

## Thames Barrier Information Centre Booking form 2018

Name of the Group/ School/ Company

Address

City  Post Code  Phone number

Name of person making the booking

Email address

Age range of the group  Date of visit  Time

Size of group  Do you need risk assessment? Yes No

Mode of transport in which you are arriving by:

Coach (it will require a parking permit)  Boat  Public transportation other, please state

Package required:

- Self led visit (no guide) available from Thursday to Sunday.  
 Bronze group talk (talk only)  
 Silver group talk (talk plus presentation)  
 Gold group talk (talk, presentation plus activity or game)

Address for invoice if different from main address:

Method of Payment?  Credit/Debit card  Cheque  BAC's

Any additional information:

Once you have completed all the information above, please read carefully our terms and conditions and tick the box below.

I have read and agree with the Terms and Conditions of this booking.

Date

**Please note there is no access onto the Thames Barrier structure.**

*"Please be aware that your personal data will only be used for the purpose of processing tickets for your Visit. More information on this data processing is at <https://www.gov.uk/government/publications/personal-data-processing-fair-processing-notice>"*

customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
03459 88 11 88

## Thames Barrier Information Centre Conditions.

Please read carefully.

*We want you to enjoy every minute of your visit and we will do our very best to try to ensure that it lives up to your expectations. Your booking is accepted on the basis of our Terms and Conditions enclosed herein. These conditions make clear obligations we have to each other.*

Talks are given in English only. We have information packs in German, French, Spanish, Italian, Dutch and Chinese. If you need these packs please add to your booking form.

### 1. 1 DEFINITIONS

In the Contract, unless the context otherwise requires the following words and expressions will have the following meanings assigned to them.

Agency: Means the Environment Agency

Contract: These conditions, confirmation letter and price schedule of prices.

Ticket Price: The price inclusive of VAT set out in and calculated in accordance with the schedule of prices

Visit: The date and time period stated in the confirmation letter

Visitor(s) :The person(s) visiting the Thames Barrier Information Centre

You: Making the booking, on behalf of all persons named on the booking form, and responsible for payment of the Ticket Price and cancellation charges.

1.2. The Contract will be interpreted in accordance with the Interpretation Act 1988.

1.3. All headings in these conditions are for ease of reference only, and will not affect the construction of the Contract.

1.4. Any reference in these conditions to a statutory provision will include all subsequent modifications.

1.5. All undefined words and expressions are to be given their normal English meaning within the context of this Contract. Any dispute as to the interpretation of such undefined words and expressions will be settled by reference to the definition in the Shorter Oxford English Dictionary.

### 2. NO TRANSFER

2.1. You/ Visitor(s) will not assign, transfer or sub-contract the Contract, or any part of it.

2.2. Nothing in this Contract confers or purports to confer on any third party any benefit or any right to enforce any term of the Contract.

### 3. VISIT PERIOD AND TIME

3.1. You/Visitor(s) will attend the premises on the date and time stated in the confirmation letter.

3.2. If You/Visitor(s) arrive late, we cannot hold your guide and booking slot longer than 2 hours from your booking start time.

3.3. If You/Visitor(s) are delayed on route please telephone us on 0208 305 4188(office) 0208 854 8028 (The View).

### 4. PROPERTY

4.1. You/Visitor(s) are responsible for your own personal property and possessions while on the Thames Barrier Information Centre grounds and premises.

4.2. The Agency cannot accept liability for loss of or damage to such property and possessions.

### 5. SECURITY, HEALTH, SAFETY AND WELFARE

5.1. You/Visitor(s) will comply with all security, health, safety and welfare instructions issued by guides, signage and otherwise on grounds and premises.

5.2. Unaccompanied minors will not be admitted to the grounds and premises.

5.3. No bookings will be accepted from minors.

### 6. CANCELLATION AND TERMINATION

6.1. The Agency may immediately, without prejudice to its other rights and remedies under the Contract, terminate all or any part of the Contract;

6.2. if You/Visitor(s), in the opinion of the Agency, fail to comply with security, health, safety and welfare instructions under Condition 5; or

6.3. for operational or any other reason the Agency closes the Thames Barrier Information Centre.

6.4. If the Contract terminated under 6.2, the Agency at its sole discretion may offer alternative dates or refund the Ticket Price.

6.5. You may cancel your booking or part of it once it has been confirmed but cancellation will only be valid if made in writing or email to Thames Barrier Information Centre. Cancellation charges are set out in the table at 8.6.

#### 7. LIABILITY

7.1. Nothing in these conditions affects rights under the law or excludes or limits the Agency's liability for fraud or for death or personal injury resulting from negligence.

7.2. In all other circumstances, the Agency's liability to You/Visitor(s) will be limited to the Ticket Price.

#### 8. PAYMENT

8.1. If your booking is accepted, confirmation in writing or email will be sent to You.

8.2. A non-refundable deposit of £60.00 per group is required from You on confirmation.

8.3. The outstanding balance is to be paid by You 4 weeks before the Visit.

8.4. If the booking is within 4 weeks of the Visit, You will make an immediate full and non-refundable payment of the Ticket Price.

8.5. If You wish to change any of the details of your booking the Agency may make reasonable attempts to accommodate alterations and an administration charge of £30 will be made.

8.6. All alterations must be notified to us in writing or by email by You.

8.7. Cancellation charges are levied as per the scale below.

Until the balance due date - deposit only

More than 14 days before the visit - 60% of the Ticket Price

Less than 14 days to the Visit - 100% of the Ticket Price

8.8. Coach parking permit. If You booked a Bronze, Silver or Gold package, a free coach parking permit will be emailed to You. For self-led visits the permit is £10 per coach.

#### 9. ENVIRONMENT

9.1. You/Visitor(s) will not drop any litter nor pollute nor cause a nuisance at the Thames Barrier Information Centre, its grounds and premises, to staff, and to other visitors.

#### 10. LAW

10.1 This Contract will be governed and construed in accordance with English Law, and subject to the exclusive jurisdiction of the courts of England.

#### 11. WAIVER

11.1. No delay, neglect or forbearance by the Agency in enforcing any provision of the Contract will be deemed to be a waiver, or in any other way prejudice the rights of the Agency under the Contract.

11.2. No waiver by the Agency will be effective unless made in writing.

11.3. No waiver by the Agency of a breach of the Contract will constitute a waiver of any subsequent breach.

#### 12. ENFORCEABILITY

12.1. If any part of the Contract is found by a court of competent jurisdiction or other competent authority to be invalid or legally unenforceable, that part will be severed from the remainder of the Contract which will continue to be valid and enforceable to the fullest extent permitted by law.

#### 13. GENERAL

13.1. The Contract contains the whole agreement between the parties and supersedes all previous communications, representations and arrangements, written or oral.

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