

◆ CHARLESTON ◆

THE BLOOMSBURY HOME OF ART & IDEAS

Educational Visits Terms and Conditions

By booking a school visit at Charleston - either by phone, email, online or in person- you agree to be bound by the 'terms and conditions' specified below. It represents an agreement between 'you', the school representative, and 'we' The Charleston Trust.

Booking

It is the responsibility of the school representative that the appropriate activity has been booked for the age and needs of the group attending the activity. If an activity has detailed any specific rules of requirements, then it is the responsibility of the school representative to check prior to purchasing.

All invoices must be paid prior to your visit and/or within 30 days of date of invoice, unless otherwise specified.

While we make reasonable endeavours to ensure the accuracy of the website, we reserve the right to make changes to any activity as necessary. You will be notified of any changes in advance wherever this is reasonably possible.

The Charleston Trust is not responsible for any loss, damage or inconvenience that occurs as a result of inaccurate information that appears in external publications or websites.

The Charleston Trust is not liable for any travel, accommodation or hospitality arrangements made relating to the event or the cancellation of any event.

You are responsible for your belongings when attending the venue. The Charleston Trust accepts no responsibility for any personal property brought to the site.

It is the school's responsibility to provide the necessary ratio of adult helpers to pupils thus ensuring that behaviour and our museums rules are adhered to. It is not the responsibility of the Charleston staff to discipline pupils.

There is no photography permitted in the House due to copyright. Photos are allowed in and around the grounds.

The booking is subject to availability and receipt or notice of payment. Please ensure you receive a confirmation of your booking from us before making your visit and bring it with you to show at the shop desk when you arrive.

Cancellation and refunds

The Charleston Trust reserves the right to cancel a booking at any time. If this occurs, you will be notified as soon as possible and a full refund will be issued.

You may cancel your booking up to 10 working days before the date of your visit/workshop. Should this happen, you will be refunded the cost of the booking if payment has been made.

If you wish to cancel your booking, you must notify Charleston as soon as possible by telephone, then confirm the cancellation in writing by email.

The Charleston Trust will not refund the visit/ workshop fee if you-

1. Cancel your booking within 10 working days before the visit.
2. Fail to attend all or part of the activity for any reason including transport problems.

If your group is late, we will do our best to accommodate you but you may not receive the activities in full and will have to finish at the allotted time.

The Charleston Trust reserves the right to change the venue, time, date, tutor of any activity where the change is necessary to ensure the successful delivery of the activity. The school's representative will be informed of any changes as soon as possible and if the group is then unable to attend due to these changes, a full refund will be issued, if any payment has been made.

The Charleston Trust reserves the right to refuse admission to and/or eject any person appearing to be intoxicated, under the influence of drugs, or otherwise behaving dangerously or inappropriately. No refunds will be given under these circumstances.

Mailing Lists

By booking with Charleston, you agree to be added to our Learning mailing and emailing lists. If you would like to opt out of this, please inform a member of Charleston staff on 01323 815142 or info@charleston.org.uk.

Permission to Photograph

We may wish to take photographs of your visit for Charleston Trust communications, without payment or copyright. In this instance advance notice will be given to the school and appropriate Model Release forms will be made available to gain parental consent before your visit. Please bring all forms to Charleston on your day of visit.

Access

Charleston is a rural, farm site, with many uneven surfaces including gravel carparks. Wheelchair users have access to the ground floor collection, workshop areas, gallery shop and café, studio plus two accessible toilets. If you have any issues with regards to access, please contact a member of the Charleston staff to discuss your requirements prior to the visit.