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## **Group Visit** **Terms & Conditions**

### Booking forms

It is important that the booking form is filled out correctly, as without all the necessary information we cannot book your group in.

- **Numbers:** we will assume that the number of people in your group you have put on the form is correct, and invoice you accordingly. If you would like to make a change to the numbers, please do so via email **48hrs in advance**.
- **Invoice details:** please include the accounts email address for the invoice, not just the guide/organization email.
- **Date and time:** we understand that sometimes groups are a little late, especially when transport is involved, so please keep in communication with us and we will work to make sure you are.

There is a service at **12pm** Monday – Friday. Groups **cannot be in the building at this time**, so we cannot book you in between 11:30 and 12:15. If you arrive late, you may have to have a shorter visit.

### Payment

For commercial groups, once your booking has been confirmed, payment for your visit can be made via invoice **no more than 10 days after the group visit**. Full pricing for commercial groups can be found on our booking form.

If you are booked in as a donation group, you are welcome to donate via cash to card to one of our on-site donation boxes. A donation can also be made through our JustGiving page, found on our website.



## Cancellation

All cancellations will need to be **48hrs in advance**, otherwise we will still invoice you for the full number of people.

## Signing in on the day

**We no longer require a paper voucher** to be handed in at the start of the visit. We will have a list of expected groups on the day, so you just need to make yourself known at the Welcome Desk when you arrive.

**If your group is not on our list, it is because you have not booked in or got confirmation.** This means your group will be unable to visit. Even if your group comes in while you wait outside, we will still count that as a group visit and **ask them to leave.**

Please be aware this is a working church so there are sometimes necessary services. This might mean that **we have to cancel or amend your booking at the last minute.** There might also be other events, such as music rehearsals, happening at the same time. We endeavor to make sure that your group does not clash with these events.

We offer:

## Volunteer Guides

We are happy to arrange a guide for you at **no extra cost.** We have lots of friendly and knowledgeable volunteers who are happy to take groups round, **subject to availability.**

As our guides are volunteers, we cannot always guarantee their availability. If we are able to source a guide for your group, a member of staff will email to confirm. If none of our guides are free, we have signage, audio tours and information pamphlets. We will also have volunteers at set points around the Cathedral who will be happy to answer any questions your group has in lieu of a full tour.

Our guides speak a variety of languages so please ask if you have a specific request. We also have guides who have specialist subjects.



## Audio Tours

As part of our normal offering to visitors visiting without groups, we are pleased to extend audio tours to booked groups for an additional fee. These are £2.50 per head for booked groups, run for 25 minutes, and operate similarly to an audiobook. Full details & instructions can be provided on request.

**These are currently available in English and German.**

## Thistle Chapel

Your booking guarantees you a chance to visit the Chapel. It will either already be open to visitors, in which case you may need to wait a few moments for it to clear before you can bring your group in, or we will open it for you especially. There is always a member of staff or a volunteer inside the chapel if it is open.

## Contact

Please email [Groups@stgilescathedral.org.uk](mailto:Groups@stgilescathedral.org.uk) with any questions about booking or your visit. For finance or invoicing questions, please email [jennifer.wright@stgilescathedral.org.uk](mailto:jennifer.wright@stgilescathedral.org.uk).

