

Group Bookings Policy

Self-Guided Group Visits

1. Bookings policy
2. Arrivals procedure
3. Refund policy
4. Operational practice; system procedure

1. Bookings Policy

1a. Minimum required for discount: 10 paid tickets

- tour leaders are free, minimum of 10 paid tickets
- ratio of free leaders to adults/child is 1:6

1b. Maximum group size: 40 people per arrival

- Arrival times available at 10:30, 11:30, 14:30 and 15:30. For groups over 40 people, they must book separate arrival times

1c. Visiting times: 10am – 4pm (subject to availability). No pre-booked groups on Sundays.

1d. Last entry for groups: 4pm

1e. Provisional Booking: We do not reserve provisional bookings, once you are ready to book your group you can pay for the tickets online. Sessions must remain available to other organisers until payment has been made.

1f. 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 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.

1g. Notice: Bookings must be made 72 hours before the visit date to qualify for the group discount. Special bookings requests must be received into visits@bathabbey.org before 3pm on the third business working day before your visit, we cannot guarantee special requests will be possible but we will make every effort to accommodate your group booking. Any enquiries received after this time will only be confirmed subject to staff availability. 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. Payment methods: payment is made in advance of your visit. Organisers can book their visit on our group webpage, select the desired number of group admission tickets and check-out with card payment.

1i. Abbey Events: in the event that a service or other event closes the Abbey for visiting, all group visits will be cancelled. Organisers will be contacted to confirm any changes necessary.

1j. Recce Visits: up to two organisers per booking may visit for a free recce visit, to do this they must show their group visit confirmation email with our reference number to the team at the desk.

1k. Luggage & personal belongings – Please ensure the group keeps their belongings with them at all times during their visit. Unsupervised items will be treated as a security risk. Suitcases are not permitted inside Bath Abbey. The nearest storage facility is opposite the train station.

2. Arrivals Procedure

Group visits are booked online in advance, for the visit please ensure the leader has the email confirmation with our reference number (E-tickets). Group leaders 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 Centre, staff will ask to see their tickets.

If you have requested any leaflets or children's trails, these will be prepared and counted for you ready to collect on your arrival.

2a. Late arrivals: if you know you are running late on the day, please email visits@bathabbey.org with your expected delayed arrival time. 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.



2b. Walk-ups policy – Due to the fact we are a living church, we are unable to accept walk up group visits. Group booking request must be made 3 working days before the visit date.

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 visits@bathabbey.org to discuss your booking.

3b. Abbey closures – if the group visit is cancelled due to an Abbey event or service, 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.

3c. Updating your booking - any changes to your booking must be made before 3pm on the third business working day before your visit to receive the group discount. Any bookings made within 3 working days of the visit will be full price tickets.

If you would like to increase your group numbers;

- If you have under 40 people in total, you can book any remaining available slots in the existing session
- If you need to book more than 40 people, you will need to book another session. This requires a minimum of 10 people to reserve an additional session.
- If you do not have 10 people to book another session, then any additional tickets you require can be purchased as standard admission tickets on our main ticket page.

If you would like to decrease your group numbers;

- Email visits@bathabbey.org to request a refund for the tickets you need to cancel. You must provide three business working days' notice for decreasing your group numbers to receive a refund for cancelled tickets. Your group booking must have at least 10 people to maintain the group discount.

Please visits@bathabbey.org if you have any problems or further questions.