

TERMS & CONDITIONS – Groups (non-account holders)

All persons visiting the Royal Pavilion, Brighton Museum & Art Gallery or Preston Manor, together known as Brighton & Hove Museums (the trading name of the Royal Pavilion & Museums Trust) do so subject to the following terms and conditions:

1. Full payment must be made at least one week in advance of your visit by BACS bank transfer or credit/debit card. 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 'Royal Pavilion & Museums Trust' and sent to Brighton & Hove Museums, 4/5 Pavilion Buildings, Brighton, BN1 1EE.
2. Please note that your time slot has a 20-minute arrival allowance. If you arrive later than this, we will do our best to accommodate you in the next available time slot subject to availability. During busy periods we cannot guarantee entry if you miss your arrival time.
3. Cancellations/ Refunds: Please notify us by email if you wish to cancel or amend your booking. Cancellations and no shows are subject to the following charges:

Notice given	Cancellation fee
2 working days or more	Booking fee only
Less than 2 working days	50% of balance
No notice	Full balance

4. 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.
5. No food or beverage of any nature may be consumed on the Premises except in designated areas without express permission of Brighton & Hove Museums.
6. Brighton & Hove Museums reserves the right, in its absolute discretion, to refuse entry on to or remove from the Premises or the vicinity any person who:-
 - 6.1. has been convicted of a criminal offence which, in the opinion of Brighton & Hove Museums, is likely to affect the safety or enjoyment of other visitors;
 - 6.2. has behaved in a manner which, in the opinion of Brighton & Hove Museums has, or is likely to affect the safety or enjoyment of other visitors;
 - 6.3. 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.
 - 6.4. is or appears to be under the influence of drugs or alcohol.



ROYAL PAVILION & GARDEN
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HOVE MUSEUM OF CREATIVITY
PRESTON MANOR & GARDENS
BOOTH MUSEUM OF NATURAL HISTORY
BRIGHTONMUSEUMS.ORG.UK

Royal Pavilion & Museums Trust
Company Registration No: 11774969
Registered Charity No: 1186986

7. 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.

8. Smoking is strictly prohibited in the Premises.

9. Brighton & Hove Museums welcomes guide, assistance and support dogs across all of our sites. Other animals - Enquiries should be directed through the Booking Office for consideration.

10. 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.

11. No ticket may be resold without the previous written consent of Brighton & Hove Museums. If Brighton & Hove Museums 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.

12. Only tour guides employed by Brighton & Hove Museums are permitted to undertake tours of the Premises. Brighton & Hove Museums 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.

13. Brighton & Hove Museums will use its reasonable endeavours to ensure that the Premises are open for use by visitors during normal opening hours. However, Brighton & Hove Museums 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 Museums 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.

14. Other than liability for death or personal injury resulting from negligence, Brighton & Hove Museums, 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.

15. 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



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