

FAQs – Let's Talk Business

Do I have to pay a deposit?

Yes – if you have booked over a month in advance then you need to pay a deposit of £30 as soon as possible to secure your place.

Will I be sent an invoice?

Yes – we will issue you with an invoice for the cost of the total number of children and adults at the time of booking. If payment is not received prior to or upon arrival a £20 invoice fee will apply.

What happens after I have made a booking?

Eureka! will send you:

- A letter confirming your booking (subject to the deposit) and an invoice which details the deposit and balance of payment.
- Terms and Conditions of your visit.
- Your visit itinerary (schools only)
- A copy of our Risk assessment
- Group leader preview voucher
- Goody bag order forms
- Supporting Group leaders pack (if you have booked a specialist programme)

What if my group numbers change before the visit?

No problem – you are still entitled to the group rate as long as you have more than **10 children**. Contact the Bookings Department as soon as possible and we will alter the numbers ready for your arrival, including how much you need to pay on the day.

What happens if I need to cancel?

Contact the Bookings Department as soon as possible. We can then offer your booking slot to another group. **If you have paid a £30 deposit this is non-refundable.**

What happens if I don't pay on the day of the visit?

We will issue you with another invoice for the total cost including a £20 administration fee.

What happens if we have different numbers to the amount on our cheque?

If possible, leave the writing of your cheque till the day of the visit in case your numbers change. If you have less numbers, Eureka! will issue complimentary tickets. If you have more numbers, you can pay the balance by cash or debit/credit card.

CONDUCT AND RESPONSIBILITIES

How can we help?

In order for all our visitors to be able to enjoy their visit, we require Group Leaders and Adult helpers to remain in supervision of their children at **all times**. It is important that children are never left unattended or allowed to wander around Eureka! alone.

Severely disruptive behaviour will lead to a group being asked to leave Eureka!.

Lunch areas

For pre-booked school groups during term time a booked lunch space is provided but for non-school groups during holidays or weekends a booked space is **not** provided. However we do have plenty of space in the museum grounds for your group to eat their lunch on a first come first served basis.

Eureka reserves the right to change all terms and conditions at any time.