



TERMS AND CONDITIONS OF BUSINESS 2019-20

1. Onsite visits to Centre of the Cell (Pod shows, Onsite Shows and Workshops)

Confirmation of booking

Please note that a booking made via our website or over the phone or via email is itself confirmation of booking a session. You will be charged unless you have asked for a provisional booking. You should confirm a provisional booking within 24 hours or risk losing the slot.

We will send you email confirmation of your booking to ensure the details we have are correct and to give you important visitor information. In order to fully enjoy your session, we recommend you read this carefully.

Payment

- Payment shall be upon invoice. Our payment terms are 30 days from date of invoice.
- Electronic (BACS) payment is preferred where possible but payment may also be made by cheque drawn upon a UK bank or a UK branch of a foreign bank.
- All payments must be in pounds Sterling and the client must meet currency conversion costs. The information required for BACS payment will be supplied by Centre of the Cell at the time of invoicing.

Cancellation by the customer

If you need to cancel your booking for an on-site session, Centre of the Cell must receive confirmation by telephone (020 7882 2562). If you are unable to reach a member of staff on this number please leave a message with the name of the school, your contact details and the date and time of the visit(s) you wish to cancel. We are unable to transfer bookings made as part of the Winter Promotion to periods outside of the promotion months. Any requests to transfer bookings outside of the promotion months will incur an additional charge, as per our normal admission fees.

The following refunds apply once notification of cancellation is received by Centre of the Cell:

- Cancellation / rescheduling more than 2 weeks before your visit: Full refund
- Cancellation / rescheduling less than 2 weeks before your visit: No refund
- Failure to arrive for a booked session: 100% of the cost of the visit

Cancellations by Centre of the Cell

Centre of the Cell reserves the right to cancel or re-schedule the booking due to unforeseen circumstances. Every effort will be made to minimise disruption to your booking and if necessary, a refund will be made. Centre of the Cell does not accept liability for any other additional costs incurred.

Centre of the Cell reserves the right to cancel a booked session at any point, including on the day, if we feel that:

- The behaviour of the group is unacceptable or inappropriate.
- The health and safety of our staff is at risk.

In the case of any of the above cancellations, a refund will not be offered.

A full refund will be given if Centre of the Cell needs to cancel for any of the following reasons:

- Illness, injury or death of a Centre of the Cell employee
- Bad weather
- Transport disruptions

Insurance

Centre of the Cell staff are covered by Queen Mary and Westfield College Insurance policy. We recommend that you ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

Recordings

Photographs can be taken in the Centre of the Cell Pod and during our workshops and shows providing the photographer has written permission from all those being photographed or if they are children, from parent(s)/guardian(s). No filming will be allowed during any Centre of the Cell Pod sessions, workshop or shows.

2. Onsite visits to Centre of the Cell (Public Half-Term Events and Home Education Sessions)

Confirmation of booking

Please note that a booking made via our website or over the phone or via email is itself confirmation of booking a session. You will be charged unless you have asked for a provisional booking. You should confirm a provisional booking within 24 hours or risk losing the slot.

We will send you email confirmation of your booking to ensure the details we have are correct and to give you important visitor information. In order to fully enjoy your session, we recommend you read this carefully.

Payment

- Payment can only be made via our website, using a secure and encrypted service.
- Payment methods are debit and credit cards (Visa and MasterCard accepted)

Cancellation by the customer

If you need to cancel your booking for a Public Half-Term Event and/or Home Education Session, Centre of the Cell must receive confirmation by telephone (020 7882 2562). If you are unable to reach a member of staff on this number please leave a message with your name, your contact details and the date and time of the booking(s) you wish to cancel. We may be able to transfer your booking to an alternative date and time, subject to availability.

Tickets booked for Centre of the Cell's **Public Half-Term Events** and/or **Home Education Sessions** are **non-refundable**.

Cancellations by Centre of the Cell

Centre of the Cell reserves the right to cancel or re-schedule the booking due to unforeseen circumstances. Every effort will be made to minimise disruption to your booking and if necessary, a refund will be made. Centre of the Cell does not accept liability for any other additional costs incurred.

Centre of the Cell reserves the right to cancel a booked session at any point, including on the day, if we feel that:

- The behaviour of the group is unacceptable or inappropriate.
- The health and safety of our staff is at risk.

In the case of any of the above cancellations, a refund will not be offered.

A full refund will be given if Centre of the Cell needs to cancel for any of the following reasons:

- Illness, injury or death of a Centre of the Cell employee
- Bad weather
- Transport disruptions

Insurance

Centre of the Cell staff are covered by Queen Mary and Westfield College Insurance policy. We recommend that you ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

Recordings

Photographs can be taken in the Centre of the Cell Pod and during our workshops and shows providing the photographer has written permission from all those being photographed or if they are children, from parent(s)/guardian(s). No filming will be allowed during any Centre of the Cell Pod sessions, workshop or shows.

3. Outreach visits

Confirmation of booking

After you have sent us your booking request form through the website, we will contact you with an itinerary of the events.

Your confirmation after receiving this information indicates that you accept our quote and the details of the services that we will be providing and the timescale to which we will work. These are detailed in the itinerary prior to your order. Your confirmation also indicates that you accept the terms and conditions detailed below and the agreement that you are entering into a contract with Centre of the Cell. Pre-visit information and confirmation letter/email will be sent to you.

Cancellation by the customer

If you need to cancel your booking for an outreach visit, Centre of the Cell must receive confirmation by telephone (020 7882 2562). If you are unable to reach a member of staff on this number please leave a message with the name of the school, your contact details and the date and time of the outreach visit you wish to cancel. We are unable to transfer bookings made as part of the Winter Promotion to periods outside of the promotion months. Any requests to transfer bookings outside of the promotion months will incur an additional charge, as per our normal admission fees.

- 0 - 14 days notice of the confirmed event date will require 100% payment of fees plus any costs incurred in advance due to the booking (advance purchase, travel etc).
- 15 - 21 days notice of the confirmed event date will require 50% payment of fees plus any costs incurred in advance due to the booking (advance purchase, travel etc). (A 50% refund will be provided if payment has already been made.)
- 21+ days notice of the confirmed event date will not incur a fee. (A 100% refund will be provided if payment has already been made.)

Cancellation by Centre of the Cell

Centre of the Cell reserves the right to cancel an outreach event at any point, including on the day if we feel that:

- The behaviour of the group is unacceptable or inappropriate.
- The health and safety of our staff is at risk.

In the case of any of the above cancellations, a refund will not be offered.

A full refund will be given if Centre of the Cell needs to cancel for any of the following reasons:

- Illness, injury or death of a Centre of the Cell employee
- Bad weather
- Travel disruptions

Insurance

Centre of the Cell staff is covered by Queen Mary and Westfield College Insurance policy. We recommend that you ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

Recordings

Photographs can be taken throughout the Centre of the Cell show/workshop providing the photographer has written permission from all those being photographed or if they are children, from parent(s)/guardian(s). No filming will be allowed during any Centre of the Cell workshops or shows.

Payment Terms

- Payment shall be upon invoice. Our payment terms are 30 days from date of invoice.
- Electronic (BACS) payment is preferred where possible but payment may also be made by cheque drawn upon a UK bank or a UK branch of a foreign bank.
- All payments must be in pounds Sterling and the client must meet currency conversion costs. The information required for BACS payment will be supplied by Centre of the Cell at the time of invoicing.
- Overdue invoices may attract interest charges applicable on the day that the invoice becomes overdue.

Centre of the Cell will accept no liability for delays to events arising from late payment or non-receipt of payments.