

Booking Procedure



1. In this document “**The Organiser**” refers to the Operator/Coach Company/Travel Agent/Wholesaler/Group Leader.
2. To qualify for the Group Rate, groups must comprise of a **minimum of 15 persons**.

Booking

- **Pre-booking a group is essential.** The Organiser is required to book all group visits by either phone or email.
Bookings Team number: 0151 644 4803
Email: Marie Gibbons: m.gibbons@portsunlightvillage.com or info@portsunlightvillage.com
- All bookings will be provided with a specific date and time of arrival.
- All guided tour bookings require a **£35 deposit** to secure your booking and Port Sunlight Village Tour Guide.
- If your group wishes to **pay by voucher**, please let the bookings team know as soon as possible.
- All bookings are confirmed upon **receipt of a Booking Confirmation** from the bookings team.
- **The Organiser receives free entry** into Port Sunlight museum and Edwardian worker’s cottage.
- **Free admission** to Port Sunlight museum and a **£5 refreshment voucher** will be offered to the coach driver accompanying the group.

Alterations to Booking

- Once the booking is made, any amends must be communicated to our team as soon as possible. We try our best to accommodate all requests, but cannot guarantee that last minute amends will be possible.
- If the request is to increase the number of tickets from the original booking, the bookings team will do whatever it can to provide extra tickets, however any extra tickets will be subject to availability at the time, and cannot be guaranteed.
- If the request is to reduce the number of tickets from the original booking, and/or the reduction in tickets falls below the group rate, we will try our best to accommodate all requests, but reserve the right to charge the full amount or charge the standard admission per person.

Late Arrivals

- If the Organiser estimates that the group will arrive late, the Organiser must notify the Visitor Services Team at least **30 minutes** prior to their allocated start time. Visitor Services Team phone number: **0151 644 6466**
- If the Organiser or group does not communicate with the Visitor Services Team and arrives later than their allocated start time it may not be possible for the guided tour or museum admission to go ahead.
- We reserve the right to charge the full amount of the booking for late arrivals and last minute cancellations.

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groups.portsunlightvillage.com


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Cancellations

- Cancellation of a group booking will be accepted without charge if it is received at least **7 days** prior to your allocated visit.
- If the above procedure is not followed for cancellations, then we reserve the right to charge the full amount of the booking.


Payments


 **To make a card payment:** please call **0151 644 4803**

 **To pay by cheque:** Please make all cheques payable to 'Port Sunlight Village Trust'. It is important that the booking number is noted on the cheque. We cannot accept cheques that do not have a booking number or reference. Please post your cheque: **Port Sunlight Village Trust, 23 King Georges Drive, Port Sunlight, Wirral CH62 5DX**

 **To pay by voucher:** Please let our bookings team know in advance if you wish to pay by voucher. **Present your voucher to the Visitor Services Team** and ensure all details are correct (Group size, Billing address and suitable contact details). An invoice will be sent to the appropriate billing address shortly after your visit.

 **All guided group tours:** require a **£35 deposit** to secure the booking. The deposit must be paid in advance of your visit.

 **All Tea Room bookings:** require a £20 deposit to secure the space for your group. (Excluding: Unique Wirral, Discovering Creativity and Health and Wellbeing)

 **Group Packages:** Unique Wirral, Discovering Creativity and Health and Wellbeing. **Full payment is required a minimum of 14 days** before the tour date. Please contact our Bookings Team for more information: **0151 644 4803**

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Example Booking

- 1) **The Organiser contacts the bookings team** to identify availability and a suitable group package.
- 2) Once an available date and time is identified, the Organiser pays the **required deposit** to secure the booking.
- 3) The booking is confirmed via a **Booking Confirmation** by the bookings team.
- 4) The Organiser pays the remaining balance **7 days** prior to the visit or confirms that payment will be made with a voucher on arrival.*

Day of the Visit:

- 1) Please arrive **15 minutes** before your allocated time slot, to ensure your group can access the toilet facilities and have any refreshments.
- 2) Please call our Visitor Services Team on **0151 644 6466/0151 644 4812** to let them know when you have arrived in the village. Once all booking details are checked by the team they will board your coach to conduct a personalised welcome for your group.
- 3) If your group is running late you must contact the Visitor Services Team **30 minutes prior** to the group's allocated time slot.
- 4) The Organiser makes **full and final payment** (if pre-payment has not been completed) at the **main reception of Port Sunlight Village Trust**.
- 5) Your group will be supplied with a coloured sticker - we ask all members of the group to **wear it on a visible part of their clothing or accessories so they can be easily identified**.
- 6) Your **group will enjoy their tour** and/or visit to Port Sunlight Village, Museum and Edwardian worker's cottage.

*We accept vouchers as a means of payment, please let our bookings team know if you wish to pay by voucher.