

 Norwich
Castle Schools
& Learning MUSEUM of
NORWICH
at the Bridewell STRANGERS'
HALL

Norwich Castle, Museum of Norwich at the Bridewell and Strangers' Hall:

School event cancellation fees and minimum fees

Cancellation

If you need to cancel your visit, **please let us know in writing by emailing norwichcastle.bookings@norfolk.gov.uk** as soon as you can.

For facilitated school events, we charge a fee if you cancel within **three working weeks** before the event. If your event has a minimum charge, we'll calculate the fee based on the minimum charge. Please see below for more information:

- If you cancel your facilitated event with fewer than three working weeks to go, there is a cancellation fee of 50% of the cost of the event.
- If you cancel your facilitated event with fewer than two working weeks to go, there is a cancellation fee of 75% of the cost of the event
- If you cancel your facilitated event with fewer than one working week to go, there is a cancellation fee of 100% of the cost of the event

Example: if you booked for 50 children for an event costing £5 each and cancelled with 14 working days to go, the fee would be (50 x £5) divided by 2, so £125.

Minimum fees

We charge minimum fees for our events to allow us to cover staff and resources costs. The minimum fee for each event is given in its listing in our current schools' programme ([visit our website to view the schools' programme](#)). **Please note:** if you have a small group but you attend at the same time as another group, the minimum fee may not apply. We aim to book smaller groups on the same day, so your flexibility is appreciated.