



Terms and Conditions – School Visits

1. Booking and Visit Information

1.1 Upon receipt of your completed booking form (and risk assessment where applicable), a confirmation email and visit pack will be sent to the named contact.

1.2 A booking is **not confirmed** until the visit pack has been issued via email. The visit pack will include a timetable, confirmation of the charges based on the booking information provided, links to our directions and risk assessment, and any other visit details relevant to your booking.

2. Charges and Payment

2.1 A confirmation email will be issued to the named contact upon confirmation of the booking and will state the charges based on the participant numbers provided at the time of booking.

2.2 If participant numbers decrease, at least **14 days' written notice** must be provided. Where fewer than 14 days' notice is given, charges may be based on the original booking numbers.

2.3 If additional participants attend on the day, these will be added to the final invoice.

2.4 Following the visit, an invoice will be issued to the named contact reflecting the charges applicable to the visit.

2.5 Payment must be made within **14 days of the invoice date**, unless otherwise agreed in writing.

3. Cancellation Policy

a) Cancellations must be submitted in writing.

b) No charge will be applied if cancellation is made **at least 14 days prior** to the visit date.

c) Cancellations made:

- Less than **14 days** before the visit will incur a cancellation charge equal to **50% of the confirmed booking value**.
- Less than **7 days** before the visit will incur a cancellation charge equal to **100% of the confirmed booking value**.

d) In cases of **adverse weather conditions (freezing temperatures, heavy snow, a red weather warning is in place, or changes in public health restrictions)**, cancellation fees may be waived and/or an alternative date offered.

e) Where a cancellation charge applies, an invoice for the cancellation fee will be issued to the school or organisation and payment will be due within **14 days of the invoice date**.

3.2 Cancellation by the Cathedral

a) While no disruptions are currently anticipated, the Cathedral reserves the right to cancel or postpone visits due to unforeseen or exceptional circumstances.

b) In such cases, the Cathedral will:

- Provide notice as soon as reasonably possible
- Offer to reschedule the visit or
- Provide a full refund

3.3 Liability

The Cathedral shall not be liable for any additional costs or expenses incurred by the school or group in relation to a cancelled booking, including but not limited to transport costs.

4. Health and Safety

4.1 A general school risk assessment is available to download from the Cathedral website.

4.2 Schools are encouraged to arrange a **pre-visit** to review the site and discuss arrangements.

4.3 Safety procedures will be explained at the start of the visit.

4.4 The school is responsible for:

- Providing adequate **first aid cover** for students, including trained school staff and equipment.
- Submitting an anonymised **risk assessment** for self-guided visits.

4.5 The Cathedral will take reasonable steps to ensure the safety of all visitors while on site.

5. Safeguarding

5.1 Cathedral staff and volunteers will lead activities; however, **school staff must always supervise students** and retain overall responsibility for their welfare.

5.2 All visiting groups must comply with the Cathedral's Safeguarding Policy, available at:

[2026-Cathedral-Safeguarding-Policy-1.pdf](#)

5.3 School staff and accompanying adults must:

- Always wear visible identification (e.g. lanyards)
- Ensure all necessary safeguarding checks (including DBS checks) have been completed

5.4 Visiting groups must also adhere to their own safeguarding policies throughout the visit.

6. Supervision Ratios

6.1 Schools and group leaders are responsible for always ensuring adequate supervision.

6.2 This includes enough leaders to ensure that when working in small groups, children are always supervised by school staff/helpers. The number of groups we need you to arrange will be confirmed in your visit pack.

6.3 While there is no statutory staff-to-student ratio for educational visits, we recommend the following minimum supervision levels as a guide:

Child's Age	Number of adults	Number of Children
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0-2	1	3
2-3	1	4
4-8	1	6
9-12	1	8
13-18	1	10

These ratios should be **adjusted as necessary** depending on:

- The needs of the group (including SEND requirements)
- The type of activity
- Behavioural considerations
- Environmental risks

6.4 The Cathedral reserves the right to **refuse or modify a visit** if, in its reasonable opinion, supervision levels are insufficient to ensure safety.

7. Privacy Notice and Data Protection (GDPR)

7.1 The Cathedral is committed to protecting personal data and handling it in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

Further details on how personal data is handled can be found in our full Privacy Policy, available on our website: <https://peterborough-cathedral.org.uk/privacy-policy/>

7.2 We collect and process information in relation to your booking, including but not limited to:

- Contact details of the lead teacher or organiser
- School or organisation details
- Information relevant to the visit (e.g. group size, age ranges, accessibility needs, risk assessments)

7.3 Data is collected and used for the following purposes:

- To process and manage your booking
- To communicate essential information about your visit
- To ensure health, safety and safeguarding requirements are met
- To comply with legal or regulatory obligations

7.4 We process personal data under the following lawful bases:

- **Contract** – to fulfil the booking agreement

- **Legal obligation** – to meet safeguarding and health and safety requirements
- **Legitimate interests** – to manage and improve our services

7.5 Data will not be shared with third parties unless required for legal, regulatory or operational purposes. This may include sharing information where necessary to comply with legal obligations or with emergency services where required for safety reasons.

7.6 Personal data will be retained only for as long as necessary to fulfil the purposes outlined above, including legal, accounting or reporting requirements.

7.7 Under data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request erasure of your data (where applicable)
- Object to or restrict processing in certain circumstances

Requests should be made in writing to the Cathedral.

8. Changes and Disclaimer

8.1 These Terms and Conditions apply to all bookings and visits unless otherwise agreed in writing.

8.2 The Cathedral reserves the right to update these Terms and Conditions at any time.