

GENERAL TERMS AND CONDITIONS – GROUP TRAVEL TRADE CANTERBURY CATHEDRAL

USE OF OUR SERVICES, PROPERTIES AND FACILITIES CONSTITUTES ACCEPTANCE OF THESE TERMS AND CONDITIONS. YOU AGREE THAT YOU HAVE READ, UNDERSTAND AND AGREE TO BE BOUND BY THE MOST CURRENT VERSION OF THE TERMS, WHICH SUPERSEDES ALL PREVIOUS VERSIONS. THE D&C RESERVES THE RIGHT TO CHANGE THESE TERMS AT ANY TIME. IF A REVISION, IN OUR SOLE DISCRETION, IS MATERIAL, YOU WILL BE NOTIFIED. THE MOST CURRENT VERSION WILL BE MADE AVAILABLE VIA THE WEBSITE OR VISITS TEAM

DEFINITIONS

Canterbury Cathedral is operated by the Dean & Chapter of Canterbury (**the D&C**)

The **Client** means the organisation or individual in whose name the booking is made. Where the booking is made on behalf of a group (**'a Group'**), the tour operator and leader of that named group will both have agreed to these terms and conditions.

Credit Agreement means an agreement, with the D&C for pre-payment set up prior to the Visit.

'Entrance Only', 'Guided Tours', 'Media Guides', 'Audio Visual Presentations' are described via our website.

Fee: Means the sum payable by the client for cathedral entrance

Minimum Fee: means any minimum fee set by the Cathedral for the Services, notified to the Client in advance of their Visit.

Regulations means any applicable laws, regulations and procedures intended to prevent accident or injury in workplaces or public environments.

Visit means a visit to Canterbury Cathedral

Visits Team means and includes the Travel Trade Sales Manager, the Senior Groups and Visitor Experience Coordinator and the Visits Coordinator(s) and any other staff identified as such by the D&C.

Website means <https://www.canterbury-cathedral.org/visit/>

1. BOOKING / MULTIPLE BOOKINGS

1.1 The Client is recommended to email the Visits Team via visits@canterbury-cathedral.org with their initial enquiry.

1.2 In this email, the Client must indicate the day and time they would like to Visit. The Client's email should also include the number of guests within the Group and any other special requirements which the Client believes to be of importance.

1.3 The Visits Team will provide the Client with a Booking Form to complete, should it be felt that not enough information has been obtained for the purposes of the Client's proposed Visit in their initial enquiry.

1.4 Clients who have a Credit Agreement must, on their initial enquiry, also confirm invoice details including the name and correct address to which the invoice is to be sent.

2. CONFIRMATION

2.1 By making a booking request, you confirm that you are over 18 and take responsibility for all those attending in connection with your booking.

2.2 Before the booking can be confirmed, the steps set out in clause (1) must be completed.

2.3 For 'Guided Tours', 'Media Guides' and 'Behind-the-scenes' booking as defined in clause (4), must

also be observed in accordance with that clause, unless prior written agreement has been given to the contrary.

2.4 Once the booking has been recorded in the D&C's system, the Client will receive a booking confirmation confirming the date and time of their proposed Visit. This will normally be via email.

2.5 The Client and if applicable their Group, on arrival, should report to the Visitor Centre at the booking time and present the booking confirmation. If the Client has a Credit Agreement, a voucher should also be presented.

2.5.1 If the Client presents a voucher, clause (6) must be observed.

3. GROUP SIZE / GROUP DISCOUNTS

3.1 To benefit from pre-booked rates (which are available from our website), a minimum of 10 people is required unless clause (4.2) applies.

3.1.1 For 'Entrance Only' Visits, no maximum numbers are applied.

3.1.2 For all other Services outlined in clause (4), a maximum number may be advised. This will be confirmed upon the Client's initial enquiry and shall be incorporated into these Terms and Conditions.

3.2. The maximum number of people to benefit from the Visit should not exceed the maximum laid down by any Regulations or the numbers agreed with the Visits Team.

3.3 The tour leader and driver will be entitled to free admission for the duration of their Visit.

4. SERVICES

4.1 The D&C's Services includes and are not limited to: 'Entrance Only', 'Guided Tours', 'Media Guides', 'Audio Visual Presentation', 'Welcome Talks' and 'Behind-the-scenes Tours' (the Services)

4.1.1 'Guided Tours' are available in English only and are subject to the availability of our Guides.

Their availability will be confirmed with the Client nearer to the Client's Visit.

4.1.2 'Media Guides' are available in English, French, German, and Japanese and are subject to availability. Their availability will be confirmed with the Client on their initial enquiry. Media Guides in other languages may become available and the Client should enquire at the time of booking.

4.1.3 'Behind-the-scenes Tours' are subject to availability. These include and are not limited to: a tour of the Stained-Glass Workshop, tours of the Stonemasons workshop, tours of the private and public gardens with the Precincts, a tour of the Archives and Library collection and a variety of tours with the Virgers. Further information can be provided on the Client's request.

4.1.4 The Client will be informed during the booking process as to the minimum/maximum numbers that are required by each Service and the prices associated with each tour.

4.2. Private Guided Tours are available to Groups of fewer than 10 people and are subject to a Minimum Fee. The Client will be informed of the fee during their initial enquiries, and such fee shall form part of the Terms & Conditions.

4.3. Evening Private Guided Tours are available subject to the Cathedral's diary and will incur additional Fees.

4.3.1 The Client will be informed of these Fees and availability during the booking process.

4.4 Joint tickets to other local attractions may be available. Further information can be provided on the Client's request.

4.5 Different experience packages throughout the year may also be available. Further information can be provided on request.

5. PAYMENT / FEES / REFUNDS

5.1 The Client will be required to pay for their Visit by cash, credit/debit card or by cheques on arrival unless they have a Credit Agreement.

5.1.1 Cheques should be made payable to 'Dean & Chapter of Canterbury'.

5.2 If booking a 'Guided Tour', 'Multi-media Tour' or a 'Behind-the-scenes Tour', a £50 deposit is required prior to the Client's booked Visit unless written agreement has been given to the contrary.

5.2.1 The Client will be required to pay the remainder of their total when they arrive at the Visitor Centre on the day of their booked Visit.

5.2.2 If the Client does not turn up on the day of their booked Visit and does not provide a satisfactory reason, the £50 deposit paid prior to arrival will be retained by the Visits Team to cover administration costs.

5.3 If the Client has a Credit Agreement with D&C, the Client consents to pay D&C for the services provided when presented with an invoice.

5.3.1 Credit account Clients will be invoiced as soon as practical after their Visit and shall pay all outstanding costs and charges within 30 days of the invoice date.

5.3.2 The Client shall notify the Visits Team of any disputed amounts within 30 days of the date of the invoice or request for payment.

5.3.3 If the Client fails to pay the invoice within those 30 days, the D&C reserves the right to amend or withdraw credit facilities at any time upon giving written notice to the Client. Any subsequent bookings thereafter must then be paid prior to the actual date of Visit.

5.4 Clients may apply for a credit account up to 28 days before their booked visit providing they meet the criteria set out by the Visits Team.

5.4.1 These criteria can be obtained upon request.

6. CREDIT AGREEMENTS

6.1 The Client with a Credit Agreement, will bring on arrival to the Cathedral, a voucher clearly stating the date, time, name of Group and any references and exact Group numbers.

6.2. For invoice purposes, this voucher must clearly state the full name and exact address to which the invoice is to be sent.

6.3. This voucher must be signed by the Group leader, and by a member of staff in the Visitor Centre, confirming the date, time, and number of people within the Group that are visiting the Cathedral.

6.4 Clients with Credit Agreements must pay for their Visit by BACS within 30 days of the invoice date. Bank details will be provided on the invoice and are available on request.

7. VAT

7.1 VAT will be charged at the prevailing rate in accordance with UK VAT legislation.

7.2 Unless advised otherwise, ticket prices are quoted including VAT.

8. CANCELLATIONS AND AMENDMENTS

8.1 Should the Client wish to make significant changes to the programme or the expected numbers, any such changes must be communicated to the Visits Team as soon as reasonably possible. The Visits Team reserves the right to cancel, amend or postpone the booking.

8.2 The D&C may cancel a booking in the following circumstances:

- (a) The Cathedral closes at short notice;
- (b) if any government, local or regulatory authority has requested such cancellation;
- (c) if the Client is insolvent or suspends payment of or is unable to pay its debts or the D&C has reasonable grounds for anticipating the same;
- (d) if the Client fails to pay under the terms of the Credit Agreement in clause (5) and has outstanding debt, any remaining bookings will be subject to

payment in advance, or cancellation if pre-payment is not arranged;

(e) if the D&C in its sole discretion, is not satisfied with the Client's credit status.

8.3 Should the D&C cancel or amend a booking, it may offer an alternative choice of dates or Services.

8.4 The D&C reserves the right to cancel or amend Client bookings from the need to observe national or other significant commemorations.

8.5 The D&C will not be liable for any loss or damage arising from such cancellations or amendments. The Client is advised to consider taking out appropriate cancellation insurance.

8.6 The Client is entitled to cancel their booking(s) up to 48 hours prior to arrival.

8.6.1 If the Client has booked to Visit the Cathedral on a Saturday, Sunday or Monday, the Client must inform the Visits Team of this cancellation on the Friday prior to their Visit by the latest.

9. HEALTH AND SAFETY

9.1 The Client is responsible for all the parties within their Group.

9.2 To this end, the Client is requested to comply with any reasonable requests by a member of staff employed by the Cathedral to comply with Regulations.

9.3 The D&C's risk assessment is available on request.

10. DATA PROTECTION

10.1 D&C collects information for the purpose of business-to-business transaction and communications. The processing of any personal data pursuant to the Data Protection Act 2018:

- (a) will be used for the purpose specified at the time of collection; and
- (b) treated confidentially and in accordance with the legal provisions concerning data protection.

10.2 Our fair processing notice is available via <https://www.canterbury-cathedral.org/about/privacy/>

10.3 The Client warrants and undertakes that it shall ensure that it has obtained the relevant permissions and issued all such fair processing notices as are required to share certain data subjects' information with the D&C further to the booking.

10.4 If the Client has any further questions or complaints regarding privacy at Canterbury Cathedral or how the D&C uses personal information, please contact the Data Protection Office team at dataprotection@canterbury-cathedral.org

10.5 If the Client is not satisfied with the D&C's resolution or response, the Client has the right to contact the information Commissioners Office (ICO) directly with the Client's concerns.

11. FORCE MAJEURE

11.1 In this clause (11) Force Majeure means any event or sequence of events beyond a party's reasonable control and which prevents it from, or delays it in, performing its obligations under these Terms & Conditions, including but not limited to:

- (a) Act of God (such as, but not limited to fires, explosions, earthquakes, drought, tidal waves, and floods);
- (b) acts or threats of terrorism;
- (c) law or governmental order, rule, regulation or direction, judgment, order or decree;
- (d) riots, commotion and strikes (except those involving employees, contractors, or agents);
- (e) labour dispute including, but not limited to, strikes, industrial action, lockouts or boycott;
- (f) interruption or failure of utility service including to electric power, gas, water, internet, or telephone service;
- (g) any action taken by a government or public authority, including but not limited to, a failure to grant necessary licence or consent or the

imposition of an export restriction, import restriction, quota, or other restriction or prohibition; (h) pandemics, epidemics etc.

(i) fire or explosion (other than, in each case, one caused by breach of contract by, or with the assistance of, the party seeking to rely on it as a Force Majeure event or by a member of the same Group as such party).

11.2 Where a Force Majeure occurs, or is reasonably likely to occur, a party shall not be liable to the extent that it is delayed in or prevented from performing its obligations under these Terms & Conditions due to Force Majeure and the obligations of the parties shall be suspended for the duration of the Force Majeure event, provided that the affected party

11.2.1 promptly notifies the other party of the Force Majeure event and its expected duration;

11.2.2 uses reasonable endeavours to minimise the effects of the event of Force Majeure; and

11.2.3 keeps the other party informed of the status of the event and its impact on the performance of the Agreement.

11.3 If, due to Force Majeure, a party:

11.3.1 is or is likely to be unable to perform a material obligation under these Terms & Conditions; or

11.3.2 is likely to be delayed in or prevented from performing its obligations for a continuous period.

11.3.3 either party may terminate these Terms & Conditions Agreement on written notice OR the parties will renegotiate the Agreement in good faith to achieve, as nearly as possible, its original commercial intent.

With regard to Fees already paid either in whole or in part to the D&C no refunds shall be due to the Client.

12. COMPLAINTS

12.1 If the Client wishes to make a complaint based on the service the Client has received, please email Visits@canterbury-cathedral.org with the complaint marked as Confidential.

12.2 Alternatively, a letter of complaint can be sent via post, addressed to 'The Visits Department, Canterbury Cathedral, 11 The Precincts, Canterbury, Kent, CT1 2EH'

12.3 The Visits Team will acknowledge, investigate the complaint, and respond to the Client within 10 working days.

13. PUBLIC LIABILITY

13.1 The Client must for the duration of these Terms & Conditions and for a period of two years after termination or expiry of this Agreement, and at its own cost effect and maintain (or cause to be affected and maintained):

13.1.1 appropriate insurance cover with a reputable insurance company against all its liabilities and indemnities that may arise under these Terms & Conditions; and

13.1.2 adequate public liability insurance cover with a reputable insurance company to a minimum indemnity limit of £5 million (£5,000,000) per claim and £5 million (£5,000,000) in aggregate per annum and a maximum excess per occurrence of £5 million (£5,000,000).

13.2 The D&C's public liability statement is available on request.

14. LIMITATION OF LIABILITY

14.1 The extent of the parties' liability under or in connection with these Terms & Conditions (regardless of whether such liability arises in tort, contract, indemnity or in any other way and whether or not caused by negligence or misrepresentation) shall be as set out in this clause.

14.2 Subject to clauses (0), (0) and (14.5), the D&C's total liability (whether in contract, tort (including

negligence), or otherwise) in respect of all claims, losses and damages arising under these Terms & Conditions shall not exceed the sum of £5 million (£5,000,000).

14.3 Subject to clause 14.2, the D&C shall not be liable to the Client in contract, tort (including negligence), misrepresentation (whether innocent or negligent), breach of statutory duty or otherwise arising out of or in connection with these Terms & Conditions for any of the following (whether direct or indirect): (i) loss of profit; (ii) loss of anticipated profit; (iii) loss of revenue; (iv) loss of business; (v) loss of opportunity; (vi) harm to reputation or loss of goodwill.

14.4 Except as expressly stated in these Terms & Conditions, and subject to clause (14.3), all warranties and conditions whether express or implied by statute, common law or otherwise are excluded to the extent permitted by law.

14.5 Notwithstanding any other provision of these Terms & Conditions, the liability of the parties shall not be limited in any way in respect of the following: (i) death or personal injury caused by negligence; (ii) fraud or fraudulent misrepresentation (iii) any other losses which cannot be excluded or limited by applicable law.

15. STATUTORY REGULATIONS

The D&C is required by applicable law to comply with statutory regulations regarding Health and Safety and whilst on a Visit the Client to ensure that they and their Group, comply with any such requests made by the Visits Team which may be required to allow the D&C to fulfil their obligations in this respect.

16. VARIATION

16.1 No variation of these Terms & Conditions shall be valid or effective unless it is in writing, refers to these Terms & Conditions and is duly signed or executed by, or on behalf of, each party.

16.2 No party may assign, subcontract, or encumber any right or obligation under these Terms & Conditions, in whole or in part, without the other's prior written consent (such consent not to be unreasonably withheld or delayed).

16.3 Notwithstanding clause (14.1), a party may perform any of its obligations and exercise any of its rights granted under these Terms & Conditions through any Affiliate, provided that it gives the other party prior written notice including the identity of the relevant Affiliate. Each party acknowledges and agrees that any act or omission of its Affiliate in relation to that party's rights or obligations under these Terms & Conditions shall be deemed to be an act or omission of that party itself.

17. SEVERANCE

If any provision of these Terms & Conditions (or part of any provision) is or becomes illegal, invalid, or unenforceable, the legality, validity and enforceability of any other provision of these Terms & Conditions shall not be affected.

18. SURVIVAL

Provisions which by their terms or intent are to survive termination of these Terms & Conditions shall do so.

19. WAIVER

No failure, delay or omission by either party in exercising any right, power or remedy provided by law or under these Terms & Conditions shall operate as a waiver of that right, power or remedy, nor shall it preclude or restrict any future exercise of that or any other right or remedy. No single or partial exercise of any right, power or remedy, provided by law or under these Terms & Conditions shall prevent any future exercise of it or the exercise of any other right, power or remedy.

20. THIRD PARTY RIGHTS

No one other than a party to these Terms & Conditions save as set out in these Terms & Conditions their successors and permitted assignees shall have any right to enforce any of its provisions.

21. GOVERNING LAW

These Terms & Conditions and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of England and Wales. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, these Terms & Conditions, its subject matter or formation (including non-contractual disputes or claims).

22. ENTIRE AGREEMENT

22.1 The parties agree that these Terms & Conditions, and any documents entered into pursuant to it, constitutes the entire agreement between them and supersedes all previous agreements, understandings and arrangements between them, whether in writing or oral in respect of its subject matter.

22.2 Each party acknowledges that it has not entered into these Terms & Conditions in reliance on, and shall have no remedies in respect of, any representation or warranty that is not expressly set out in these Terms & Conditions and any documents entered into pursuant to it except in the case of fraudulent misrepresentation. No party shall have any claim for innocent or negligent misrepresentation on the basis of any statement in these Terms & Conditions.

23. OUT OF HOURS ACCESS

23.1 Visiting hours are 10.00-17.00 Monday to Saturday and 12.30-17.00 Sundays (last entry 16.00 all days). Canterbury Cathedral South Precincts are open daily for free access from 17.00-19.00. Groups

are allowed access unless there are concerns over behaviour or repeated breaches of commercial activity policy are identified (such as guided tours) Under 16s should only be allowed access if accompanied by an adult on safeguarding grounds.

24. GENERAL ARRANGEMENTS

24.1 Groups must have an identifiable leader (or should appoint one if they don't have one) as the responsible person.

24.2 No ball games, no protests, no informal concerts, no official filming other than for personal use are permitted anywhere in the public areas of the Precincts.

24.3 The use of drones at Canterbury Cathedral and within the Cathedral Precincts is not permitted without the Cathedral's prior written permission. The Precincts are private land, and any unauthorised drone operation may breach the Cathedral's conditions of entry and, depending on the circumstances, may also contravene UK Civil Aviation Authority regulations, wildlife protection legislation and data protection law. Given the presence of large numbers of worshippers and visitors, the Cathedral's nationally significant historic fabric, and protected wildlife, unauthorised drone flights are prohibited and are treated as a serious matter.

[Drone Policy – Use of Drones at Canterbury Cathedral and its Precincts \(PDF\)](#)

24.4 All out of hours access is at the discretion of the Dean and Chapter and may be stopped or amended at any time without notice.

24.5 Unacceptable behaviour and language (rude, swearing, offensive and discriminatory) is not tolerated and if breached people will be asked to leave or be removed.