



TERMS & CONDITIONS

ACCESS

Western Approaches includes some staircases which are well maintained and have handrails - unfortunately, we do not currently have wheelchair access to the lower floor. We love welcoming school groups but respectfully remind you that school staff and adults are responsible for the behaviour of children in the building

PAYMENT

Payment must be made during the booking process via our vendor Beyonk. Payment must have been received 1 week prior to your booking. We will contact you if there are any issues regarding your payment.

CLOTHING

The building temperature is difficult to control, and different rooms can change from being very warm, to cold. We recommend that you wear warm layers and flat footwear (due to the stairs) to make your visit as comfortable as possible.

THIRD PARTY AGENTS

We will only work with suppliers on our approved list for caterers (which we can suggest for you). We can also recommend entertainers. Anyone being brought to the building to perform a duty during your event, needs to have correct licences and insurance, which we will need to see in advance.

REFUNDS

We do not offer refunds for tours not fulfilled by the booker; however we are able to offer alternative dates at our discretion.