



LIVELY ACTION TERMS & CONDITIONS.

Payment

Payment is due no later than 28 days before the date of your visit. Shakespeare's Globe reserves the right to cancel your booking if payment is not received within these terms. Unfortunately, we do not accept cash payments.

How to Pay

Debit or credit card is the most effective way for us to track your payment.

Card payment

Please phone 020 7902 1433 and quote your booking reference number.

Cheques

Make payable to 'The Shakespeare Globe Trust' and please send to:

Lively Action, Shakespeare's Globe, 21 New, Globe Walk, Bankside, London, SE1 9DT.

BACS

Please use your booking reference number and the name of your school as your payment reference:

Account Name: The Shakespeare Globe Trust

Bank: NatWest. Sort Code: 60-00-01;

Account: 39170926.

For international groups

BIC: NWBKGB2L.

IBAN: GB16NWBK60000139170926.

Please cover any bank charges if paying by BACS or transferring funds from outside the UK.

Please email salesledger@shakespearesglobe.com with details of your remittance, quoting the booking reference.

Please Note: there is an additional £2.50 administration charge per workshop booked i.e. if you book 2 workshops with 30 students participating in each, you will be charged an additional £5.

Changes to your booking

All changes to your booking should be communicated to us at least 28 days before the date of your visit. Thereafter, no changes can be made to your booking and we cannot offer a refund for any reduction in the number of students.

Please note that when reducing the number of pupils the minimum fee of £165 applies. Our ability to increase numbers is dependent on the availability of workshop space and additional practitioners.

Cancellations and Refunds

Please notify us in writing at least 28 days before the date of your visit if you wish to cancel your booking. If we do not receive this notification before the deadline, you will still be charged for the full amount.

Each booking is subject to a non-refundable deposit of £165, if the booking is not cancelled 8 weeks or more prior to your visit.

If the cancellation is made by Shakespeare's Globe you are entitled to a full refund. However, we will not refund bookings if cancellation is made due to circumstances beyond our control (such as, but not limited to, heavy snow, tube strikes etc.). In this instance, we will endeavour to reschedule your booking to an alternative date within our financial year, subject to availability.

Accidents / Injuries

Staff / accompanying adults are responsible for the safety of students at all times during your visit to Shakespeare's Globe. We accept no responsibility for any injuries incurred during the tour and workshop unless such accidents arise from negligence on the part of the Globe or its staff. We have qualified first aid staff on site at all times and our practitioners are trained to ensure that the workshops are as safe as possible.



Your safety at the Globe

When we welcome you to Shakespeare's Globe, our top priority is to keep you safe. We have a permanent uniformed security presence on site and work closely with the police and government agencies. Some of our security measures are obvious, others are not.

We are now limiting the size of bags that can be brought on to the site. The maximum bag size is 40cm x 35cm x 19cm (the size of a typical school rucksack or standard handbag). We are not able to admit or store oversized bags. Bags containing necessary medical equipment are still permitted, subject to the owners agreeing that these items may need to be inspected. All bags are subject to routine searches.

If you have any questions, or foresee any complications for your visit, please contact us at livelyaction@shakespearesglobe.com.

On-site

Supervision Staff / accompanying adults are responsible for the conduct of students at all times. As our sessions are practical and require pupils to work safely and sensibly with one another, Shakespeare's Globe reserves the right to remove pupils / groups from the workshops if deemed necessary, at our discretion. In the unfortunate and unlikely circumstance that we have to ask a pupil / group to leave, we do not offer a refund.

Lunch rooms are only available for booking between October and April, except during our *Playing Shakespeare with Deutsche Bank School's* performances. This is because they are used as rehearsal spaces during the summer theatre season.

When available, rooms can be booked between 12.00 noon and 12.30pm. However, these rooms are only available for Key Stage 1, 2 and 3 groups who have booked a 10.30am or 12.30pm workshop.

As we are a working theatre, it is not possible for pupils to go on the stage during the summer theatre season. There may be, however, the opportunity for pupils to see some of our actors rehearsing on stage during the tour. During the winter we will endeavour to give pupils the chance to access the stage, but this is not a guaranteed part of your visit.

