

**Last Revision: April 2024**

## **RECYCLING DISCOVERY CENTRE VISIT TERMS AND CONDITIONS**

The Recycling Discovery Centre is a visitor centre located at Gillmoss MRF, Bridgehouse Lane, Liverpool, L10 5HA and operated by Veolia ES Merseyside and Halton Ltd (“we”, “us” and “our”). We are a registered company under company number 06889679 and have our registered office at: 210 Pentonville Road, London, N1 9JY.

### **1. Agreement**

1.1. By booking an education visit you are agreeing to be bound by these terms and conditions.

### **2. Booking**

2.1. Bookings must be made directly with the Recycling Discovery Centre which is operated by Veolia ES Merseyside & Halton Ltd.

2.2. All bookings are subject to availability.

2.3 The Recycling Discovery Centre reserves the right to refuse a booking if it is deemed that the visit cannot be carried out in line with our safety policies.

2.4. Bookings must be made directly by the school or organisation making the visit. Bookings made by third parties will not be accepted.

2.5. After making a reservation, your booking is only confirmed once you have received confirmation by email. No details are finalised until receipt of this confirmation.

2.6. It is your responsibility to ensure that the details on your booking form issued on confirmation of a visit via email, are correct, including your contact details and the details of your visit.

2.7. Veolia ES Merseyside & Halton Ltd will not be held liable for any costs you incur with third parties prior to us confirming your booking. Therefore we recommend you do not confirm transport arrangements prior to receiving your booking confirmation.

### **3. Eligibility**

3.1. The Recycling Discovery Centre offers free education visits to a wide range of learners. To qualify for a free visit you must meet the following criteria:

- Your group is from within the Merseyside and Halton area.
- Your group must be a minimum of 6 and a maximum of 30.
- You accept that behaviour must be managed by the group leaders.

3.2. Your organisation must be recognised as one of the following:

- Formal education groups, this includes schools, academies, colleges and universities;
- Lifelong learner groups including the WEA, U3A and local authority classes;
- Organised youth education groups including Scouting, Guiding, and the Young Archaeologists' Club;
- Home education groups, groups with special learning needs or disabilities, mentoring services attached to formal learning organisations or the local authority; or
- Overseas formal education groups, with a recognised accreditation equivalent to those in the UK.

3.3. This list is not exhaustive and entry to the Recycling Discovery Centre is at our discretion. If you are unsure if your group would be eligible please contact us directly with your enquiry.

#### **4. Ratios**

4.1. You must meet the following ratios for leaders (responsible adults over the age of 18) to learners when booking, on the day of your visit and if your group is forming smaller groups while at the site:

- Ages 4-5 (UK Reception) 1 leader for every 4 students (1:4);
- Ages 5-7 (UK Key Stage 1) 1 leader for every 6 students (1:6);
- Ages 7-11 (UK Key Stage 2) 1 leader for every 10 students (1:10); and
- Ages 11-18 (UK Key Stages 3, 4, and 5) 1 leader for every 15 students (1:15).
- For an adult learning group, consisting of individuals all over the age of 18, there are no ratios but there must be an appointed group leader.
- All ratios outlined above apply to home education groups.
- If your group consists of children aged 3 and/or 4, you must also refer to the Early Years and Foundation Stage Statutory Framework which sets out specific legal requirements for minimum ratios for this age group, to include requirements about the qualifications of the leaders.
- SEND groups must meet the minimum ratios above, but may bring any additional leaders as required to adequately support their group.

#### **5. Responsibilities**

5.1. The group leader appointed by you is responsible for the learning, behaviour, safety, welfare and management of your whole group while at the Recycling Discovery Centre.

5.2. It is the responsibility of all group leaders to complete the risk assessment for their group.

5.3. Free planning/familiarisation visits can be arranged for group leaders. You must have already booked a visit and had this confirmed in writing in order to qualify.

5.4. Groups must have adequate supervision at all times, including in the car park, reception area, the classroom, toilets and on the walkway. All learners who are 16 years or younger must be supervised by a responsible adult at all times whilst on site.

5.5. If the group leader decides to leave the group, except for immediate and unexpected personal/student care needs, the Recycling Discovery Centre reserves the right to stop the session and move the students and other adults to a space supported by other Recycling Discovery Centre staff until the group leader returns.

5.6. Group leaders are responsible for the behaviour of their groups at all times. If our staff consider a group or individual's behaviour unacceptable or unsafe we will tell them why that is so and will ask them to change it. If the unacceptable behaviour continues, it may result in your group being asked to leave the site and/or being prevented from visiting as part of our free school visits scheme in the future.

5.7. You and or your organisation may be held liable for any physical damage caused to the Recycling Discovery Centre by any of your group.

5.8. All items, belongings and other property brought into the Recycling Discovery Centre by visitors shall be at such visitor's own risk and we accept no liability for the loss or damage to such property.

## **6. Changes and cancellations of bookings**

6.1. Please contact the Recycling Discovery Centre directly to change or cancel your booking. In the event of cancellation, we will endeavour to reschedule your booking if you wish, however please inform us as soon as possible so the session can be offered to another group.

6.2. Booking requests made less than 3 working days in advance regrettably will not be accepted.

6.3. If you are running late on the day of your visit it is your responsibility to inform us. We cannot ensure that all aspects of your booking will be available if you do not arrive at the time detailed on your booking as your visit will be shorter than originally planned.

6.4. In the event that the Recycling Discovery Centre cancels your booking within 14 days of the date of your visit, we will endeavour to offer an alternative visit where possible on a different date. We shall not be responsible for any travel costs incurred. You are strongly advised to take out insurance against cancellation of any event to cover any travel costs if they are likely to be substantial.

6.5. The Recycling Discovery Centre reserves the right to cancel bookings if evidence supports incorrect information has been provided and or eligibility cannot be met by you.

## **7. Force Majeure**

7.1. We shall neither be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of our obligations under these terms and conditions if such delay or failure result from events, circumstances or causes beyond our reasonable control.

7.2. Events, circumstances or causes beyond our control include (but are not limited to) fire, flood, storm, extreme weather, strike, electrical failure, epidemic, pandemic, national or local lockdown, Act of God, explosion, war, terrorist activity, Royal demise or other Royal ceremony and acts of governmental or parliamentary authority (Force Majeure Event).

7.3 If either party has to cancel due to a force majeure event, the Recycling Discovery Centre will endeavour to reschedule your visit at a mutually agreeable later date.

## **8. Restrictions, Errors and Omissions**

8.1. The Recycling Discovery Centre can accept visitors between the hours of 08:00 and 18:00 on weekdays.

8.2. Special events e.g. open days and craft sessions may take place outside of these hours, but these will be by pre-booked tickets only and may have a limited number of spaces.

## **9. Changes to Terms and Conditions**

9.1 The Recycling Discovery Centre may from time to time change, alter, adapt, add or remove sections of these terms and conditions. Any changes will be published on the Veolia Merseyside and Halton Ltd website.

## **10. Data Protection**

10.1 The information provided will be used in conjunction with the following Privacy Policy <https://www.veolia.co.uk/privacy-policy>.

## **11. Governing Law**

11.1 These terms and conditions shall be governed by and construed in accordance with the law of England and Wales and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation will be subject to the exclusive jurisdiction of the courts of England.