



KING'S COLLEGE

CAMBRIDGE

Group Bookings | Terms and Conditions

2023

This document applies to groups of more than 10 people, or for Cambridge guided tours.

King's College welcomes groups to visit when the Chapel and Grounds are open. All groups are requested to use the following booking procedure. **If you have not pre-booked, then availability cannot be guaranteed.**

Please familiarise yourselves with the [Payment Methods and Cancellation and Refund Policy](#) in particular.

All visitors will benefit from 10% off in the King's College Visitor Centre, which sells gifts and souvenirs. If any of your group wish to **order souvenirs in advance** for click and collect, they can shop here at shop.kings.cam.ac.uk, and enter discount code **GROUP23** at the checkout, to get 10% off their order.

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Reservations:

King's College does not reserve and hold unpaid group places. Bookings are only confirmed and secure upon receipt of full payment. Please refer to the Payment Methods section for more information. Although capacity is high, we can not guarantee places will be available if you choose to book late.

Group Sizes:

For all non-guided tour groups (language schools, tour operators etc), groups should not exceed **60** in size. If your group exceed this number, you will need to split the group and submit additional group bookings.

You may be asked upon arrival to split larger groups into smaller groups to ease congestion at entry and exit points. We politely ask that this request is respected.

For every 15 paying members of the group, you will be eligible for 1 free Group Leader place.

Any group arriving with insufficient leaders, staff member or company representative, or without a leader who is prepared to always accompany the group, will not be admitted to the Chapel.

Groups are not to conduct their own guided tours or bring their own guides.

Guided Tours:

King's College does not offer guided tours itself. We recommend contacting [the Society of Cambridge Tourist Guides \(SCTG\)](#) who will be able to assist with arranging a tour guide for you. This is a 3rd party company, and King's College does not take any responsibility for any arrangements made between you and your guided tour provider.

Information for Cambridge Accredited Green/Blue Badge Guides:

Guided tour groups (with an official Cambridge blue or green badge tour guide) should not exceed the following sizes:

- Off Peak Months (Jan-Feb-Mar-Apr-Oct-Nov-Dec): **20**
- Peak Months: (May-Jun-Jul-Aug-Sep): **15**

The tour guide is entitled to free entry. All visitors participating in a guided tour, must have a valid fee-paying ticket (except the tour guide). Membership cards (such as alumni, resident etc) that would normally entitle a visitor to a free self-guided visit are not valid when participating in a guided tour. **If a guide is found to be bringing in guided tour visitors free of charge, they will be asked to leave and the invitation to host future guided tours here will be withdrawn.**

The Visit:

A visit to King's College includes a visit to the Chapel with the help of a self-guided tour leaflet and the chance to walk around the College grounds (when open). No other buildings in the College are open to the public and we ask all visitors to respect the areas marked private.

Please note **no** public toilet or refreshment facilities are available.

Code of Conduct:

The College is private property and home to a community of students. Visits to the Chapel and Grounds are only permitted on the understanding that visitors respect the College as a place of education and learning. In addition, we ask visitors to respect the Chapel as a place of Christian worship (this may include times when visitors are asked to be silent whilst a service is taking place).

We request that the following rules are observed:

- No flash photography or videoing
- No tripods
- No walking on the lawns
- No shouting or loud music
- No mobile phone usage for calls or game playing (Please note mobile phones can be used to take photos)
- No food or drink is consumed in the grounds (water is the exception)
- No going into areas that are identified as 'Private'.

**** King's College reserve the right to ask groups or group members to leave if they persist in behaving disrespectfully ****

Bookings Process:

Bookings **must** be made online here: www.buytickets.at/kings.

Bookings forms are not accepted by email.

Amendments to Bookings:

It is not currently possible to add additional members to existing bookings. If you need to increase your quantities, you will need to make a new booking. **We are working with the site developers to revise this.**

If you wish to decrease your group size, the cancellation and refund section should be referred to, below.

Payment Methods:

There are three different payment options:

1. Payment at the time of booking.

- Payment will be required in full at the time of booking. Confirmation will be instant.

2. Payment by BACS.

- This option is only available if your group order value is greater than £150.00 AND your visit is more than 7 days after your booking date.
- If you are booking less than 7 days before your visit day, payment will be required in full.
- Payment by BACS needs to be paid within 7 days of date of booking made (not visit date).
- Please email proof of payment to tourism@kings.cam.ac.uk so that your booking can be confirmed.
- Failure to pay will result in your booking being cancelled.

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3. Payment with PREPAID CREDIT.

- You can purchase an agreed amount of credit in advance. **We will add 10% of the value purchased to your credit account.** For example, you purchase £5,000 of credit, and we will apply £5,500 to your voucher codes.
- You will be issued with a voucher(s) for the value purchased, plus our gift of 10% that can be used across multiple bookings and multiple dates.
- If you operate a multi-centre group operation, codes could be distributed amongst your centre managers.
- Credit should be redeemed within 6 months of date of purchase.
- **GUARANTEED TIME SLOTS** – You will be guaranteed any time slot of choice, even if showing as sold out, so long as the booking is made at least 72 hours before the visit date.
 - i. This is an ideal option if you are unable to confirm numbers until close to the visit date.
 - ii. If you require a time slot that is showing as sold out, contact tourism@kings.cam.ac.uk who will process the booking for you.
- The minimum credit that can be purchased is £1,000.

If you would like to set up prepaid credit and benefit from an additional 10% to your credit value, plus **guaranteed time slots of choice**, please contact tourism@kings.cam.ac.uk

Cancellations and Refunds:

If you need to cancel part of, or all, your group booking, the following fees will be deducted from your refund where applicable:

- More than 4 weeks' notice of visit date:
A cancellation fee of £1 per ticket cancelled.
- Less than 4 weeks' notice of visit date:
25% cancellation fee of ticket value being cancelled.
- Less than 2 weeks' notice of visit date:
50% cancellation fee of ticket value being cancelled.
- Less than 7 days' notice of visit date:
100% cancellation fee of ticket value being cancelled.

To avoid incurring cancellation fees, we offer the following alternatives:

- Order Transfer
 - You can transfer your group booking to a later date (must be within 1 month of original visit date)
 - This will be done free of charge.
 - This option will not be available with less than 72 hours' notice of visit date.
 - You will need to pay the difference in price if you transfer to a date that falls on a different price bracket.
- Credit Note
 - The credit note will be valid for 3 months and can be redeemed at once or across multiple orders until the balance is £0.00.
 - This option will be provided free of charge.
 - This option will not be available with less than 72 hours' notice of visit date.
 - This option is not available on transferred bookings.
- Pre-Paid Credit (see payment methods)
 - If you have paid with pre-paid credit, cancellations will still incur the above fees, and refunds will be put back on to credit to be redeemed later.

The notice period will be calculated based on the original visit date, and not based on subsequent transferred visit dates.

If you are choosing a monetary refund, these will be made to the original payment method only, less any cancellation fees.

In the event King's College must cancel your visit due to closure, you will be refunded in full.

Enquiries: tourism@kings.cam.ac.uk