



## Group Booking Terms and Conditions

### Booking a visit

To obtain group discount rates, all visits must be booked in advance with the Ticketing Team (0121 520 8054, lines open 9am – 4pm, or email [ticketing@bclm.com](mailto:ticketing@bclm.com)).

Once your visit details have been finalised you will receive an order acknowledgement (PDF) to check, sign and return to us by the date specified.

UnChained Annual Passes cannot be purchased or used in conjunction with any other discount including group prices.

UnChained Annual Passes are not issued to any visitors attending as part of a group booking.

Group organisers must secure their booking by completing and returning a signed copy of the Order Confirmation. This form must be returned within 14 days of making the provisional booking. If the signed form is not returned within the specified time, the booking may be released and the date offered to other groups.

Due to the nature of our site and buildings, there are maximum group sizes for guided tours and bookable activities.

All bookable activities are sold as pre-allocated, timed slots, which are not negotiable. These timings must be adhered to on the day of your visit, we are not able to reschedule a missed activity. In the unlikely event that the Museum has to adjust your schedule you will be informed on your arrival.

All fish and chip food orders must be placed at the time of booking and all dietary requirements confirmed 14 days before the date of the visit.

### Payment

Payment is preferred on the day, by cash, card or organisational cheque. As an alternative we can send an invoice by email after your visit provided you give us the correct billing and contact details. Cheques must be made payable to: BLACK COUNTRY LIVING MUSEUM TRUST (no personal cheques permitted).

### Modifications and Cancellations

If you need to change or cancel, bookings must be cancelled or modified up to 14 calendar days before the intended visit.

Fish and chip orders can be modified or cancelled up to 3 days prior to your visit. After this time they are fully chargeable.

Cancellations or modifications must be by email to [ticketing@bclm.com](mailto:ticketing@bclm.com) or by post to Ticketing, Black Country Living Museum, Tipton Road, Dudley, DY1 4SQ

The Museum reserves the right to postpone or cancel any booking in the event of the Museum being unexpectedly closed, e.g. due to extreme weather conditions. We will give the group as much advance notice as possible of a postponement or cancellation and will endeavour to rearrange the group visit to an alternative suitable date.

In the event of a cancellation or postponement, whatever the cause, the Museum will not be liable for any other costs incurred by the group in connection with the booking or the visit.

### Additional information about your visit

The Museum has comprehensive risk assessments in place. However, it is the responsibility of the organisation planning their visit to BCLM to carry out a risk assessment for their own students. To assist group leaders, we provide a general risk assessment information sheet on the Museum's website.

Group leaders and accompanying adults are responsible for the behaviour and general health and safety of their students. They must remain with their groups at all times.

We ask that groups adhere to our Site Etiquette. We reserve the right to require your group to vacate our premises with immediate effect if their behaviour is deemed unacceptable.

The Museum does not accept Blue Peter badges, UnChained Annual Passes or any form of discount towards Group visits.

Last updated: January 2025