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CONDITIONS OF GROUP BOOKINGS AT CAMERA OBSCURA AND WORLD OF ILLUSIONS

Correct as of 27/04/2023.

BOOKINGS:

All bookings are taken at the discretion of Camera Obscura and World of Illusions. The nature of the booking must be communicated to Camera Obscura and World of Illusions at the time of enquiry.

Any booking will be deemed provisional until confirmed in writing by Camera Obscura and World of Illusions. Bookings must be paid for in full a minimum of 14 days in advance of the visit date. Please advise us by email once you have made payment. If full payment is not received 14 days in advance, then the booking is void. Credit notes are available for overpayment. Credit notes are valid for two years from issue date.

NUMBERS OF GUESTS IN A GROUP:

For health and safety reasons and for the comfort of both visitors and staff we are operating at reduced capacity with a one-way system in place, which impacts our flexibility in accommodating groups.

The minimum number of guests for a group booking is 15, the maximum number of guests is 35. We are unable to admit groups during peak times (Weekends and school holidays). At off-peak times we can only accept groups at opening time. Please contact us at info@camera-obscura.co.uk for more information on availability for specific days.

Groups larger than 35 will be required to split down into smaller groups, entering at separate times and remaining in their individual groups, with a maximum of 70.

ARRIVAL:

Please arrive promptly. Our capacity is strictly limited, therefore if you miss your entry time, we regret it will not be possible to admit your group as other visitors will be booked at the time immediately after your group. If you miss your entry time, admission fees will not be refunded.

If your group is larger than 35 and is booked with two entry times, then each part of the group must enter during their booked entry time. If a group which has booked two entry times misses their first entry time and all arrive at once at the second entry time, then entry will only be granted up to the capacity limit of that second entry time as to admit more would exceed our capacity. Admission fees for those who miss their entry time will not be refunded.

INCLUDED:

- Access to the Camera Obscura and World of Illusions; including the Rooftop Terrace, and five floors of exhibition space.
- Complimentary Wi-Fi.
- Where available your visit will include a guided demonstration of the original Camera Obscura, (time and seasonally dependent), though this cannot be guaranteed. If your group miss their allocated show time, we will be unable to arrange another show. If a guided visit is not available, we will allow unguided access to see a recording of the view of the city inside the Camera Obscura chamber.

The Camera Obscura chamber has been installed with a high-power rapid air-change ventilation system in line with health and safety measures.

Amendment and Cancellations:

Bookings can be amended for the same date and entry time, up to 2 days in advance of the date of visit. Any amendments to the size of the group must comply with group terms and conditions regarding minimum and maximum numbers. If your amendments to the size of the group result in a group smaller than 15 in number, then

full admission rates will apply and an additional payment for the difference will be required. Please call us on 0131 226 3709 to make the additional payment by credit card. Should you need to change the date of the visit, please contact us to see whether it will be possible to reschedule. Please call us on 0131 226 3709 or email us at info@camera-obscura.co.uk for any query regarding payment.

If cancelling a confirmed booking, please let us know a minimum of 14 days in advance. If less than 14 days are given 50% of admission fees are refundable. If less than 2 days' notice is given, admission fees are not refundable.

CONDUCT:

Appropriate personal behaviour and conduct are required from visitors at all times. This ensures that all other visitors are treated with respect, and that every visitor has an equal opportunity to enjoy a meaningful experience. Activities and/or actions inconsistent with Camera Obscura and World of Illusions values will not be tolerated.

We ask that all visitors follow the guidelines described below.

Health and Safety Notice

We have taken enhanced health and safety measures across our site for you, our other visitors and our team members. By entering our attraction visitors accept they have a duty to take steps to ensure their own safety and respect others. For additional information please see our updates page, here: <https://www.camera-obscura.co.uk/Coronavirus-Update>

Visitor Behaviour:

- The group leaders are responsible for the orderly conduct of all group members during the visit.
- All groups must be accompanied by an adult, with a condition of one adult per 15 children and or students.
- There is a one-way route in place for you to follow during your visit. This will still allow you to see and take part in all our interactive exhibits. Please follow the arrows as you make your way around the site. Visitors must remain in their designated groups, each with a supervising adult, to explore the World of Illusions.
- Eating is not permitted in any of the exhibit areas. We do not have an appropriate area for snacking or lunch, please ask if you would like directions to local cafes that accommodate group bookings.
- Visitors are to refrain from shouting, running, and other disruptive behaviour. Individuals exhibiting any offensive, abusive or threatening language or behaviour, and individuals suspected of being intoxicated or under the influence of drink and/or drugs, will be asked to leave.
- We particularly request careful monitoring of children/students on the Rooftop Terrace, to prevent climbing on the parapets or other dangerous or anti-social behaviour (e.g., spitting, dropping items over the edge or abusing other members of the public).
- The use of all smoke-related products including e-cigarettes, vaporizers, tobacco and its derivatives are prohibited.
- Obstructing the use of public areas such as entrances, foyers, corridors, stairways or walkways is not permitted.
- Tampering with fire-safety devices, such as fire extinguishers or break glass stations, is not permitted.

We reserve the right to exclude anyone where there is any evidence of serious failure to comply with these conditions. If the reason for why you are asked to leave the premises during a visit is included in our terms and conditions, you will not be entitled to a refund.

ACKNOWLEDGEMENT:

I acknowledge receipt of this document. I further acknowledge and agree that I have read, understood and accept the Code of Conduct for Camera Obscura and World of Illusions and will be responsible for all guests within my party whilst on premises.

Organisation:

Signed by the Group Leader: Date: