

## INFORMATION ON CHARGES AND CANCELLATIONS FOR SCHOOL BOOKINGS

### Charges

- The total cost for your workshop will be shown at the foot of your booking form. This form will be sent to you via email upon confirmation of booking.
- You are expected to pay the full amount quoted at the time of booking **upon entry to the museum.**
- Payment should be made by cheque to Caerphilly County Borough Council. You are also able to pay by debit/credit card on the day and will be receipted for either tender.
- Failure to pay on the day will result in you paying the full amount plus a 10% administration charge.

### Cancellations

All workshops are subject to an administration charge should you need to cancel your visit. Charges are set in the following way:

- Cancellation within 21 days = 25% of the amount agreed upon booking.
- Cancellation within 14 days = 50% of the amount agreed upon booking.
- Cancellation within 7 days = 75% of the amount agreed upon booking.

**Thank you for your understanding**