



## Educational Sleepover Terms and Conditions

Bookings **must** be confirmed, with Deposit 1 paid, within 14 days of your booking date. The National Space Centre reserves the right to cancel any bookings, including those not confirmed within the two-week confirmation period, and may alter the schedule of a booking due to unforeseen circumstances. You will be advised, in writing, of any changes, and if necessary, a refund of any deposit will be made. The National Space Centre does not accept liability for any additional costs incurred.

Sleepovers booked that have not been confirmed and not had their deposit paid will be chased up a maximum of three times before being cancelled; at which point you will receive a cancellation email. We cannot guarantee that any cancelled bookings will be able to be rebooked for the same visit date.

### Q: How do I book a sleepover?

**A:** To book a sleepover, we recommend your group is registered on our sleepover mailing list, as our dates are released to those included on this list first, before later being added to our website. To sign up, please email [bookings@spacecentre.co.uk](mailto:bookings@spacecentre.co.uk), along with the following information:

- The group name
- Address
- Contact name
- Email address
- Telephone number
- Estimated group numbers
- Ages of those attending

Sleepovers **MUST** be booked in advance; no groups will be admitted for a sleepover without prior booking.

### Q: What options do I have for booking a sleepover at the National Space Centre?

**A:** We offer two sleepover booking options to accommodate for groups of different sizes or requirements. Sleepover Option 1 allows you to book per child: Groups can book for any number of children, however other groups may book in on the same sleepover visit. Sleepover option 2 is for those who wish to have an exclusive hire for their sleepover group: We recommend a minimum of 170 children for an exclusive hire, however groups may bring below that number, but the minimum cost must still be met. Additional children will be charged at the standard 'Sleepover Option 1' rate.

### Q: What groups can book for an education sleepover?

**A:** Education sleepovers are available to educational groups, such as Uniformed groups and schools. For family groups, we offer a Space Lates evening event which is followed by a public sleepover once a year; please email [bookings@spacecentre.co.uk](mailto:bookings@spacecentre.co.uk) or call

us at 0116 258 2111 to learn more.

### **Q: What is the cost for a sleepover visit to the National Space Centre?**

**A:** Prices for our Sleepovers vary depending on the type of booking made; Option 1 bookings (standard sleepover visits) come at a cost of £40+VAT per child, Option 2 bookings (exclusive hire sleepover visits) have a minimum cost based on the value of 170 children, however less than 170 children may attend. Additional children over 170 are charged at the standard costing of a sleepover child.

### **Q: What information do I need to provide when booking a Sleepover?**

**A:** Before placing a booking, please ensure you have permission for your visit to take place and you have checked coach availability for the date(s) you can attend, as we do not accept provisional bookings.

**We have limited availability and dates for sleepovers**, and so it is recommended that you plan for as many dates as possible on the occasion you may miss out on your most desired date(s).

Please ensure prior to the release of sleepover dates, you have signed up for our sleepover mailing list to ensure you are included in the correspondence once dates are released.

Once dates are released, please respond as soon as possible with the following information:

- The group name
- Address
- Contact name
- Email address
- Telephone number
- Estimated group numbers
- Age group of those attending
- Desired date(s)
- If you wish to have an exclusive hire

### **Q: How long does a sleepover last?**

**A:** Sleepovers start with arrival at 18:00, with latest departures at 09:00 the following morning. Please refer to the [Sleepover information sheet](#) for a more detailed timetable and information about how sleepovers run.

### **Q: Can we conduct a pre-visit to the National Space Centre?**

**A:** Once you have made and confirmed a booking, we offer a complementary pre-visit for up to 2 supervisors for general admission to the National Space Centre, where you can spend as much time as you require to look around our galleries. If you wish to visit *before* you make a booking, you will be required to pay the full adult price. If you then proceed with a

school group booking, we can provide a refund for up to two adults upon production of your receipt.

Please note, all pre-visit tickets **DO NOT** include a show in our Sir Patrick Moore Planetarium - this will incur an additional cost.

We also offer a walk around to those who visit for a sleepover pre-visit, giving a tour of the building, outlining how an event would run, sleeping arrangements and emergency procedures, however this is subject to staff availability; please discuss in advance.

### **Q: I have not received confirmation of booking, what should I do?**

**A:** If you have not received confirmation of your booking, please contact the Bookings Team on 0116-258-2111, or email the bookings team at [bookings@spacecentre.co.uk](mailto:bookings@spacecentre.co.uk).

### **Q: The number of students visiting has changed. Do I need to inform you?**

**A:** Yes. Please inform us at the earliest opportunity of any increase or decrease in numbers, as we may not be able to accommodate you if your numbers have increased. You may also be liable for the full cost of the booking if you fail to notify us, within 12 weeks, of any reduction in numbers. Please contact the Bookings Team on 0116-258-2111 or via email at [bookings@spacecentre.co.uk](mailto:bookings@spacecentre.co.uk)

### **Q: Can the children use annual passes?**

**A:** No. Our annual pass system is limited to day visits and can only be used for a standard day visit; they are not valid for sleepover visits.

### **Q: Do you have your own risk assessments?**

**A:** A generic risk assessment is sent along with your booking confirmation letter and other documentation about your visit. Please follow this link to find our generic sleepover risk assessment: [Sleepover Risk Assessment](#)

### **Q: What are your cancellation policies?**

**A:** Deposits are non-transferable and non-refundable. Once a deposit is paid, if there is a reduction in numbers, any deposits for those unable to attend are unable to be redeemed against the rest of the booking, nor are they able to be refunded.

Visits or visitors cancelled for do not require further payment, as long as they are cancelled prior to our 3-month cancellation period. Any sleepover bookings cancelled within our 3-month cancellation period may be subject to the full cost of the booking, if we are unable to fill the vacated spaces.

Exclusive hire bookings have a two-week grace period to be able to change their mind on an exclusive hire; *all exclusive hire bookings are charged for a minimum cost of the*

*exclusive hire, not for children booked.* Once a group has decided upon having an exclusive hire or not, this cannot be changed.