

## **LIFE SKILLS ZONE TOUR BOOKINGS – TERMS AND CONDITIONS**

### **BOOKINGS AND PAYMENT**

1. The 'Sutton Life Centre' is owned and operated by the London Borough of Sutton with which this Life Skills Zone tour booking agreement is made. The agreement comprises these terms and conditions; the visit guidance notes for teachers, the booking form and confirmation.
2. When submitting your booking form you are confirming that you are over 18 years of age and have the authority of all parents/guardians of those under 18 years of age to make the booking.
3. A booking confirmation will be sent on receipt of the completed booking form. Once the booking confirmation is processed there will be a legally binding agreement between you and the London Borough of Sutton.
4. You must make all payments as detailed in your booking confirmation. An invoice for the full amount of your booking will be sent within 7 days following the date of your tour. This is payable within 21 days of receipt.

### **CHANGES**

5. You must apply in writing if you wish to make changes to your booking date or tour numbers. All changes must be made no later than the date of your tour, as changes to invoices will not be rectified after the invoice has been sent. We reserve the right to charge an administration fee of £50.00 for these changes.
6. The Sutton Life Centre reserves the right to refuse Life Skills Zone tour bookings at its own discretion.
7. The Sutton Life Centre reserves the right to cancel Life Skills Zone tour bookings at short notice should a situation arise that is outside of our control. In the event of a short notice cancellation, the Sutton Life Centre will make all reasonable effort to offer an alternative date.
8. The Sutton Life Centre accepts no liability for damage or loss of property brought into the premises.

## **LIFE SKILLS ZONE TOUR BOOKINGS – TERMS AND CONDITIONS cont.**

9. In the event of cancellation by the purchaser, the following cancellation charges will apply:
  - At least 6 months prior to the Life Skills Zone tour booking – no charge.
  - 3 – 6 months prior to the Life Skills Zone tour booking – 20% of the booking fee is payable.
  - Less than 3 months, but more than 1 month prior to the Life Skills Zone tour booking – 50% of the booking fee is payable.
  - Less than 1 month prior to the Life Skills Zone tour booking – 100% of the booking fee is payable.
10. It is the responsibility of the nominated teacher to secure, book and pay for any means of transport required for travel to the Sutton Life Centre. All schools should leave a reasonable time for the journey and aim to arrive in good time for their session. Whilst every effort will be made to accommodate late arrivals, it will be the school's responsibility to arrive on time and any school arriving after their allocated time will be admitted at the Sutton Life Centre's discretion. In the event that any group arrives after its allocated time and the session has begun, the school will be liable for the fee at the agreed rate.
11. If any member of the touring group is disruptive or dangerous this may result in the exclusion of the offender from the tour group or if extreme in the exclusion of the entire tour group.