

Stratford-upon-Avon Butterfly Farm Terms & Conditions for School Bookings



Terms & Conditions 2022 will be updated as and when required

Stratford-upon-Avon Butterfly Farm is owned and operated by Stratford-upon-Avon Butterfly Farm Ltd, Swan's Nest Lane, Stratford-upon-Avon Warwickshire, CV37 7LS Tel: 01789 299288

Email: schools@butterflyfarm.co.uk

In the event of any complaint please direct it to The General Manager to either the postal or email address above.

Company Registration Number:1859632

VAT No.GB422957834

Stratford-upon-Avon Butterfly Farm is a controlled tropical, humid, environment, operating at temperatures of 25 degrees and above.

Stratford-upon-Avon Butterfly Farm is operating at normal capacity. School visits will be staggered with the visiting public. The staggering will be managed by front of house staff and the tour guide.

By filling out and returning a school booking form the school is agreeing to abide by the terms and conditions of Stratford Butterfly Farm as set out below:

Please note that Stratford-upon-Avon Butterfly Farm have changed their policy and require no deposit, no advance payment and no cancellation fee and will only invoice for those that have visited on the day. This is a goodwill gesture as we understand the difficulties and logistics of organising a school trip as we emerge from the pandemic. We therefore request that invoices are paid promptly and within 30 days of receiving the invoice and that cancellations are reported as soon as possible as set out in these terms and conditions.

- To confirm a school visit a completed booking form must be filled out and returned to schools@butterflyfarm.co.uk
- Cancellations of a confirmed school visit should be emailed to schools@butterflyfarm.co.uk as soon as you know you are not able to attend.
- If your school is unavailable to visit on the day of a booked visit please call 01789 299288 to inform a member of staff. Do not leave a voice mail message.
- Visiting schools are requested that if a member of their school group are feeling unwell, they do not attend the trip.
- All children must be supervised by a responsible adult at all times in all areas of the butterfly farm, with a teacher student ratio of 1:10.
- Guided tours last one approx. hour. Schools should arrive promptly so that their tour can start on time. If schools are late, we cannot guarantee the full hour.
- Allow for toilet time and jumpers to be put into lockers so that tours can start on time.
- On arrival schools are to wait outside the Reception entrance. The lead teacher needs to report to Reception to announce the school's arrival. Your school will then be checked in and numbers confirmed.
- Whilst visiting the Butterfly Farm, school groups must comply with any reasonable instructions given to them by a member of Stratford-upon-Avon Butterfly Farm staff.
- On entry schools can place their belongings in the allocated lockers only.
- Schools may not re-enter the farm once their tour is finished. Schools may use the outside gardens after their tour.
- Schools will inform the butterfly farm if they will be eating lunches and snacks at the time of booking as designated areas are limited and not guaranteed if not requested.
- Children can browse and make purchases in the gift shop but be supervised by their teachers.
- On departure schools should do so in an orderly fashion.
- Schools are responsible for administering first aid to any member of their school party and should bring their own first aid kit. Sick bags are advisable.