

## **Mobile Planetarium Terms and Conditions**

Please read and understand the below terms & conditions before making a booking.

### **Scheduling**

- 1.1. Bookings are made for a specified number of activities for a specified number of students. Any changes must be confirmed in advance with Winchester Science Centre (WSC), who reserve the right to refuse service on the day if numbers are changed beyond the advertised maximum for the activity.

### **Payment Deadlines**

- 1.2. An invoice will be issued after the booking, which will need to be cleared within 30 days of the invoice date.
- 1.3. Accepted payment methods include credit/debit card, cheque and BACS transfer.

### **Booking Cancellations/Refunds**

- 1.4. A sliding charge will be imposed for all cancellations or substantial changes to bookings as follows:
  - 1.4.1. Less than 2 weeks from date of visit: 100% of original booking value.
  - 1.4.2. Less than 1 month and greater than 2 weeks from date of visit: 75% of original booking value.
  - 1.4.3. Less than 2 months and greater than 1 month from date of visit: 50% of original booking value.
  - 1.4.4. Over 2 months from date of visit: £50 (refundable if visit is rebooked at the time of cancellation to take place within 6 months of the original visit).
- 1.5. If cancellation or substantial changes have to be made because of situations outside your control, for example bad weather or illness, then, provided the booking is rescheduled for a date within 6 months, the cancellation charge will be waived.

## Requirements on the day

- 1.6. A clear area of at least 8m x 8m with minimum 4m vertical clearance (taking light fixtures and similar into account) with flat, solid and clean (dust-free) floor.
- 1.7. The planetarium must be set up in a safe environment protected from the elements (wind, rain etc) and also protected from curious passers-by. Children must not have access to the outside of the dome without supervision by responsible adults.
- 1.8. Nearby access to a mains power socket (preferably two but one will do).
- 1.9. Unloading and parking facilities (also see next item ref unloading). If parking charges apply, please discuss in advance to ensure the Science Centre staff are aware and ready to pay on the day. Any parking charges will be added to travel costs for invoice.
- 1.10 Access to unload and move heavy equipment by trolley via a flat route. This route can include ramps/lifts (with prior agreement) but not steps. Please discuss any potential issues in advance of booking confirmation to ensure access will be possible. Potential issues may include (but are not restricted to) narrow corridors and tight corners.
- 1.11 Safe, secure storage for equipment to be stored when unattended (eg overnight for multi-day bookings). Must be protected from the elements. The hirer is liable for any theft/damage while the equipment is in storage on site.
- 1.12 Venue staff are responsible for and must accompany all children not otherwise supervised by an adult guardian (eg in schools all classes must be accompanied by a teacher or other appropriate adult).
- 1.13 For public events where children are supervised by guardians not associated with the venue, venue staff must be within vocal calling distance unless otherwise agreed in advance of the event (for most events it is possible to agree contact by telephone). The Science Centre must be made aware prior to booking confirmation if venue staff will not be accompanying each group into the planetarium.

## Hot Weather

- 1.14 The Mobile Planetarium has limited throughput of air and so temperatures will rise while people are inside. If the room itself is hot, then this can cause difficulties. If internal temperatures rise above 30°C, shows will be adapted so that the presenter spends no more than 25min at one time inside the dome followed by at least 5min in a

location under 28°C. At temperatures over 33°C, shows will be halted until cooled to 26°C or lower, with an option of Q&A in classrooms or other spaces as an alternative activity. Where showings are cancelled by WSC for this reason, a relative percentage of the booking charge will be waived (eg if half the shows are cancelled, only half the normal charge would be invoiced). The calculation of this reduction is entirely at the discretion of WSC.

## **Behaviour & Etiquette**

- 1.15 The Science Centre staff reserve the right to ask any person(s) to leave the planetarium and its vicinity if they are considered to be acting in an overly disruptive, dangerous (including danger to equipment) or otherwise inappropriate way. Venue staff are responsible for ensuring anyone asked to leave does so.
- 1.16 If Science Centre staff are considered to have acted in an inappropriate way, the hirer is directed to make this known to them during the visit, and also to contact the WSC Planetarium Manager, Mark Watson, at [markwatson@winchestersciencecentre.org](mailto:markwatson@winchestersciencecentre.org) , tel. (01962) 891907.
- 1.17 If any equipment is damaged or stolen by a member of your organisation (including but not restricted to volunteers, pupils, cubs or adult club members) then you are legally obliged to compensate the Science Centre for the full replacement value of the damaged/stolen item(s).
- 1.18 For events involving the general public, liability for damage to equipment by these visitors rests with the hirer as in 1.17, unless agreed otherwise with the Science Centre. Such agreement must be given in writing prior to booking confirmation.

To avoid damage to equipment, it is strongly recommended that the area around the dome is closed to anyone not taking part in the activity at that time. Children should not be allowed near the dome at any time without adult supervision (see point 1.8).

## **Declaration**

By making a booking you are agreeing to the terms and conditions above.