



Terms and Conditions for bookings with the Learning Team

Thank you for planning a visit to the abbey; to ensure you and your students have an enjoyable and informative visit, please read through the following Information. If you have any questions please do not hesitate to contact us on 01458 832267

Important Information

1. We want to be able to plan an individually tailored timetable for your visit; therefore we ask that all visits are confirmed six weeks in advance.
2. Please ensure the Booking form is fully completed and returned, as failure to do so may result in your booking not being confirmed. Once your booking form has been received you will receive confirmation including your timetable.
3. Bookings must contain the contact details of the person who will be leading the group on the day of the visit.
4. We offer a free pre-planning visit for group leaders to help them familiarise themselves with the site. These are highly recommended and must be pre-booked.
5. It is the responsibility of all group leaders to complete a risk assessment for their group and submit it to the abbey.
6. Groups must have adequate adult supervision on site at all times. We recommend the following ratio of adults to students:

1:4 for children of seven years and under;
1:7 for children of eight years and above.
7. You must take full responsibility for the behaviour and welfare of the group for the duration of the visit. All signage and safety warnings on the Glastonbury Abbey site must be obeyed, site staff should be treated with respect and any requests they make acted upon appropriately.
8. You may be asked to supply proof of status and details of the organisation you belong to or the educational work planned on site.
9. Please arrive on time as booked tours will start promptly.
10. Contact the Learning Team or email info@glastonburyabbey.com if you need to change the time of arrival, cancel the visit or if you are unavoidably delayed. In the case of a delayed arrival you should contact us on 01458 832267. Should you be delayed your tours or workshops may be affected and we reserve the right to adjust the timetable accordingly. If a tour is included in your timetable, this may include joining a public tour.