Group Booking Terms and Conditions

Please read these terms before submitting your group booking form.

1. Booking your visit

To qualify for group admission rates, visits must be booked in advance through the Group Travel Team.

Telephone: 0121 520 8054 (Monday to Friday, 9am–4pm)

Email: grouptravel@bclm.com

Once we receive your completed booking form, we will provisionally record your booking and send an automated email confirming your booking details, together with information about arrival arrangements and site etiquette. By submitting a booking form, you confirm that you have read and agreed to these Terms and Conditions.

UnChained Annual Passes cannot be purchased or used in conjunction with any other discount, including group admission rates. UnChained Annual Passes are not issued to visitors attending as part of a group booking.

Due to the nature of the Museum site and its historic buildings, maximum group sizes apply to some guided tours and bookable activities. Please check availability with the Group Travel Team when making your booking.

Bookable activities are allocated specific time slots. These timings are fixed and cannot be changed on the day. Groups must arrive at the time agreed for their booking and allow sufficient time to complete the admission process. Late arrival may result in entry being delayed or refused, and missed activities cannot be rescheduled. If the Museum needs to make an exceptional adjustment to your schedule, a member of our team will let you know on arrival.

All fish and chip orders must be placed when the visit is booked. Any dietary requirements must be confirmed no later than three days before the visit.

2. Payment

Our preferred payment method is by invoice, issued after your visit. Invoices are payable within 30 days of the invoice date, usually by BACS transfer.

Payment by card is also available on arrival.

If you wish to pay by cash upon arrival, the full amount must be collected from your group in advance and presented as one payment. We are unable to accept individual cash payments from group members.

If paying by organisational cheque, please ensure the cheque is completed before arrival to help avoid delays at admission. Cheques must be made payable to BLACK COUNTRY LIVING MUSEUM TRUST.

3. Changes and cancellations

If you need to amend or cancel your booking, please notify the Group Travel Team at least 14 calendar days before your visit.

Fish and chip orders may be amended or cancelled up to three days before your visit. After this point, the full cost of the order will be charged.

Please make changes or cancellations by email to grouptravel@bclm.com. You can also telephone the Group Travel Team on 0121 520 8054.

4. Museum closure or cancellation

The Museum reserves the right to postpone or cancel a booking if it has to close unexpectedly. We will give your group as much notice as reasonably possible and will endeavour to arrange an alternative suitable date.

If a visit is cancelled or postponed, whatever the reason, the Museum will not be liable for any other costs incurred by the group in connection with the booking or visit.

5. Group responsibilities and site etiquette

The organisation arranging the visit is responsible for assessing the needs of its group and deciding whether any additional risk assessment or planning is required. The Museum provides general risk assessment information on its website to help group organisers prepare for their visit.

Group organisers and accompanying adults are responsible for the conduct, supervision, health and safety of their group throughout the visit. Groups must remain appropriately supervised at all times.

All visitors are expected to follow the Museum's site etiquette and the instructions of Museum colleagues. Site etiquette information will be provided with your booking confirmation. The Museum reserves the right to require a group to leave the premises immediately if its behaviour is considered unacceptable.

6. Health, safety and catering

The Museum maintains a Health and Safety Policy and provides colleagues with role-appropriate safety training, including as part of their induction.

The Museum maintains risk assessments for its operations and engages competent third parties to support its fire risk assessment requirements. Routine checks and inspections are carried out in relation to fire and evacuation safety.

The Museum records all notified first aid incidents and maintains daily provision of qualified first aiders.

The Museum engages competent third parties to inspect and maintain its gas installations and equipment.

The Museum's catering facilities are rated five stars under the Food Hygiene Rating Scheme and are inspected by the local authority.

7. Coach drivers

Coach drivers visiting with a booked group are entitled to a complimentary hot drink and slice of cake. This will be provided during the group admission process.

8. Deposits and bespoke bookings

For bookings of more than 100 people, a deposit may be required. Whether a deposit is required, and the amount payable, will be determined at the discretion of the Group Travel Manager. If applicable, the deposit amount and payment deadline will be confirmed to the organiser before the booking is finalised.

Bespoke bookings, including specially arranged visits, activities or packages, may be subject to additional or different terms and conditions. Any such terms will be confirmed to the organiser in writing by the Group Travel Manager.

9. Guided tours

If your booking includes a Museum guide, at least six weeks' notice is required so that we can arrange staffing. Guide availability is subject to confirmation at the time of booking.

Last updated: November 2026