

Notes for Guidance

Group Rates

The group rates apply to groups of a minimum of 15 paying persons. Groups over 70 will be split. Should the number of paying persons in the group fall below 15, the full price will apply to the whole group. Groups not booked in advance or falling below 15 persons will not receive any of the group rate benefits. Please note, family rates do not apply to group business.

Payment

- As soon as you know your final numbers, please confirm your booking using the link [here](#) (this link can also be found on your booking confirmation email). This must be no later than 15 days before your visit to Cadbury World. If you need to make any changes to your numbers, you can do this at the same time.
- Once we have received your confirmation, you will receive an invoice for your visit, invoices can be paid for your group by BACs or by card. If you have chosen to pay by card, you will also receive a payment link to our secure payment site.
- Once your booking has been confirmed it is non-refundable, non-transferable and non-exchangeable.

Teacher Preview Visits

To fulfil your risk assessment you are allocated two free general admission tickets. If you require additional child or adult tickets please let our reception team know on arrival, you will be charged the standard admission rate. Teacher preview tickets must be pre-booked in advance by contacting our Education team on, cadburyworldeducation@merlinentertainments.biz.

Children/Student Groups

For safety reasons, teachers and adults accompanying groups of children or students MUST accompany and supervise their group/cohorts throughout their visit inclusive of lunchtime.

Late Arrivals

It is important that you arrive on time to ensure that you do not miss any planned activities. If you do arrive late, we will do our best to accommodate your group, but this cannot be guaranteed due to restrictions on the number of groups we can currently admit. If you think it is likely that you will arrive later than your allocated entry time, please call our Booking Office team on 0121 828 9300 and they will be able to assist.

Left Luggage/Lunch Boxes/Clothing

There is no facility to store luggage/lunch boxes/clothing on site. If you want to leave lunch boxes on the coach please liaise with the driver, alternatively, individuals are responsible to carry their own lunches.