

TRAVEL TRADE AND GROUP ORGANISERS:

TERMS AND CONDITIONS

- All visits must be booked at least two weeks in advance through the NMA Groups Booking Email address (enquiries@national-aquarium.co.uk)
- Group admission prices are inclusive of value added tax (VAT)
- Prices are only valid until January 31st annually
- Group discounts are only applicable when a group comprises of 10 or more paying admission (total group number must exclude any person eligible for free entry as listed below)
- One Coach Driver (per coach)
- One Group organiser, Tour Escort or Blue Badge Guide (per coach)
- Child - aged 3 – 15 yrs. inclusive
- One free entry for essential personal assistant per visitor with a disability

GROUP VISITOR INFORMATION

- The NMA makes every effort to maintain and provide its visitors and organisers with accurate information; all such information is subject to change, sometimes at short notice
- Published site openings are correct at the date of publication but may change without notice. The NMA will endeavour to give notice to any changes where possible
- The NMA accepts no liability to organisers or visitors for changes to site opening times, site restrictions or site closures
- Refer to website to check details of opening hours: <http://www.national-aquarium.co.uk/>

CANCELLATIONS/ CHARGES FOR GROUPS

For general group admission a cancellation fee will not be charged as long as we are notified 2 weeks in advance, however if your visit includes a confirmed guided tour a cancellation fee may be applicable to cover any costs incurred if we are not notified within the specified time.

GUIDED TOURS AND THEMED TALKS

- When requesting a tour please be aware (especially if it is included as part of your advertised trip) that we endeavour to cover all requests for guided tours, although they are subject to availability
- We must be notified if you are delayed on route, we will try to hold your guide however this may not be possible, payment for your tour will still be required
- FULL PAYMENT for the tour and talk will be required and an invoice sent if we are not given 14 working days notice of cancellation or your group do not show on the day

PAYMENT

One payment only will be accepted to gain the agreed group discounts. Payment must be made by one of the following:

- Cash
- UK cheque (supported by a bank guarantee card and made payable to 'National Marine Aquarium')
- Credit or Debit cards. The card must be produced and payment signed for on arrival
- Pre-agreed Voucher and invoice will be sent after visit

TRAVEL TRADE ACCOUNT SCHEME FORM

If you would like to apply for a Travel Trade account please complete a **Travel Trade Account Scheme Form** (PDF) and send to the groups department.

On agreement of your Travel Trade account:

- Each visit must be pre-booked through the groups email
- The NMA confirmation letter or your company voucher must be handed over on each visit
- Invoices will be produced after the visit has taken place with final numbers
- Invoices will be produced with the guest schedule/voucher signed for by the driver/courier on the day
- Payment will be required within 14 days of the visit date. If payments are overdue account facilities will be removed without notice
- We should be informed of any queries on invoices within the agreed payment period of 14 days