



TERMS AND CONDITIONS

ACCESS

Our building is fully accessible and includes an adapted toilet. We love welcoming school groups but respectfully remind you that school staff and adults are responsible for the behaviour of children in the building.

PAYMENT

We require payment within 30 days of booking. Please note, you are only confirmed as booked in once we have received a completed booking form and agreed a date with you. Payment can be made by BACS or cheque to 'Big Heritage CIC.

Should your preferred method of payment be credit/debit card, please email billing@bigheritage.co.uk.

When paying by BACS, you must send remittance advice to billing@bigheritage.co.uk.

If your local authority is making payment for you,
they must send the remittance advice on payment.

Please make sure your invoice number is down as a reference.

CLOTHING

The building temperature is difficult to control, and different rooms can change from being very warm, to cold. We recommend that you wear warm layers and flat footwear (due to the stairs) to make your visit as comfortable as possible.

THIRD PARTY AGENTS

We will only work with suppliers on our approved list for caterers (which we can suggest for you). We can also recommend entertainers. Anyone being brought to the building to perform a duty during your event needs to have correct licenses and insurance, which we will need to see in advance.

REFUNDS

We do not offer refunds for tours not fulfilled by the booker, however we are able to offer alternative dates at our discretion.