

GROUP BOOKING TERMS AND CONDITIONS

- All group visits to the National Football Museum must be pre-booked with the Learning & Communities Coordinator
- All bookings must be pre-paid 7 days prior to the visit taking place (unless otherwise stated)
- If the visit is booked within 7 days of arrival – payment must be made at time of booking
- Once payment has been made, all bookings are fully non-refundable and non-transferable
- We do not offer partial refunds for group visits, café orders or birthday parties
- All bookings are inclusive of VAT at the current UK rate
- All bookings must be cancelled at least one month before any arrival date, if due notice is not given, charges may still apply to cover the costs of staffing and resources and because of the date being blocked out for other group visitors

GUIDED TOURS

- For guided tours we recommend a minimum of 10 and a maximum of 20. If your group is more than 20 an additional tour will need to be booked
- A standard charge will apply to all groups with less than 10 guests
- Please arrive in good time for the start of your tour. Any delayed arrivals may impact the duration of your tour
- All tours are subject to availability at time of booking, we require at least 72 hours' notice to book a tour

LEARNING SESSIONS

- Most learning sessions have a maximum group size of 35; Early years sessions have a max group size of 15
- Please be aware that most primary and secondary school sessions advertised have a minimum £70 charge
- Teachers and supervising adults are free of charge for learning sessions
- Please arrive in good time for the start of your session. Any delayed arrivals may impact the session duration
- All learning sessions are subject to availability at time of booking and are only available to be booked on weekdays

BIRTHDAY PARTIES

- Birthday Parties are subject to availability at time of booking, we require at least 72 hours' notice to book a party
- All birthday parties must be pre-booked through the museum's café, Café Football
- Full payment must be received at least 7 days prior to the party date
- Any changes within the 7 days are subject to availability and may incur additional charges
- Due to the public nature of the museum, exclusive use of Football Plus activities cannot be guaranteed