



## **Groups Terms and Conditions**

### **Booking process**

- Up to date group prices are available via this link:  
<https://www.ssgreatbritain.org/groups/group-prices-benefits/>
- Group discount tickets are valid for 1 day only.
- All bookings must be made in advance and booked through the Groups team at [groups@ssgreatbritain.org](mailto:groups@ssgreatbritain.org) or through our online enquiry form.
  - <https://www.ssgreatbritain.org/groups/>
  - For UK Schools: <https://www.ssgreatbritain.org/learning-and-education/for-schools/> Please select Key Stage.
- In order to process a group booking, the following information is needed:
  - Group name and postal address
  - School, Trust or Academy name (for school groups) and postal address
  - Invoice name, postal address and email address
  - Preferred date and time of visit
  - Number of people
  - Ages or year group of any children
  - Any desired activities
  - To ensure we are able to offer the best possible experience please let us know of any special or additional requirements in your group.
- We cannot process any bookings until we have received all of the above information.
- Once your group has been booked onto our system you will receive a confirmation letter with your order number. Please quote this order number in all further correspondence.
- For all groups (with the exception of UK school groups) a minimum of 15 paying passengers is required to obtain the group rates.
- For school and youth groups we offer 1 free adult for every 6 children
- We require at least 1 adult/leader for every 10 children/students.
- We can offer 1 free group organiser for every adult group.
- Hired Coach drivers are free with every booked group.
- Adult group tickets are upgradable to full annual passenger tickets on the day of the group visit.

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Patron HRH The Princess Royal



## Payment

- Payment is made by invoice following the visit, or on the day by cash or bank card. Any payments made before the visit will be non-refundable.
- Please note that payment needs to be taken in one transaction.
- Please stipulate at the time of booking your preferred method of payment.
- For payments by invoice we require an additional invoicing email at the time of booking and information on how to address the invoice to a Trust or a specific department.
- Group name and invoice number must be quoted on invoice payments
- Any incurred bank charges must be covered by the payer so that we receive the invoice total in full.
- Payment must be made within the given time frame of 14 days (this is extended for UK educational groups).
- Private group dining must be paid 14 days prior to the visit, our catering partner Elior will arrange payment separately.

## Cancelations

- Group visits can be cancelled for free up to 14 days prior to the visit.
- Within 14 days of the visit groups comprising 100 or more people and cancelled will be charged 25% of the booking costs.
- Within 14 days of the visit any guided tours, Brunel Institute talks and school workshops cancelled will be charged at full price.
- Within 14 days of the visit any private group dining cancelled will be charged at full price.
- We reserve the right to cancel or amend your booking due to unforeseen events such as unexpected site closure or staff shortages. You will not be charged for anything we are unable to offer.
- In the event of a cancellation or postponement, whatever the cause, Brunel's SS Great Britain will not be liable for any other costs incurred by the group in connection with the booking or the visit.

## Amendments

- Please make us aware of any significant changes to numbers as soon as possible
- While we will try to accommodate any additional activities requested resulting from an increase in numbers visiting these are not guaranteed.

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- Within 14 days of the visit, groups comprising 100 or more people and amended with a reduction in numbers of 50 people or more will be charged 25% of the cancelled tickets.
- Within 14 days of the visit if numbers are updated with a significant fall affecting activities any activities no longer required will be charged at full price.

### **On the day**

- Please let us know as soon as possible if you are likely to be late arriving.
- In the case of late arrivals while we will try to accommodate any booked activities, this may not always be possible and will be chargeable at full price if we are no longer able to offer the activity due to lateness.
- It is the responsibility of the group leader to check in the group and provide accurate numbers. We will charge for numbers given at the point of check-in.

### **On Site Expectations**

- All children/students must always be supervised by a group leader/adult.
- Lead adults/teachers must wear Hi-vis jackets provided to be visible to staff.
- Unsupervised groups of children/students may be asked to leave the ship, Dry Dock, or museums to wait for their group leader or teacher.
- When not on a guided tour of the ship, please split your group into smaller groups. For all child/student groups please ensure these are adult-led.
- Please ask your group to be considerate to other visitors, particularly around narrow corridors. Groups are expected to abide by the Captain's Code.
- Disruptive behaviour may lead to your group being asked to leave the site.
- If your group is seen causing damage, they will be asked to leave the site and you may be charged for any damage caused.