



## Group Terms and Conditions

Special packages are available to all groups booking to visit the Emirates Spinnaker Tower. Any person booking/and or visiting is subject to the following conditions.

### **Booking**

To qualify for group discounts and benefits groups must comprise of at least 15 paying visitors. Groups who reduce their numbers to fewer than 15 will be charged the standard rates and will be ineligible for any discounts or group benefits. Smaller groups of under 15 are advised to book online to save 15%.

All bookings are identified with a unique reference number which must be quoted in all subsequent correspondence.

All bookings remain provisional until payment is received.

Once full payment has been received, your booking will be confirmed to you in writing.

All provisional bookings will need to be paid seven days in advance of your visit. Provisional bookings will be released seven days prior to the arrival time if payment has not been made. Please see joint ticket terms and conditions which are different.

Companies who have a pre-agreed credit facility and are being invoiced after the visit date must return a signed 'Provisional Booking' letter to confirm their booking. Final numbers and any changes must be confirmed 48 hours before your visit date.

To amend your booking/s please call the group bookings team on 023 9285 7520 opt 3 or email [groupbookings@spinnakertower.co.uk](mailto:groupbookings@spinnakertower.co.uk). Any amendments made within seven days (ten days for joint tickets) of your booking must be settled immediately.

You must advise of any additional numbers attending to those originally booked. Such changes should be arranged in advance as no guarantee of availability can be given. Please contact the groups booking team to arrange this.

The Emirates Spinnaker Tower reserves the right to charge for any amendments and cancellations made within the 48 hour period prior to arrival.

The Emirates Spinnaker Tower reserves the right to alter or withdraw any package facility, exhibit, event, services or price without notice.

The Emirates Spinnaker Tower and its operator Heritage Projects (Portsmouth) Ltd, part of Continuum Attractions are only liable for refunding the cost of tickets at face value if the attraction is closed at your designated visit time.

As a viewing tower with lift and stair access, clients with specific mobility requirements must make the group booking team aware immediately due to health and safety restrictions.



### **Joint Tickets**

All joint tickets/bookings with a third party provider will need to be paid ten days in advance of your visit, and provisional bookings will be released at this time if payment has not been made.

Joint tickets include full and single joint attraction tickets with Portsmouth Historic Dockyard, City Wide Treasure Hunt, Sail and See, Laser Quest, Walking Tours, D-Day Museum & Harbour Tour.

Any joint tickets cancelled/amended within ten days of the visit date will not receive a refund.

### **Portsmouth Historic Dockyard**

The joint all & single attraction joint groups tickets are bookable via both attractions. Please provide us with arrival date & time, departure time and if all attraction priorities for the day, approximate numbers, ticket type plus organisations details at the time of booking. Our teams will then do our best to provide the most suitable timings/itinerary for your day here with us in Portsmouth.

Once finalized between the two partners all paperwork, invoices and payments will be administered by the Portsmouth Historic Dockyard team. Both sites terms and conditions will apply for your group visits.

The group joint tickets are valid for one day only. The Portsmouth Historic Dockyard all attraction tickets excludes Royal Navy Submarine Museum, Royal Marines Museum, and Explosion: Museum of Naval Firepower. An extra charge will be due for guests wishing to visit the Jutland Exhibition.

Visit <http://www.historicdockyard.co.uk/terms-and-conditions> for PHD terms and conditions.

The harbour tour element of the all or single attraction ticket is not bookable and is not guaranteed. Harbour tours are available on a first come first served basis and are subject to weather and tidal changes.

It may be necessary from time to time to withdrawal one or more of the attractions with Portsmouth Historic Dockyard, every attempt will be made to advise you of changes as soon as possible.

### **D-Day Museum**

The Joint Emirates Spinnaker Tower & D-Day Museum group ticket is available via the tower only. Minimum group size is 15 and payment must be made at least 10 days in advance.

If numbers fall below 15 the combined standard walk up rates will apply for your visit.

The D-Day Museum will be closed from mid-march 2017 until early 2018 following an extensive heritage lottery funding bid. No group bookings will be available during this period.

### **Harbour Tour**

- Solent and Wight Cruises will hold a maximum of 30 spaces for unconfirmed groups per tour
- Provisional group bookings must be confirmed and paid ten days before visit date
- If the weather is inclement then it may be necessary to cancel a tour with less than 24 hours' notice we will attempt to contact you at the earliest opportunity
- It is possible to arrange your visit to the Emirates Spinnaker Tower on a different date to your sail package. A maximum of seven days is allowed between visits.
- Food and drink are available on the boat these will be payable as required on the day



- Children under the age of 3 are free on this package, but places must be secured for them
- Only manual wheelchairs will be admitted onto the boat, no battery operated wheelchairs or scooters are allowed.
- Refunds will not be given for cancellations received once final payment has been made – ten days before departure

### **General Information**

The Emirates Spinnaker Tower is delighted to welcome walk up groups - subject to availability. It is at the discretion of the Emirates Spinnaker Tower team as to whether these receive any of the normal group discounts and benefits.

Cancellations must be made at least seven days in advance of your arrival time. The Emirates Spinnaker Tower retains absolute discretion as to whether late cancellations will be charged. Standard fees for late cancellation are 100% the booking. To cancel you booking please call 023 9285 7520 opt 3.

No shows – The Emirates Spinnaker Tower retains absolute discretion as to whether groups who do not arrive for their visit will be charged. Standard fees for no-shows are 100% of the booking.

Refunds – The Emirates Spinnaker Tower retains absolute discretion as to whether refunds will be given.

Group Visits – The Emirates Spinnaker Tower can welcome up to 55 guests at one time. If your group is less than this other people may join you.

Group Organisers/Coach Drivers – As part of our group benefits, a group leader and coach driver receive free entry for any pre-booked group of 15 or more; please inform our team when booking.

Designated coach parking and a drop off points are available around the city. Vouchers for coach parking and the pick-up and drop off charges levelled by Portsmouth City Council are available from the Emirates Spinnaker Tower. For details and to book please call 023 9285 7520 opt 3.

Coach parking is available at the Gunwharf Quays site (owned and operated by Land securities). This is bookable via the group bookings team but is limited to one coach bay per day. Coach parking fees issued by land securities must be paid via the pay and display machine at the bays on arrival (vouchers will not be accepted here)

Emirates Spinnaker Tower meet and greet service must be pre-booked at least seven days in advance of your visit, requests made for this service after this period may not be available.

Toilets are located in the main foyer, the Waterfront Café, on viewing decks one and two.

If you have any questions or queries concerning your visit please contact our groups team on 023 9285 5270 opt 3 or visit our website [www.spinnakertower.co.uk](http://www.spinnakertower.co.uk).

### **Accessibility**

Due to the nature of the building guests who have accessibility concerns should contact the groups booking team before you visit to discuss your requirements.



View Decks 1 and 2 can be accessed by the internal lift. Unfortunately at this time the Sky Garden (our highest view deck) is only accessible by stairs. In the unlikely event of the Tower being evacuated and the internal lift being unavailable, visitors would have to descend using our emergency staircase of 560 stairs.

Please click here to visit our full accessibility policy <https://www.spinnakertower.co.uk/plan-your-visit/accessibility/>

### **Catering**

All bookings involving an element of catering must be pre-paid at least ten days in advance of your visit. No amendments or cancellations can be made after this period without loss of 100% of the booking.

All dietary requirements/allergies must be given to our team at least ten days before you visit.

Groups enjoying any of the Emirates Spinnaker Tower group catering packages (excluding High Tea) will receive a voucher on arrival (or in advance if pre-arranged) for each member of their party to redeem for their refreshments. Guest must present this voucher at the Waterfront Café to receive their refreshments.

All catering packages are only available within the Waterfront Café only with the exception of High Tea which is available in both Café in the Clouds and the Waterfront Café. Please advise our team of your preferred venue when booking.

All catering bookings are subject to availability and some restrictions do apply:-

- Group catering is not available on Saturdays or throughout August
- Group Catering can be pre-booked on Sundays during our off peak season from October to March

Our seating is offered on a first come first served basis.

All breakfast options must be ordered in the Waterfront Café before 11.00am.

We regret we are unable to allow guests to take any alcohol purchased at the Emirates Spinnaker Tower off site.

No external food and beverages are permitted on the premises for consumption.

All pre-booked groups that have not booked any element of catering as part of their visit will receive a 15% off voucher for each of their guests to use at their leisure in the Waterfront Café during their day in Portsmouth. This voucher is valid for the day of the visit only.

### **Payment**

Full pre-payment must be made at least seven days in advance of your visit. This period is increased to ten days where any joint ticket provider is involved, such as joint tickets, treasure hunt, non-standard visits and events. Please contact us if you are having any problems making payment for your group.

All payments must be made in pound sterling (£), ideally via electronic bank transfer.

Cheques must be made payable to Heritage Projects (Portsmouth) Ltd and sent to Emirates Spinnaker Tower, Gunwharf Quays, Portsmouth, Hampshire, PO1 3TT. Please ensure your reservation number is written clearly on the back of your cheque.

Credit card payments should be made by calling the group bookings team on 023 9285 7520 opt 3.



If payment is made by bank transfer all bank charges is the responsibility of the customer. Please ensure your reservation number is noted as a bacs payment reference.

A remittance advice should be sent to the group bookings team to confirm a BACS transfer. Your booking will not be confirmed until we have received the payment into our bank.

Once payments have been received a receipt will be sent out and your booking confirmed.

Groups who have made arrangements to be invoiced do not need to pay in advance. These groups must pay any invoice within 28 days of the invoice date. Failure to do so may result in pre-payment being required on future visits.

Groups with credit facilities in place must confirm final numbers of least 48 hours before they visit.

### **On the day of the visit**

We ask all groups to arrive at least 5 minutes before their scheduled visit time.

Upon arrival, the group leader is asked to check in at the pre-booked groups' desk with their booking confirmation.

The Emirates Spinnaker Tower reserves the right to refuse entry to any group arriving after their scheduled time. The Emirates Spinnaker Tower retains absolute discretion as to whether late arriving groups/people will be charged for their tour. Standard feeds for late arrival will be 100% of the booking.

All guests and their belongings may be searched on entry to the Emirates Spinnaker Tower.

To notify the attraction of your groups late arrival please call 07500 013539.

The attraction is located at the Emirates Spinnaker Tower, Gunwharf Quays, Portsmouth, Hampshire, PO1 3TT.

Groups arriving with fewer people than originally booked will be charged for all pre-ordered tickets, and services, no refunds will be given at this stage.

During high winds Emirates Spinnaker Tower is designed to move, you may feel this during your visit.

### **Refusal of Entry**

Emirates Spinnaker Tower reserves the right to refuse entry or remove any person who:

- Arrives late
- Is suspected to be under the influence of drugs or alcohol
- Behaves in a manner which is disruptive to the enjoyment of other guests
- Uses verbal or physical insults towards any staff or guest
- Causes damage or physical disruption to any part of the attraction

We encourage all educational groups to bring as a minimum requirement one leader for every ten children/students by giving the free spaces in a ratio of 1: 10. For younger groups aged 11 and under we offer one free adult for every 6 paying children. We ask that all educational groups follow the guidelines set by their overseeing bodies and ensure that their students/pupils are adequately supervised during their visit.



Large groups will be split into smaller groups of 15 – 18 to make the short lift journey to the viewing decks; please ensure that one leader is able to travel with each group in the lift. If we feel that a group's behaviour is affecting others viewing experience we will and do have the right to ask the group to leave.

If you have chosen to be added to our full mailing list – you will be added to the Continuum's mailing list following your visit so we can contact you with information on our special offers and events. If you do wish to receive any further communication please click the unsubscribe link and you will be removed from the site or Continuum's mailing list. If you have any questions or queries please email [groupbookings@spinnaker-tower.co.uk](mailto:groupbookings@spinnaker-tower.co.uk).