**Queen’s House Ice Rink**

**Youth and Community Groups Booking-Terms and Conditions**

**To qualify for our group rate, you must be a non-profit organisation booking for a youth or community club. The group needs to be 15 people or more.**

**1. Making your booking**

Here is our Youth and Community Groups Bookings process:

* Please complete our [Groups’ ice rink enquiry webform](https://www.rmg.co.uk/queens-house-ice-rink-youth-community-groups/booking)– this tells us everything we need to know so be sure to complete this fully first. We cannot accept incomplete forms.
* Once we receive your enquiry webform, the Bookings team will check our session availability and look through your request.
* The team will get in touch with available dates and session times. You will be asked to confirm you have completed the necessary risk assessment for your visit and have the correct number of adults both on the ice and supervising at the rink.
* You will be informed that there is a one-off transaction fee of £3 per booking. The booking fee goes towards our transaction and associated booking costs which applies for online and phone bookings. Booking fees are non-refundable at any time. This booking fee is flat rate and applies to the purchase of any number of e-tickets and ticket types.

* Finally, you will be informed of our cancellation policy. This comes into effect as soon as you receive your confirmation of booking. Please do ensure you have checked your booking details before you confirm your group booking.

**2**. **Cancellation** **policy**

*Once booked, tickets are non-transferable and are unable to be rescheduled, refunded, or cancelled. Therefore, if any member/s of your group is/are unable to visit, we will not refund or move any unused tickets.*

*No refunds will be issued if*

* *your group arrives late or is unable to visit due to travel issues on the day.*
* *the behaviour of the group is deemed unacceptable or inappropriate by our skate marshals/management team at the rink.*
* *The group is no longer able to meet the minimum requirements of supervising adult on the ice for the number of children/young people attending booked sessions.*

*KS1 – 1 adult per every 5 children (6 adults must accompany children on the ice per class of 32)*

*KS2 – 1 adult to every 8 children (4 adults must accompany children on the ice per class of 32)*

*KS3/KS4 - 1 adult to every 10 students (3 adults must accompany* *students* *on the ice per class of 32)*

*Post-16 – 1 adult per 16 students (2 adults must accompany students* *on the ice per class of 32)*

In the unlikely event that we must shut the rink, we will endeavour to reschedule your booking to the next available date. If an alternative date cannot be arranged, we will offer to reschedule your tickets for the next season. Any contact from us will be in the form of an email. You are advised to check your inbox before visiting to avoid an unnecessary journey should the worst happen, and the rink closes.

**Next steps**

* A confirmation email will be sent to the group leader. At this stage, your school booking is confirmed and now subject to our cancellation policy.
* Receipt of your confirmation email indicates that you have understood and accepted the details of the services that we will be providing, the timescale to which we will

work and that you accept the terms and conditions detailed in this document. The sessions booked on your behalf at Royal Museums Greenwich are and we expect schools to abide by our terms and conditions including our cancellation policy.

**3. Payment**

* Please make payment by BACS. Payment details and instructions will be sent by email once your booking is confirmed. You must pay for your sessions at least 10 working days before the date of your session. Unpaid group bookings will be released from our booking system if payment is not received 10 days before visit date.
* We do not send invoices or accept payment by cheque (in advance or on the day).
* We cannot accept payment on the day.

**Things to remember**

* **If you are running late, please give call our bookings team on 0208 312 6608. We will try our best to accommodate you when you arrive, but this may mean a shorter skate.**
* We require that the correct number of supervising adults are always present with pupils during your visit.
* It is essential you carry out your own risk assessments for visiting the ice rink and retain all responsibility for the children on the rink. You can find information on Hazards and Risks for ice skating here to help inform your risk assessment.

• Sessions do not need to be paid for on point of booking but do need to be paid for 10 working days in advance of the skating session by BACS.

* Parental agreement – Group Leaders are responsible for obtaining parental agreement prior to children/young people being allowed on the rink.

**Privacy Notice:**

The contact data you provide to us is processed by us according to the Data Protection Act 2018 on the legal basis of ‘for the performance of contract’. We shall not share this data with anyone outside RMG, it shall be stored securely and shall be deleted according to our disposal policy of 2 years. If you have a question about the way we handle your personal information please, in the first instance, contact the Governance and Museum Records Manager, Royal Museums Greenwich.