

Group Bookings Policy

Private Tours

1. Bookings policy
2. Tower Tours Terms & Conditions
3. Arrivals procedure
4. Refund policy

1. Bookings Policy

1a. A private group requires booking directly with our team. These private tours provide access to the Tower or a private tour on the Abbey floor, with no access for members of the public to join the tour.

1b. Abbey/Tower Visiting times: 10am – 4pm (subject to availability). Out of hours tours are available as an option to book upon request, with varied hours available. No pre-booked private tour groups on Sundays.

1d. Last entry for groups: 4pm for all private tour groups during Abbey/Tower opening times. Exceptions apply for out of hour tours as agreed in the booking.

1e. Provisional Booking: organisers are able to hold a provisional booking with our team, provisional bookings will always be confirmed in writing over email. It is the responsibility of the organiser to turn the visit into a confirmed booking. Any provisional booking not confirmed within 3 days of the visit will be automatically released and available to other organisers or members of the public to reserve.

1f. Confirmed Booking: you will receive a confirmation email with our reference number once your booking has been confirmed. If we have not received the necessary information to complete your order, then your booking will not be confirmed, and your reservation may be released.

1f i. Sell-out walk-up requests – due to the popularity of our tower tours, and our policy to be open and accessible to all visitors, we reserve the right to refuse requests to sell out a tower tour. This will always be the case on a Saturday or school holiday day, at quieter times during weekdays in term-time this decision is at the discretion of the Duty Manager working that day. If you would like to reserve a tower tour for a private group, please contact tours@bathabbey.org in advance of your visit, we recommend seven working days' notice.

1g. Supervision and adult to child ratio: we require there to be one adult supervisor to every 10 children under the age of 16. You must ensure enough adults attend the group

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visit and remain with their ratio number of children. Any groups that arrive without the required number of adults may be refused entry and if children are continually left unsupervised after attempts from Abbey staff on the day to regroup them with adults, your group may be asked to leave.

1h. Notice: Booking requests for private tours must be received into tours@bathabbey.org seven days before your requested visit date. Any enquiries received after this time will only be confirmed subject to staff availability. We cannot guarantee special requests regarding after hours tours or provisions (i.e. drinks, flowers etc.) beyond our advertised offer will be possible but we will make every effort to accommodate your group booking and requests. Organisers must have received a confirmation email with our reference number in order for a group visit to be confirmed, please do not arrive without a confirmed booking.

1h i. *Latecomers & no-shows*: our policy for private tour bookings is that any visitors arriving after the tour has commenced at precisely the time the tour was confirmed to begin, will not be guaranteed a place on the tour. Due to the nature of our tower tours, we are unable to facilitate latecomers onto a tour that has begun. If you have booked a private tour and have missed the start, please speak to the Duty Manager in charge and they will do what is possible to connect latecomers to the ongoing tour.

In the event of a no-show to a private tour booking, the organiser is not entitled to any refunds. In exceptional circumstances, please contact tours@bathabbey.org to discuss your booking.

1i. Payment methods: payment is made in advance of your visit, or on arrival if special arrangements have been agreed. An online link will be provided that will enable you to pay by card at a time of your convenience. We can take payments over the phone, this can be arranged for a time between 9am and 3pm Monday to Friday. If you choose this method and at a later date require a refund, that refund will need to be arranged as a transaction over the phone.

1j. Abbey Events: in the event that a service or other event closes the Abbey, all group and public tour bookings will be cancelled. Organisers will be contacted to confirm any changes necessary. There are events and services which close the Abbey floor for visiting but the tower can remain open for tours, in these circumstances we continue with our scheduled tours at the standard ticket price.

1k. Recce Visits: up to two organisers per booking may visit for a free recce visit, to do this they must show their visit confirmation email with our reference number to the team at the desk. City guides (e.g. Blue Badge Guides) may receive free entry to the

Bath Abbey

Abbey only, please check with the team if you have not booked as a free guide with us before.

1l. Luggage & personal belongings – Bags cannot be taken on Tower Tours; they can be left on hooks in the locked stairwell for the duration of the tour. Items are not accessible from the main Abbey. Measures are taken to keep all visitor items safe but ultimately personal belongings are left here at the owner's risk. During the rest of their visit, please ensure the group keep their belongings with them at all times. Unsupervised items found on the Abbey floor or in the museum will be treated as a security risk. Suitcases are not permitted inside Bath Abbey. There is storage facility opposite the train station and in the city centre.

1m. Carers and access – [tower tours specific] any members of the group that require a carer to visit the Abbey must have an able-bodied carer booked to support them on their visit. We will always do everything in our ability to care for every visitor at Bath Abbey, however, are unable to guarantee the safety of visitors with additional needs on a tower tour if they do not have an experienced able-bodied carer with them. Our tour guides lead the group from the front, up the narrow staircase, unlocking entrances as they go, therefore we are unable to facilitate physical-guided support to visitors on a tower tour.

1n. Bespoke tours – We will do our best to tailor the private tour to the interest and wishes of the group booking. We provide a selection of topic tours that our trained guides can deliver, if these tours do not meet the needs of your group please contact us and we would be happy to explore other options with you.

1o. Media & Complimentary tickets – we have an agreement with VisitWest that their media representatives may book entry to the Abbey and join Tower Tours free of charge. Requests must be received and acknowledged in advance of visiting. Exclusive access to the Tower is only possible with staff availability. Any other media requests will be considered by management. Please direct all requests to tours@bathabbey.org.

2. Tower Tours – Term & Conditions

2a. Please see our full [terms & conditions](#) before booking a tower tour. When purchasing tour tickets on the day, our staff will request visitors read these conditions when making their purchase.



2b. Footwear – shoes must be attached securely to the foot/ankle. Open toed sandals are not advised but are permitted at the wearer’s own risk. Staff will refuse entry to the tower if visitors are not wearing appropriate footwear.

2c. Clothing – long dresses or loose long-leg trousers are permitted but not advised, if you chose to climb the tower wearing clothing that could easily get caught underfoot, you do so at your own risk.

2d. Personal Items - Bags cannot be taken up the tower. This is for the safety of group members, Abbey staff and the tower. The staircase is very narrow and steep at times, and unsuitable for bags. There are hooks at the bottom of the stairwell for visitors to leave bags and coats before climbing the tower. This stairwell is locked so remains inaccessible to the public from the main Abbey. We take measures to protect all visitor items but ultimately visitors leave items here at their own risk. We recommend leaving all bags and luggage at storage facilities in the city ahead of visiting the Abbey.

2e. Dogs - due to the layout and nature of the tower, only trained service animals are permitted access to the Tower, including for a private or public Tower Tour booking.

3. Arrivals Procedure

You will receive email confirmation of your booking in advance of the visit. On the day, please ensure the leader has the email confirmation with our reference number (E-tickets). Group leaders/organisers are to check in the Welcome Area. We request that group members remain outside the Abbey during the check-in process as our reception area is small and must remain accessible to other visitors.

The team will scan and redeem your tickets. Individual tickets will be printed for all students, adults and group leaders. The group leader is responsible for distributing tickets to each adult group member. For groups with children under 16, tickets will be provided to group leaders who will be responsible for supervising their group for the duration of their visit. When they visit the Discovery Museum, staff will ask to see their tickets.

2a. Late arrivals: if you know you are running late on the day, please email visits@bathabbey.org with your expected delayed arrival time and call our office team on 01225 422462 or our shop team on 01225 303327. If you have booked a Tower Tour, it is unfortunately unlikely that we will be able to provide a tour at another time that day as we frequently sell tickets for every tour available each day and once a member of the public has purchased tickets we cannot provide the tour to a private group. If you have booked an Abbey floor tour, we will do our best to accommodate any late arrivals but



please be aware that it may not be possible to facilitate your group at another time if we have other events or large bookings taking place on the Abbey floor.

2b. Walk-ups policy – Due to the fact we are a living church, we are unable to accept walk up group visits or private tour requests.

3. Refunds & Amending Bookings

3a. Cancelled visits – we request group visits be cancelled no later than 3 working days before the visit date (12pm on the third business working day before visit date). In the event that a group visit needs to be cancelled within 3 days of the visit date, refunds will not be provided. In exceptional circumstances, please contact tours@bathabbey.org to discuss your booking.

3b. Terms & Conditions/Health & Safety – if group members booked onto a tower tour were unable to attend due to not meeting the required terms or safety procedures (such as not wear appropriate footwear or one of the guests is under 5yr old), refunds will not be offered due to these terms being made clear in advance to the organisers before bookings are confirmed and payment received. It is the organisers' responsibility to ensure all members of the group are informed of the Tower Tour terms and conditions.

3c. Abbey closures – if the group visit is cancelled due to an Abbey event or service, or in the instance of severe weather, the group will be contacted and offered alternative dates. If the group are unable to arrange the visit on an alternative available date, a full refund will be provided.

3d. Updating your booking - any requests to change your booking must be made before 3pm on the third business working day before your visit. Any changes requested will be dependent of the availability of the Abbey floor and staff, changes to timings of tours may not be possible. We cannot guarantee any changes within 3 working days due to staff availability. Please direct these requests to tours@bathabbey.org, if the request is within 3 working days please copy visit@bathabbey.org into the email as well.

Due to size of our team, we will process payment changes to your booking either a week before or following your visit date. If you need to make changes to your booking, please email tours@bathabbey.org and we will update your order but further payments (if you increase your numbers) will take place 7 working days before your visit date and refunds (if you decrease your numbers) will take place within 7 working days following your visit date.