

Terms and conditions

Contents

1. School/education group visits to Centre of the Cell	1
1.1 Confirmation of booking	1
1.2 Payment	1
1.3 Cancellation.....	2
1.4 Adult supervision and behaviour management.....	2
1.5 Capacity of our spaces	3
1.6 Lunch space and special requests.....	3
1.7 Insurance.....	3
1.8 Recordings.....	3
2. School/education group outreach ('we visit you') trips	3
2.1 Confirmation of booking	3
2.2 Payment	3
2.3 Cancellation.....	4
2.4 Adult supervision and behaviour management.....	4
2.5 Insurance.....	4
2.6 Recordings.....	4
3. Public/home education visits to Centre of the Cell	5
3.1 Confirmation of booking	5
3.2 Payment	5
3.3 Cancellation.....	5
3.4 Insurance.....	5
3.5 Recordings.....	5

1. School/education group visits to Centre of the Cell

1.1 Confirmation of booking

A booking made via our website, over the phone or via email is itself confirmation of booking a session. When you make a booking via the website, you will receive an automated confirmation as well as a personal one from someone in the team – if you do not receive the personal confirmation, please get in touch to ensure the booking has gone through.

You will be charged for your booking upon confirmation 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.

1.2 Payment

- Payment shall be via by 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.

1.3 Cancellation

By the customer

If you need to cancel your booking for an on-site session, Centre of the Cell must receive confirmation by email (if more than 2 days in advance) or by both email and telephone (if less than 2 days prior to booking). Please include 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 with promotional prices 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 but free transfer to another date
- Failure to arrive for a booked session: No refund, and a transfer to another date will not be offered.

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

1.4 Adult supervision and behaviour management

Ratios

- Visitors between the ages of 12 and 16 should be accompanied by one responsible adult for every fifteen children.
- Visitors under the age of 12 should be accompanied by one responsible adult for every ten children.

Centre of the Cell may need to turn a group away if there are not enough adults for the group size.

Responsibility for behaviour

- Accompanying adults are responsible at all times for the behaviour of the minors they accompany.
- If the behaviour of anyone in your group disrupts the visit for others or puts themselves or others at risk this person may be asked to leave. Please brief your students about appropriate behaviour before your visit

Centre of the Cell staff

- All groups will be accompanied by two Centre of the Cell staff, who are fully briefed in emergency procedures.
- Children must be supervised by an adult from the visiting school/home education group as well as a member of Centre of the Cell staff when moving around the building (including toilet breaks).

1.5 Capacity of our spaces

- The total visitor capacity of STEM Pod (including adults) is 40. Your total group size must not exceed this number.
- The total visitor capacity for Neuron Pod (including adults) is 55. Your total group size must not exceed this number.

1.6 Lunch space and special requests

If you require a space for the group to have lunch, please let us know at the time of booking. We cannot guarantee availability, but if Neuron Pod is free we will try to accommodate lunch either between two sessions, or immediately after a morning session.

If you have any other special requests, or if you have any students with SEND who may need additional assistance, please let us know at the time of booking and we will do our best to accommodate requests.

1.7 Insurance

Visits to Centre of the Cell are covered by the Queen Mary University of London public and employer's liability policies. Copies of these are available on request. We recommend that you also ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

If you would like to arrange a pre-visit for your risk assessment, please get in touch at the time of booking.

1.8 Recordings

Photographs can be taken in the Centre of the Cell STEM 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 STEM Pod sessions, workshops or shows.

2. School/education group outreach ('we visit you') trips

2.1 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 a confirmation email will be sent to you.

2.2 Payment

- Payment shall be via by 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.

2.3 Cancellation

By the customer

If you need to cancel your booking for an on-site session, Centre of the Cell must receive confirmation by email (if more than 2 days in advance) or by both email and telephone (if less than 2 days prior to booking). Please include 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 with promotional prices 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 but free transfer to another date. You may be required to pay for transport fees if we are not able to negotiate a transfer of these with the external taxi company.
- Cancellation on day of a booked session: No refund and payment of all related travel fees will be required.

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

2.4 Adult supervision and behaviour management

Responsibility for behaviour

- Teachers/supervising adults at the school or venue remain responsible for student behaviour at all times.
- If the behaviour of anyone in your group disrupts the show for others or puts themselves or others at risk this person may be asked to leave. Please brief your students about appropriate behaviour before the session.

Centre of the Cell staff

- Centre of the Cell staff have enhanced DBS checks, renewed every three years. However, our policy is that they should not be left with children from the school without another adult present at any time.

2.5 Insurance

Outreach sessions are covered by the Queen Mary University of London public and employer's liability policies. Copies of these are available on request. We recommend that you also ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

2.6 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.

3. Public/home education visits to Centre of the Cell

3.1 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.

3.2 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)

3.3 Cancellation

By the customer

Tickets booked for Centre of the Cell's Public Half-Term Events and/or Home Education Sessions are non-refundable, but we may be able to transfer the booking to an alternative date, subject to availability.

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 email, with your name, your contact details and the date and time of the booking(s) you wish to cancel.

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

3.4 Insurance

Public and home education sessions at Centre of the Cell are covered by the Queen Mary University of London public and employer's liability policies. Copies of these are available on request. We recommend if you are a home education group that you also ensure your insurance protects you for the duration of this contract and the terms and conditions listed.

3.5 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.