

# Terms and Conditions for schools and groups at Robin Hill

Please read the following Terms and Conditions of Entry for schools and groups. These must be adhered to at all times. By making a booking you are agreeing to these terms and conditions.

1. The minimum group size for a School or Uniform Group booking is 10 students, not including those with membership passes. Membership passes must be presented upon arrival, or a list of passholder names must be provided.
2. The adult-to-student ratio for any school group must be a minimum of 1:10.
3. Single park tickets are valid for one visit only, and do not include the 7 day return
4. Your group visit to Robin Hill will be confirmed upon payment of a deposit of 50% of the ticket price(s). The final balance of the ticket(s) is due 7 days before your visit.
  - I. *If you book tickets by phone or online, you have a right to cancel within 14 days of the booking confirmation. If you cancel within 14 days of booking you will receive a full refund of deposit monies paid.*
  - II. *If you cancel more than 14 days after your booking, any refunds will be based on the time left until your visit start date and the following cancellation charges shall apply :*
  - III. *More than 29 calendar days before the start of your visit – loss of 50% of deposit fee*
  - IV. *28-15 calendar days before the start of your visit – loss of 75% of deposit*
  - V. *14 calendar days or less before the start date of your visit – loss of 100% of deposit*
5. All requests to amend Confirmed Booking Numbers must be submitted in writing via email to [schools@robin-hill.com](mailto:schools@robin-hill.com) no later than 7 business days prior to the scheduled visit date. Any amendment request is subject to written confirmation from Robin Hill before it is considered effective.
  - i. *Confirmed Booking Numbers refers to the total number of attendees (including all pupils, staff, and accompanying adults) stated in the latest booking confirmation from Robin Hill.*
  - ii. *If, on the day of your visit, the number of attendees exceeds the Confirmed Booking Numbers, you will be charged for each additional attendee at the applicable rate.*
  - iii. *If the number of attendees on the day of your visit is fewer than the Confirmed Booking Numbers, no refund, credit, or reduction in charges will be provided.*
6. A teacher or other qualified adult will be designated by the school as the teacher in charge of the visit.

7. up-to-date contact information for the group leader must be provided ahead of the visit, to ensure that should it be required, our Front of House Team are able to get hold of your party.
8. The teacher in charge plus one other member of staff are entitled to a free pre-visit to familiarise themselves with the park. This must be pre-booked in advance, and can be booked via [schools@robin-hill.com](mailto:schools@robin-hill.com).
9. The teacher in charge of the visit should ensure that all adults accompanying the group are familiar with the programme for the day.
10. The teacher in charge is responsible for medication required by students in their school group. First aid may be obtained from our Front of House Team if required, and cold storage for medicines can be provided in Front Of House upon request.
11. Teachers must be aware that the attractions will also be used by members of the public and other groups during the school's visit.
12. Schools and teachers must ensure appropriate behaviour by students, and all groups must be accompanied by a teacher at all times.
13. Schools and teachers must ensure that students and teachers follow any specific instructions given by the attraction staff while in the Park.
14. Height and age restrictions apply to rides and ride times may vary. Rides may be scheduled to close for break periods during the afternoon/evening and may operate on an alternating basis when demand is low.
15. Robin Hill reserves the right to refuse admission to rides and attractions if students are not accompanied by a teacher.
16. Robin Hill may need to allocate session times on some attractions on busy days, to ensure that all visitors are able to access them. We request that these are attended on time to ensure you do not miss your turn - it is not always possible to allocate an alternative time slot.
17. Some attractions are close during wet/windy conditions. Please see notices/ ask staff at our admission area for detailed, daily information. No ticket refunds will be entertained on the grounds of poor weather.
18. We hate to close rides and attractions for essential maintenance and refurbishment at short notice, but we reserve the right to do so. We will try to let you know if we can when issues occur.
19. The Robin Hill management team reserve the right to refuse admission or remove visitors from the premises if circumstances dictate.