

Terms and Conditions for Shakespeare's Globe Exhibition and Tour, View from the Shard and Nicholson's Afternoon Tea Group package:

General package Ts & Cs:

- Groups can book for parties of 15-50 people, the final number must be confirmed and paid for 28 days ahead of the visit
- Cancellations must be submitted in writing at least 28 days before your visit to exhibition@shakespearesglobe.com, and before payment has been made. Please note that any cancellations received after (including no-shows) will be charged at confirmed rates and are non-refundable
- Prepayment is welcome by credit card, cheque or BACs
- Prices are exempt from VAT
- Late arrival of booked parties may mean the group are required to forego some or all of their booked activities
- The group leader remains responsible for the conduct of all group members whilst on the premises

The View from The Shard additional Group T&C's:

- As part of this package the group will have between an hour and an hour and a half in the attraction dependant on walking time and punctuality
- The lifts can take up to 15 guests and travel 6 metres per second, each lift journeys lasts 25 seconds, as such the group may have to split up for the lift journey
- Other members of the public will also be within the attraction whilst the group make their visit as we are also open to public bookers
- Tickets are non-exchangeable & non-refundable in line with the package cancellation policy
- The weather in London is often unpredictable and can change from one moment to the next. In the case of bad weather we offer all guests our London Landmarks Guarantee with every ticket - you'll be walking on air amongst the clouds, but if they spoil your view, you can return for free. If you cannot see at least three of the following landmarks - The London Eye, St Paul's Cathedral, The Gherkin, Tower Bridge and One Canada Square - on the day of your visit, we will let you return within 3 months for free. Staff at the ticket desk will let you know on the day if the Visibility Guarantee has been authorised and will arrange your return ticket.
- Notice of amendments must be sent through writing in email, no later than 28 days prior to the visit date to the group's contact at Shakespeare's Globe
- Tickets booked as a group package need to be redeemed as a single party on the date and time reserved
- Food and drink cannot be served within the viewing gallery
- The View from The Shard reserves the right, at its absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to close The View or any part of it
- For further information regarding terms and conditions please visit: www.theviewfromtheshard.com

Nicholson's group visit additional Ts &Cs:

- The group agrees to notify their contact at Shakespeare's Globe promptly of any alterations to the anticipated number of guests, and to do so before the 28 day deadline
- The venue reserves the right to refuse admission to guests in excess of the number of guests booked for the package
- Requests by the group to alter menus and any other details of the visit (including starting and finishing times) may not be accepted by the venue if notified less than 28 days prior to the date on which the visit is to take place
- The group must be ready to commence the visit promptly at the time agreed with the venue, if the group is more than thirty minutes late for their booking then the venue may, at its sole discretion, treat this as failure to arrive
- The group leader will be responsible for the orderly conduct of guests at the venue
- The venue reserves the right to exclude or eject any person whose behaviour it considers objectionable or inappropriate, the venue may also decline to serve any guest whose behaviour it regards as impaired by excessive intake of alcohol.
- No food, wine, beer or spirits may be brought into the venue by the group
- Except with the prior written consent of the venue, the group will not use the name of the venue or company in any of its advertising or publicity otherwise than to describe the location of the booking
- Any advertising material or photographs displaying the venue's interior or exterior or the company's logo, or other publicity material for bookings and functions must be approved in advance; the group must submit any proposals directly to the Group Bookings Officer at Shakespeare's Globe who will correspond on their behalf with the General Manager of the venue.
- The venue does not accept liability for any personal property or equipment of the group whilst they are onsite