
- 5.4. Groups must have adequate supervision ratios at all times, including during lunch, toilet breaks and in the shop.
- 5.5. Many of our sites should be considered outdoor attractions and due to the nature of historic properties, all visitors should dress appropriately.
- 5.6. You and or your organisation may be held liable for any physical damage caused to English Heritage property by any of your group.

6. Changing and cancelling your booking

- 6.1. All cancellations must be made in writing to bookeducation@english-heritage.org.uk.
- 6.2. If cancelling or amending your booking within 14 days of your visit you may be liable for any costs detailed on your booking confirmation for products and services including Discovery Visits. We reserve the right to cancel any future free or priced visits prior to you settling any cancellation charges.
- 6.3. Any amendments made to your booking within 14 days of your visit must be first accepted and confirmed by our Education Booking Team in writing.
- 6.4. In the event that English Heritage cancels your booking within 14 days of the date of your visit, we will endeavour to offer an alternative visit where possible to another English Heritage site unless the reason for cancellation is due to an event of force majeure. 6.5. English Heritage reserves the right to cancel bookings or part of your booking if evidence supports incorrect information has been provided and or eligibility cannot be met by you.

7. Force Majeure

- 7.1. We shall neither be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of our obligations under these terms and conditions if such delay or failure result from events, circumstances or causes beyond our reasonable control.
- 7.2. An event outside our reasonable control includes without limitation; fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.
- 7.3. Discovery Visit costs are invoiced following a visit to our site and payable within 28 days. In the event of cancellation, due to but not limited to any of the above reasons out of our control, no costs for a Discovery Visit will be payable.

8. Restrictions, Errors and Omissions

- 8.1. Free education visits are not offered on UK public holidays or during the operation of additional fee paying public events at English Heritage sites.
- 8.2. Audio guides are not included with free education visits and cannot be added as an optional extra in advance or on arrival. Audio guides are offered subject to availability to those groups and individuals paying for entry.
- 8.3. Free Education Visits are not entitled to undertake site tours.
- 8.4. Whilst the information concerning our sites is correct at the time of publishing, including on our website, we reserve the right to amend prices, services, or other particulars contained in published information at any time before we enter into a contract with you.

9. Changing to Terms and Conditions

- 9.1 English Heritage may from time to time change, alter, adapt, add or remove sections of these terms and conditions. Any changes will be published on the English Heritage website.

10. Data Protection

- 10.1 All personal data provided to English Heritage will be held and processed in accordance with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including (i) the Data Protection Act 2018 and any successor UK legislation, as well as (ii) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK). Please refer to the English Heritage Privacy Policy <http://www.english-heritage.org.uk/about-us/our-people/our-policies/>

11. Governing Law

- 11.1 These terms and conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.