



Group Booking Terms and Conditions

By returning the booking form to us, you confirm that you agree to these terms and conditions.

Booking Confirmation and Cancellations:

Once a booking has been confirmed via email by one of our team, it is subject to our cancellation policy. The total cost of your visit will be quoted in your confirmation email.

You can amend the numbers attending, change the date or cancel your booking completely up to 30 days before the date of your visit. Changes and cancellations must be sent in writing to hannah@florence-nightingale.co.uk.

If a booking is cancelled or amended less than 30 days before your visit, you will be required to pay the full amount as specified in your confirmation email.

We cannot give refunds if fewer people are unable to attend on the day, or your group does not come to the Museum at all. If we have not already received your payment, your school/organisation will remain liable for the cost of the charged activities shown on your confirmation email.

Museum cancellations may occur in rare unforeseen circumstances. We will contact schools/groups as soon as we can and offer alternative visit dates or a full refund.

Payment

An invoice will be sent to the person named on the booking form around one month prior to the booking. Invoices must be paid in advance of the visit. The museum may reserve the right to refuse entry if a group has not paid in advance.

Visitor safety and behaviour

Health and Safety is the responsibility of teachers or group leaders. For school groups, please bring the required ratio of adults: pupils.

Disruptive behaviour affecting the safety of visitors or causing damage to exhibitions may result in a group being asked to leave. We will not provide a refund in these circumstances.

We accept no responsibility for loss, theft or damage to personal items brought into the museum or left in storage or onsite.

Lateness

If you are running late on the day of your visit, please let us know as soon as possible by calling the museum on 020 7188 4400. Please try and give an estimated time of arrival.

In the event of extreme lateness, we will try our best to accommodate your group later in the day but cannot guarantee another slot or staff availability.