National Space Academy Bookings – Term and Conditions

A booking is deemed provisional until we receive a signed booking confirmation letter. Your booking is confirmed upon receipt of a signed confirmation letter.

The National Space Academy reserves the right to cancel or alter the schedule of a booking due to unforeseen circumstances. You will be advised in writing and if necessary a refund of any deposit will be made. The National Space Academy does not accept liability for any additional costs incurred.

All bookings have minimum number requirements; please confirm any changes that are made with your numbers at least one week before your visit. Unfortunately, we cannot guarantee that unconfirmed additional numbers or numbers added with less than a week’s notice will be catered for in our programme of events, nor can we guarantee that programmes will be able to run with greatly reduced numbers.

An invoice will be issued approximately 10 days after the event for the full balance of the visit/booking. This invoice will be payable within 30 days of the date of issue. Cheques should be made payable to ‘NSSC Operations Ltd’. Interest is chargeable on late payment at 4% per month, 0.089% per day calculated daily and compounded monthly.

Please inform us at the earliest opportunity if you wish to cancel or postpone your booking. Groups that give less than 14 days’ notice will be liable for the full cost of their booking. Cancellations due to unforeseen circumstances must be detailed in writing and addressed to the National Space Academy Administrator. The fees will then be assessed on an individual basis.

The group leader named on the booking form is expected to take responsibility for the behaviour and discipline of their group. All students must be supervised at all times while in the National Space Centre and during any event (masterclass and careers event). Any costs incurred as a result of malicious damage will be the responsibility of the school or the group leader.

All masterclass bookings require a £50.00 non-refundable deposit which must be sent with the signed confirmation letter within 14 days of making the booking. Please note that if you wish to cancel a masterclass, your deposit will only be refunded if you give more than 28 days’ notice. The same notice period requirements apply for postponements of the programmes.

All career event bookings are free events but do require a £50.00 returnable cheque deposit which must be sent with the signed confirmation letter within 14 days of making the booking. Please note that if you wish to cancel your group’s attendance at the careers event, your deposit will only be refunded if you give more than 28 days’ notice. Should a cancellation notice be made less than 28 days’ prior to the event your school will be liable for the £50.00 deposit cost.
All PPG Chemistry Education Project masterclasses are fully funded, however, please note that if you wish to cancel your booking with less than 7 days’ notice, there will be a charge of £100.00. For this reason, schools must provide a returnable cheque deposit to the value of £100.00 when booking a masterclass.

Transport to the National Space Centre is funded by the PPG to the cost of £400.00 only. If the final cost is above this the school must pay the outstanding fee.

All in-school masterclasses require a venue proforma to be returned with the booking form at time of booking, as this will inform the planning of the content of the masterclass. Please fill it in as accurately and as fully as possible. Please notify us of any changes made to this prior to the masterclass taking place. Please be aware that if changes are made with no notification the Lead Educator may not be able to deliver all of the activities included in the masterclass.

All in-school masterclasses require the schools to inform the Lead Educator of all Fire and Safety protocols, including muster points, on arrival. It is the school/college’s responsibility to cover travel expenses for the Lead Educator on all in-school masterclass bookings.

All masterclasses at the National Space Centre run to a tight schedule and cannot be delayed. It is important to ensure your group arrives on time and keeps to its allocated timetable. In unforeseen circumstances, we will try to be as flexible as possible; however, alternatives to the confirmed schedule will be subject to the operational demands of the visitor attraction that day.

All items left in the teaching lab at any point are left at the owner’s risk and the National Space Academy/Centre accepts no responsibility for loss or damage to any property left. Please keep any valuable items with you during the day.

We ask visitors NOT to eat or drink in the Exhibition, Sir Patrick Moore Planetarium, Challenger Learning Centre or Classrooms. Chewing gum is strictly forbidden throughout the National Space Centre.

Packed lunches can be consumed in our school lunch area; this is prearranged for you at time of booking. Please note that lunch is NOT provided on all masterclass bookings. Normal Terms and Conditions of Entry apply in addition to those outlined above and can be obtained on request.