



Group Terms and Conditions

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

Booking

To qualify for group discounts 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 %.

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.

All provisional bookings will need to be paid 14 days in advance of your visit. Provisional bookings will be released 7 days prior to the arrival time if payment has not been made.

To amend your booking/s please call group bookings team on 02392 857520 opt 3 or email bookings@spinnakertower.co.uk. Any amendments made within 14 days 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 Spinnaker Tower reserves the right to charge for any amendments and cancellations made within the 48 hour period prior to arrival.

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

The Spinnaker Tower and its operator Heritage Projects (Portsmouth) Ltd, part of Continuum Attractions are only liable for refunding the cost of the 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 14 days in advance of your visit, and provisional bookings will be released at this time if payment has not been made.

Joint tickets are single joint attraction tickets for the D-Day Museum and Harbour Tour.



Any joint tickets cancelled/amended within 14 days of the visit date will not receive a refund.

D-Day Museum

The Joint 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 14 days in advance.

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

It is possible to arrange your visit to the Spinnaker Tower on a different date to your D-Day package. A maximum of 7 days is allowed between visits.

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 14 days before the 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 Spinnaker Tower on a different date to your sail package. A maximum of 7 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- 14 days before departure.

General Information

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

Cancellations must be made at least 14 days in advance of your arrival time. The Spinnaker Tower retains absolute discretion as to whether late cancellations will be charged. Standard fees for late cancellation are 100% the booking. To cancel your booking please call 02392 857520 opt 3.

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

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



Group Visits- The Spinnaker Tower can welcome up to 60 guests at one time. Our lift capacity is currently 15 guests at a time and therefore we will split the group as needed to convey them to the Viewing Deck.

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 Spinnaker Tower. For details and to book please call 02392 857520 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 or the Gunwharf Management office on arrival (vouchers will not be accepted here).

Spinnaker Tower meet and greet service must be pre-booked at least 7 days in advance of your visit, requests made for this service after this period may not be available.

Toilets are located in the Spinnaker Kitchen & Bar, View Deck 1 and View Deck 2.

If you have any questions or queries concerning your visit please contact our groups team on 02392 857520 opt 3 or visit our website www.spinnakretower.co.uk.

Accessibility

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

View Decks 1 and 2 can be accessed by the internal lift. Unfortunately 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-booked at least 14 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 10 days before you visit.

Groups enjoying any of the Spinnaker Tower 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. Guests must present this voucher at the Spinnaker Kitchen & Bar to receive their refreshments.

All catering packages are only available within the Spinnaker Kitchen & Bar only with the exception of High Tea which is available in the Café in the Clouds and the Spinnaker Kitchen. We can accommodate up to 40 guests in the Café in the Clouds with a buffet style High Tea for any groups larger than 40 we will accommodate this in the Spinnaker Kitchen.

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

We regret we are unable to allow guests to take any alcohol purchased at the 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 Spinnaker Kitchen and Bar during their day in Portsmouth. This voucher is valid for the day of their visit only.

Payment

Full pre-payment must be made at least 14 days in advance of your visit. Please contact us if you are having any problems making payment for your group visit.

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 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 02392 857520 opt 3.

If payment is made by bank transfer all bank charges are 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 has 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 the 7 day period after their visit. Failure to do so may result in pre-payment being required on future visits.

Groups with credit facilities in place must confirm their final numbers 14 days before they visit.

On the day of the visit

We ask all groups to arrive at least 10 minutes before their scheduled visit time.



Upon arrival, the group leader is asked to check in at the Admissions desk with their booking confirmation or reference number.

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

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

To notify the attraction of your groups late arrival please call 07500013539.

The attraction is located at the 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 Spinnaker Tower is designed to move, you feel this during your visit.

Refusal of Entry

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 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 other 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 mailing list following your visit so we can contact you with information on our special offers and events. If you don't wish to receive any further communication please click the unsubscribe link and you will be removed from the site or continuum mailing list. If you have any questions or queries please email bookings@spinnakertower.co.uk