



TERMS & CONDITIONS – Groups (non-account holders) and Schools.

All persons visiting the Royal Pavilion, Brighton & Hove Museums and/or Preston Manor, together Royal Pavilion & Museums do so subject to the following terms and conditions:

1. Full payment must be made in advance or on arrival by cash or credit/debit card. Only company cheques are accepted on the day of your visit (personal cheques must be received a minimum of 10 days before your visit to allow time for the cheque to be processed). Cheques should be made payable to 'Brighton & Hove City Council' and sent to Royal Pavilion & Museums Booking Office, 4/5 Pavilion Buildings, Brighton, BN1 1EE.
2. Where payment for a school booking is not made in advance or on arrival a £15 admin fee will be added and the school will be invoiced. This service is not available to non school groups.
3. Latecomers will not be admitted to the Premises except at the absolute discretion of Brighton & Hove City Council.
4. Guided tours are subject to a deposit payable at the time of booking.
5. Payments for tickets are non-refundable and are subject to the following cancellation fees. Tickets may only be changed or replaced at the absolute discretion of Brighton & Hove City Council.

Product	Amount of notice given of such cancellation or reduction	Amount of booking charged
Guided tour, school sessions or tearoom	14+ days	No charge
	7-13 days	50%
	2-6 days	75%
All bookings	Less than 2 days	100%

6. Children under the age of 16 must be accompanied by an adult, aged 18 years or over and whilst on or in the vicinity of the Premises shall remain under the control or supervision of an adult at all times.
7. No food or beverage of any nature may be consumed on the Premises except in designated areas without express permission of Brighton & Hove City Council.
8. Brighton & Hove City Council reserves the right, in its absolute discretion, to refuse entry on to or remove from the Premises or the vicinity any person who:-
 - 8.1. has been convicted of a criminal offence which, in the opinion of Brighton & Hove City Council, is likely to affect the safety or enjoyment of other visitors;
 - 8.2. has behaved in a manner which, in the opinion of Brighton & Hove City Council has, or is likely to affect the safety or enjoyment of other visitors;
 - 8.3. has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace.
 - 8.4. is or appears to be under the influence of drugs or alcohol.



Royal Pavilion & Museums, Brighton & Hove

9. To prevent offensive weapons or dangerous articles from being taken into the Premises, visitors are admitted subject to a condition that, if requested to do so, they will allow themselves and/or their belongings to be searched. It is prohibited to take into the Premises any weapons, fireworks, smoke bombs, glass bottles, flammable liquids or other articles, which may cause injury or fire. The throwing of any article which could cause injury or annoyance is strictly prohibited.
10. Photography, video or sound recording in the Royal Pavilion and temporary exhibitions is strictly prohibited.
11. Smoking is strictly prohibited in the Premises.
12. Pets or animals of any nature are expressly prohibited in the Premises (except for guide dogs and hearing dogs) without the express permission of Brighton & Hove City Council.
13. Unnecessary noise, (such as that from the use of radio sets and other electrical equipment), or any behaviour likely to cause annoyance to other visitors or confusion of any kind is not permitted in the Premises or the vicinity of the Premises.
14. No ticket may be resold without the previous written consent of Brighton & Hove City Council. If Brighton & Hove City Council reasonably believes that a ticket has been resold without such consent, the holder may be refused entry to or ejected from the Premises without payment of compensation.
15. Only tour guides employed by Brighton & Hove City Council are permitted to undertake tours of the Premises. Brighton & Hove City Council reserves the right to refuse admission to any unauthorised tour guides or to eject any unauthorised tour guides from its Premises or vicinity of its Premises.
16. Brighton & Hove City Council will use its reasonable endeavours to ensure that the Premises are open for use by visitors during normal opening hours. However, Brighton & Hove City Council reserves the right, in its absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to close the Premises. In the event of such closure, Brighton & Hove City Council will refund to any visitor, the cost of his or her prepaid ticket, but otherwise shall have no liability whatever, including no liability for travel expenses or any other out of pocket expenses, in respect of closure of part or all of the Premises.
17. Other than liability for death or personal injury resulting from negligence, Brighton & Hove City Council, its employees or agents shall not be liable for any loss or damage, direct or indirect, howsoever arising, including without limitation any distress, inconvenience or anxiety caused during the course of any visit.
18. These terms and conditions are governed by and shall be construed in accordance with English Law, and any claim brought under these conditions shall be subject to the exclusive jurisdiction of the English Law.