

### **Group Bookings – Terms and Conditions for Exeter Cathedral Ground Floor Visits**

**Group Size:** Minimum number 10. Each group must be accompanied by one non-paying group leader per 25 passengers. Each additional leader will pay the group entry rate. Where a passenger is disabled and in need of a carer the carer will go free. Kindly process the paperwork with our Welcome Desk before your group enters the Cathedral.

#### **Opening/Closing times:**

Mon-Sat 0915-1630

Sun 1145-1630

If you have pre-booked and are late for whatever reason, admittance will be granted on a case-by-case basis – please contact the office via e-mail on: [groupbookings@exeter-cathedral.org.uk](mailto:groupbookings@exeter-cathedral.org.uk) or by telephone on: 01392 285983. Alternatively, contact our Welcome Desk on: 01392 345970. Groups that are not pre-booked with the Cathedral Visitors' Office will be declined entry past 16.30, unless full payment can be made via cash, card or cheque on the day.

**Guided Groups:** Should your group exceed 25 people we will endeavour to find additional guides. Please note that this is subject to guide availability.

**Deposits:** No deposits are required.

**Payment:** Can be made by cash, credit card, cheque or invoice. Invoice payments are by prior arrangement for regular groups that have an account with the Cathedral. Please ensure that your group leader signs off the voucher for the correct number of visitors.

Otherwise payment should be made by cash, credit card or cheque on the day. If you would like to set-up an account with us, please contact the Visitors' Office on 01392 285983. It is your responsibility to ensure that any cheque is correctly signed and dated by your group leader. In the event that it is not, you will be invoiced any bank charges that are incurred plus a £10 administration fee. Should you wish to be invoiced, please ensure that any outstanding payments are settled at the end of each month. Any amount outstanding after two months will carry a 3% late-payment surcharge dating from your date of entry. Amounts outstanding beyond three months will lead to a suspension of your accounts with us.

**Languages:** All guided visits are conducted in English, unless a specific request is made otherwise. The Cathedral can conduct tours in French, German and Russian (subject to availability). There is a £20 supplement charge for every language guide. If we are unable to provide a language guide for whatever reason, the £20 supplement charge will not apply.

**Audio Guides:** Please note that Cathedral audio guides are not available for group bookings.

**Guide Booklets:** The Cathedral is delighted to offer a mini guide booklet in English, French and German to all its visitors. Normally retailing at £1.50 per booklet, we are offering a discounted rate of £1.00 to groups who pre-order. We kindly ask that you confirm this in writing as a part of

your booking request; our Welcome Desk staff will then have them ready upon arrival. Please note that the discount will NOT be available if requested on the day.

**Reservations:** We will endeavour to acknowledge booking requests within 24 hours. If we are unable to supply you with a guide, the group will revert to 'unguided' status with a corresponding reduction in rate. We will then notify you via e-mail of the change to your visit. Free printed walk-around guides will be provided in lieu.

Bookings and reservations are provided subject to availability and will be confirmed in writing (via a booking confirmation) along with the rates for the visit. Please note that Exeter Cathedral is a working Cathedral and therefore carries out religious services (amongst others), these will, at times, take precedence over tourist activities. Occasionally arrangements are made at very late notice. If your booking is affected in any way we will endeavour to notify you. In the unfortunate event that we are unable to accommodate your group, we will refund any monies paid to us. Please note that this will be our only liability to you. Wherever possible we will do our utmost to accommodate your group either at another time or by providing an alternative tour.

Guided tours should be booked (were possible) at least two weeks prior to your visit. Should you require a guide at the last minute please enquire and we will do our best to obtain one for you. Self-led visits can be booked up to and including on the day of the visit but are subject to availability and activities in the Cathedral - advance booking is nonetheless advisable.

Groups arriving at the Cathedral without pre-booking or arriving late risk not be admitted; priority is always given to booked groups especially in the high season (May-Sept and Dec); sometimes services or events may lead to the Cathedral being closed. If you have pre-booked we are in a better position to advise you of any changes that might affect your group.

**Tour Times:** Guides are booked specifically for pre-arranged tour times and will wait up to 15 minutes for parties who are delayed, provided this does not impact any other group or service in the Cathedral. The overall length of your tour may, however, be affected. If your group is running late or if it has been delayed it is essential that you contact the Visitors' Office on 01392 285983 (or at weekends contact the Welcome Desk on 01392 345970) and we will try to agree the new timings with our guides. Should we be unable to agree the new timings with a suitable guide, your group may still be admitted (subject to normal closing times and pre-booked events) but no guide will be provided and no refund/reduction in price will be due.

**Tour Series:** If you book a tour series we would expect you to run 50% of them. Should you cancel 50% or more there is a £25 administration fee per booking. See our cancellations section for further details.

**Cancellations:** If your pre-booked **guided group** cancels the booking or amends the arrival date within 7 days of scheduled arrival there is a 50% penalty. The penalty also applies to no-shows. If your pre-booked **unguided group** cancels within 48 hours of scheduled arrival or does not show on the day there is a £25 penalty. Please note charges apply to all groups.

**Amendments:** Shrinkage for guided groups is not chargeable if notified at least 7 days before arrival. Thereafter shrinkage is allowable down to 80%, anything below this figure and there will be a charge of £3 per person. For unguided groups shrinkage is allowed up 48 hours before

arrival. Thereafter shrinkage is allowed up to 50%, anything below this figure and there will be a charge of £3 per person.

To cancel or amend a current booking please call 01392 285983 and speak to a member of our reservations team. The cancellation must also be made in writing.

In the unlikely event of a cancellation by the Cathedral, full fees (where applicable) will be returned. Exeter Cathedral accepts no responsibility for any other loss.

**Miscellaneous:** Groups booked who are paying by invoice are subject to these conditions and charges. Prices quoted include VAT at 20% and are subject to change.

**Café:** While no eating or drinking is allowed inside the Cathedral, we do have a small café available to all our visitors. If your group would like a light lunch or a Devon cream tea, this must be booked in advance. This will give you an efficient stop in Exeter as the whole group can be managed together without losing any people in town.

**Toilets:** These are located outside the Cathedral in the Cloister Garden and are accessed by a coded door – the code is provided on your booking confirmation. Please ensure that your passengers are made aware of the code before arrival.

**Smoking:** Exeter Cathedral is strictly a no smoking premises.

**Offers:** From time to time the Cathedral has offers to the public such as 2 for 1. Kindly note group entry prices cannot be used in conjunction with any other offers and any attempt to undercut our agreed prices may result in your clients being denied entry.