KNEBWORTH HOUSE

Education Visit
Terms and Conditions

Document Review

Document created: Katherine Dunstan, Education Officer
Last reviewed: 01.10.26
Next review: 01.10.27

By submitting a booking form for an education visit to Knebworth House, Gardens and Park, you are agreeing to the following Terms and Conditions.

1. Bookings

1.1 All education visits are subject to availability.

1.2 On-site education visits are available only to pre-booked groups. Bookings must be made directly by the school or group making the visit, using the booking form available at www.knebworthhouse.com. Your booking is only confirmed once you have received written confirmation from us via email. No arrangements are considered final until this confirmation has been received.

1.3 Some of our education programmes have a maximum number of visits available. If we are unable to offer your chosen programme, we will contact you to discuss suitable alternatives. It is your responsibility to check that all information shown on your booking confirmation, including your contact details and the details of your visit. Please notify us of any errors as soon as possible. Lytton Enterprises Ltd will not be liable for any costs you incur including those with third parties.

1.4 Any changes or cancellations of bookings are subject to the terms set out in section 8 below.

2. Ratios

2.1 All education visit bookings are subject to a minimum number of 20 paid places.

2.2 To support education visits, we offer free places for adults on the following basis:
Education workshop: one free adult place for every eight paid child places.
Play Day: one free adult place for every ten paid child places. Any additional adults must be paid for, at the same price as child places.

2.3 You must bring enough staff to supervise your group in accordance with LEL's ratios for safeguarding purposes. A group may be split into smaller teams, each of which require a minimum of two adults. We will provide sufficient free adult places to enable these requirements to be met.

2.4 Final numbers must be confirmed at least 18 days before your visit. We may request numbers earlier than this if needed.

2.5 We offer free places for adults accompanying children with Special Educational Needs and Disabilities as carers. Please indicate how many carer places are needed on the booking form.

2.6 Groups must always maintain appropriate supervision ratios, including during lunch, toilet breaks and visits to the shop. All learners participating in an education visit must be always supervised by a responsible adult while on site.

3. Responsibilities

3.1 Group leader(s) are responsible for completing an appropriate risk assessment for their group. A risk assessment guidance document is available to assist with this requirement but cannot be substituted for your independent risk assessment.

3.2 Free familiarisation visit may be arranged for group leaders. To qualify, you must have already booked an education visit and received written confirmation of that booking. A familiarisation visit must be arranged in advance by email. We are unable to offer familiarisation visits on event days. Additional visitors will be required to purchase an admission ticket to Knebworth House, Gardens and Park.

3.3 All children and adults attending the education visit must be included on the booking invoice to gain access to the site as part of the visit, whether their place is free or paid for.

3.4 Knebworth House, Gardens and Park are an all-weather venue. Visitors should therefore ensure that they are dressed appropriately for the weather and conditions on the day of their visit.

3.5 Knebworth House, Gardens and Park are unable to provide wet weather options for education visits or an indoor space for lunch.

3.6 Your group is responsible for disposing of any waste generated while using the facilities and spaces at Knebworth House, Gardens and Park. Please use the bins provided.

3.7 Your group may be held liable for any physical damage caused by your group to property belonging to Lytton Enterprises Ltd, the Lytton Cobbold family or the Knebworth House Education and Preservation Trust.

3.8 Lytton Enterprises Ltd accepts no responsibility for the loss of, theft of, or damage to personal belongings or valuables brought onto the premises.

3.9 The group leader, appointed by you, is responsible for the learning, behaviour, welfare and management of the group throughout the visit to Knebworth House, Gardens and Park.

3.10 The group leader is responsible for managing the group's first aid arrangements. A group may be split into smaller teams, each of which requires a first aider. If a member of your group requires assistance during the visit, please inform a member of Knebworth House staff immediately. All accidents and near misses must be reported to Knebworth House staff as soon as possible.

3.11 We are committed to providing a safe, respectful and supportive environment for our staff and visitors. We will not tolerate abusive, threatening, discriminatory or aggressive behaviour. If we consider the behaviour of your group or individual to be unacceptable, we reserve the right to end the interaction immediately and may ask the individual or group to leave the site. Where necessary, we may take further action, including contacting the police.

3.12 We reserve the right to refuse future education visits from an individual or group.

3.13 All visitors are expected to treat Knebworth House, its historic site, staff and other visitors with respect always.

4. Itinerary

4.1 We ask all education groups to arrive at 10:00am, ready for their visit to begin at 10:15am.

4.2 If you are running late, please call the Group Bookings Team as soon as possible.

4.3 If your group arrives late, we cannot guarantee that all aspects of your booked programme will be available. Your departure time is flexible and can be adapted to meet the needs of your group. The latest departure time for education groups is 3:00pm, unless a later departure has been agreed in writing and in advance with the Group Bookings Team.

4.4 Other education groups, adult groups, members of the public and corporate bookings may also be present on site during your visit. Your booking does not provide exclusive access to any area of Knebworth House, Gardens or Park.

5. Accessibility

5.1 For information about accessibility across Knebworth House, Gardens and Park, please refer to the Accessibility section of the Knebworth House website. If your group requires any access arrangements, reasonable adjustments or adaptations to an education programme, please contact the Group Bookings Team.

5.2 Lytton Enterprises Ltd is committed to making our education programmes as accessible as possible. Please contact us about any accessibility requirements as far in advance of your visit as possible, so that we can provide the relevant information to the Education Guide(s) leading your visit.

5.3 We do not require the names of individual children or visitors.

6. Payments

6.1 All education visits must be paid for at least 14 days before the date of your visit.

6.2 The cost of your visit will be confirmed in your confirmation email

6.3 We prefer payment by BACS or by credit card. To pay by credit card, please contact the Group Bookings Team.

6.4 Late bookings must be paid for immediately in full by credit card or BACS payment.

6.5 Lytton Enterprises Ltd reserves the right to cancel a booking or refuse entry to a group where payment has not been received before the date of the visit. If more children or adults attend than were included on the booking form, additional charges will apply. Payment for additional visitors must be made by credit card or cash on the day of the visit. If fewer children or adults attend than stated on the booking form and we have not received at least 18 days' notice of the reduction in numbers, no refund will be given. All pre-ordered gift shop purchases must be paid for 14 days before the date of the visit. If an advertised item is unavailable, it may be replaced with an alternative item of the same value.

7. Changing or cancelling your booking

7.1 All requests to change or cancel a booking must be made in writing by contacting the Group Bookings Team. If Lytton Enterprises Ltd cancels your booking, we will endeavour to offer an alternative date for your visit within the same calendar year. If an alternative date cannot be agreed, a full refund will be provided. This is subject to the provisions relating to Force Majeure Events in Section 8. If you contact us more than 14 days before your visit, your booking may be cancelled or moved to an alternative date within the same calendar year, subject to availability. If you cancel your planned visit less than 14 days before the date of the visit, no refund will be provided. Any request to move the visit to an alternative date will be considered at the discretion of the Group Bookings Team and will be subject to availability.

7.2 We are unable to provide refunds for individual children or adults who are unable to attend on the day of the visit.

8. Adventure Playground

8.1 There are three main slides at the Adventure Playground which all host height restrictions to protect those who ride them. All users must be 120 cm or taller to ride any of the slides. The Adventure Playground Supervisor has the right to refuse a user from riding the slide if they do not meet the minimum height requirement.

9. Force Majeure

9.1 Lytton Enterprises Ltd will not be in breach of these Terms and Conditions or liable for any delay in performing, or failure to perform, its obligations where that delay or failure results from an event, circumstance or cause beyond our reasonable control (a Force Majeure Event).

9.2 If either party is required to cancel a visit because of a Force Majeure Event, we will endeavour to reschedule the visit to Knebworth House, Gardens and Park to a mutually agreeable later date. If no alternative date can be agreed, a full refund will be provided. Lytton Enterprises Ltd will not be liable for any indirect or consequential losses or costs incurred as a result of cancelling or rearranging a visit due to a Force Majeure Event, including coach or transport costs.

9.3 If a Force Majeure Event results in a partial closure of the site, but an adapted education visit can still proceed safely, no refund will be offered.

10. Restrictions, Errors and Omissions

10.1 While Lytton Enterprises Ltd takes reasonable care to ensure that information about our site and services, including information published on our website, is accurate at the time of publication, we reserve the right to amend prices, services and other published information at any time before we enter into a contract with you.

11. Changes to the Terms and Conditions

11.1 Lytton Enterprises Ltd reserves the right to amend or update these Terms and Conditions, including by adding, removing or changing provisions. The most recent version will be published on the Knebworth House website.

11.2 By submitting a booking form, you agree to be bound by the version of these Terms and Conditions in force at the time of booking.

12. Data Protection and Privacy Policy

12.1 Lytton Enterprises Ltd is committed to protecting your data and privacy by complying with its obligations under applicable data protection legislation. Our Data Protection and Privacy Policies explain what personal information Lytton Enterprises Ltd collects, how it is used and how it is protected. Our full Privacy Policy is available on the Knebworth House website.

13. Limitations on Liability

13.1 Lytton Enterprises Ltd shall not be liable for any loss of or damage to property at the attraction or event, nor shall it be liable for the death of or personal injury to any person attending any attraction or event, save to the extent that such death or personal injury is caused by its own negligence or breach of statutory duty.

13.2 Lytton Enterprises Ltd shall not under any circumstances be liable for any unforeseeable loss damage or injury, nor shall it be liable in any way or for any indirect or consequential loss whatsoever.

13.3 The liability of Lytton Enterprises Ltd for any breach of these terms and conditions or for any breach of statutory duty shall be limited in any event to the face value of the ticket you have purchased.

14. Contact Details

Group Bookings: 01438 810931
Estate Office: 01438 812661

Email: groupbookings@knebworthhouse.com
Website: www.knebworthhouse.com