

Educational Booking Terms & Conditions

1. Booking Your Visit

- The booking form must be completed and signed by a teacher or leader from the educational institution. Forms completed by tour operators, guides, or third parties will not be accepted.
- Teachers can book a free preliminary visit to explore the facilities before bringing a student group. To arrange with, contact the Bookings Coordinator via email - bookings@powderham.co.uk
- Late arrivals may result in shortened sessions. If you anticipate being late, please call 01626 890243

2. Payment Terms

- A 25% non-refundable deposit is required to confirm your reservation
- The final group numbers and any changes must be confirmed two weeks prior to the visit. At this time, the final balance will be due via BACs payment, with payment details provided on the invoice.
- Charges will be based on the confirmed group numbers submitted by the two week deadline

3. Cancellation Policy

- More than 2 weeks before the visit: Full refund
- 1-2 weeks before the visit: 50% refund
- Less than 1 week before the visit: Non-refundable
- We reserve the right to cancel bookings if necessary for business operations. In this case, a full refund will be issued.

4. Facilities

- Free parking, picnic and games areas, and takeaway hot drinks are available for visitors.

5. Health & Safety

- Teachers are responsible for conducting their own risk assessments. Powderham provides a guide to assist but does not take responsibility for individual assessments.
- Children must be supervised at all times. Costumed guides do not manage groups.
- Schools must bring their own first aid kit and a designated first aider.
- Powderham does not hold or administer any medication during visits.
- Fire evacuation procedures will be explained during the welcome briefing.
- Please be aware we are a working estate and we do have uneven surfaces.

6. Supervision and Liability

- Visitors enter Powderham at their own risk, as it is a historic site with potential safety hazards
- Personal belongings are the responsibility of visitors at all times
- The learning programme may be adjusted without notice due to operational requirements