

# BLACK COUNTRY LIVING MUSEUM

## Terms and Conditions: Group Bookings

### Booking a visit

1. To obtain group discount rates, all group visits must be booked in advance directly with the Museum's Sales and Ticketing Team by phone (0121 520 8054) or email ([salesandticketing@bclm.com](mailto:salesandticketing@bclm.com)). A member of the Team will then get in touch to confirm details/your booking.
2. Group leaders must secure their provisional booking in writing by returning a signed copy of the booking confirmation within 14 calendar days of making a provisional booking. If the signed form is not returned within the specified time, booking may be released and offered to other groups.
3. We will send you an order acknowledgement (PDF) to confirm your booking.
4. Due to the nature of our site and its buildings, there are maximum group sizes for guided tours and bookable activities. Details of these limits can be found on the website.
5. All bookable activities are sold as pre-allocated, timed slots, which are not negotiable. These timings must be adhered to on the day of your visit in order to avoid disruptions to other booked groups.
6. You will be asked to confirm your arrival time and mode of transport on booking, if you have any changes to your pre-agreed arrangements you need to email [salesandticketing@bclm.com](mailto:salesandticketing@bclm.com) prior to your visit due to allocation of parking.

### Payment

7. Groups must have 15 or more paying members to qualify for the discounted group admission.
8. Free admission for the Group Organiser.
9. Carers or essential companions will be admitted to the Museum free of charge **but must be booked in advance** to gain free admission. If the Museum is not informed before the visit, they will be charged.
10. Payment shall be made **in full in person on the day of your visit** either by cash, credit card or cheque (no personal cheques) made payable to 'Black Country Living Museum Trust'. Any alternative means of payment must be agreed with the Museum prior to your visit.
11. The Museum does not accept Blue Peter badges, UnChained Annual Passes or any form of discount towards group bookings.

### Modifications and Cancellation

12. We understand that you may need to change the agreed number of children and adults attending the visit. We will accept changes up to, and on, the day of the visit, on the basis that the visit takes place. However, we ask that where possible you give our Sales and Ticketing Team as much notice as possible. There must continue to be a minimum of 15 paying members to qualify for the discounted group admission rates.

13. If you need to change the date of your booking, we will try to accommodate you. This will depend upon the nature of your booking and the Museum's availability. Prices for postponed visits may vary. If we cannot rearrange your visit within the same calendar year, cancellation charges will apply.
14. Bookings can be cancelled **up to 7 calendar days before the intended visit** without penalty. If a group do not show on the day of the visit or if the booking is cancelled within 7 calendar days before the visit, the group will be liable for the full cost of any additional booked activities and the Museum will retain the right charge an additional cancellation fee of £50 (excl VAT).
15. Cancellations or modifications must be made **in writing** by email to [salesandticketing@bclm.com](mailto:salesandticketing@bclm.com) or by post to Sales and Ticketing, Black Country Living Museum, Tipton Road, Dudley, DY1 4SQ
16. BCLM reserve the right to postpone or cancel any booking in the event of the Museum being unexpectedly closed, e.g. due to extreme weather conditions. We will give the group as much advance notice as possible of a postponement or cancellation and will endeavour to rearrange the group visit to an alternative suitable date.
17. In the event of a cancellation or postponement, whatever the cause, the Museum will not be liable for any other costs incurred by the group in connection with the booking or the visit.

#### **Additional information about your visit**

18. The Museum has comprehensive risk assessments in place. However, it is the responsibility of the organisation planning their visit to BCLM to carry out a risk assessment for their groups. To assist, we provide a general risk assessment information sheet on the Museum's website. We also offer a free preliminary visit for the group organiser and/ or coach operator/driver (for 2 people). These must be pre-booked with the Sales & Ticketing Team.
19. A Free Access Guide with information about limited mobility can also be downloaded from our website.
20. We welcome your comments and feedback, and are always looking to improve our service. If you have any feedback please contact our Sales and Ticketing Team, by email ([salesandticketing@bclm.com](mailto:salesandticketing@bclm.com)) or by letter (Sales and Ticketing, Black Country Living Museum, Tipton Road, Dudley, DY1 4SQ).

#### **Data protection**

21. We will hold your data securely and use it only in accordance with our privacy policy. Visit [www.bclm.com/privacy](http://www.bclm.com/privacy) for more details.

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