

Terms and Conditions for School and Group Bookings

These terms and conditions are for schools and groups booking visits to Adventure Valley either in person, online or by telephone.

Please note that these terms and conditions can change at any time and it is your responsibility to check them before you make your booking.

Should you not agree to the terms and conditions set out below, you should not make your booking.

Should you have any queries about the terms and conditions then please contact Adventure Valley before confirming your booking.

Booking Procedure

As stated on the website, a telephone or email enquiry must be made to check availability for groups of 20 or more (or 10 where the school is an SEN establishment).

Once availability is confirmed, Adventure Valley will make a provisional booking for your group. You must then download a booking form from www.adventurevalley.co.uk.

This must be completed and returned with a deposit of £2 per child at least 7 days in advance of your visit and within 14 days of your initial enquiry.

Once the booking form is received and the deposit has been cleared, you will receive an email confirmation of your booking.

Should you wish to make amendments to your booking, you can do so up to 48 hours before the day of your visit.

Cancellation

Should you wish to cancel your visit, the following applies:

Cancellations with more than 72 hour's notice will receive a full deposit refund.

Cancellations with 72 hour's notice will not receive a refund but can transfer their deposit to another day.

Where there is a cancellation with less than 72 hour's notice the deposit is non-transferable or refundable.

Please note that this cancellation policy does not apply to Halloween, Winter Wonderland or any other special event. Please see separate terms and conditions for information.

Group Rates

Group rates are available for groups of 20 or more paying children or 10 or more children from a registered SEN establishment.

Group rates are at Adventure Valley's discretion and can be changed without notice.

Where the group is an SEN establishment, the party leader must make Adventure Valley aware at first enquiry. Any additional needs or special requirements must also be discussed at this point.

For groups of 150 people or more, further group rates can be negotiated.

Payment

The remaining balance will be calculated on the day of your visit and can be paid before you leave.

Alternatively, schools and registered charities can be invoiced at a designated email address. However the party leader must visit main reception before leaving and complete the invoice request details on their booking form.

Invoices must be paid within 31 days of receipt.

Day of your Visit

When you arrive at Adventure Valley please keep the children on the bus/mini bus until a member of Adventure Valley staff has met you. You must have the following information ready: Number of adults, number of children aged 2 and above and number of under 2s.

You will then be issued with the correct number of coloured wristbands for all members of your party aged 2 and above.

A member of Adventure Valley staff will direct you from this point.

Please ensure you've read the Health and Safety Guidelines for Schools and Groups.



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