

**We highly recommend pre-booking your visit.**

### **Group Payment**

- We kindly request payment on the day of your visit. Accepted methods include cash, card, or cheque made payable to *Live Borders Ltd*.
- Alternatively, we are able to invoice your organisation following the visit, provided that full billing details are submitted in advance.

### **Group Catering Policy**

- All pre-booked catering requirements, including any dietary needs, must be confirmed at the time of booking or no later than seven days prior to your visit.
- Please note that only food and beverages purchased within the centre may be consumed on the premises.

### **Equipment Usage and Safety**

- A range of equipment is available as part of our room hire options. Please contact us in advance to discuss your specific requirements.
- All equipment must be used in a safe and responsible manner. Users are expected to follow any instructions provided by staff and to report any faults or issues immediately. The Great Tapestry of Scotland reserves the right to withhold equipment use if safety guidelines are not observed.

### **Modifications and Cancellations**

- Requests to modify or cancel a booking must be submitted no later than **14 calendar days** prior to the scheduled visit date.
- Catering orders may be amended or cancelled up to **7 calendar days** in advance. After this deadline, catering charges are non-refundable.
- All modification or cancellation requests must be submitted in writing via email to [tapestry@liveborders.org.uk](mailto:tapestry@liveborders.org.uk).

- We reserve the right to postpone or cancel a visit in exceptional circumstances, such as severe weather conditions or operational issues. In such cases, we will provide as much notice as possible and endeavour to reschedule the visit where feasible.
- **The Great Tapestry of Scotland** shall not be liable for any costs or losses incurred by the client as a result of cancellation or postponement.

### **Gallery Guidelines**

- Visitors are required to follow all instructions provided by gallery staff at all times.
- Please refrain from touching the Tapestries, as this helps preserve them for future generations.
- Food and beverages are strictly prohibited within the gallery.
- Photography for personal use only is permitted; however, the use of flash or tripods is not allowed.

### **Additional Information for Your Visit**

- While general site risk assessments are maintained by our team, it is the responsibility of group organisers to conduct and provide their own risk assessments appropriate to their group or institution.
- Group leaders and accompanying adults are accountable for the behaviour, safety, and welfare of their group members and must remain with them at all times throughout the visit.
- Any behaviour deemed disruptive or inappropriate may result in individuals or the entire group being asked to leave the premises immediately.
- For further information or specific enquiries, please contact us at **[tapestry@liveborders.org.uk](mailto:tapestry@liveborders.org.uk)**.