TERMS & CONDITIONS

QUEEN MARY UNIVERSITY OF LONDON CAMPUS TOURS

Last updated: 21 September 2020

it is the responsibility of the attendee to read through and understand the Terms and Conditions below and to contact Queen Mary University of London if they have any queries.

By booking to attend a campus tour at Queen Mary University of London, the attendee is agreeing to the following:

1. **DEFINITIONS**

“The University” refers to Queen Mary University of London

“Attendee” refers to the person making the booking

2. **REGISTERING TO ATTEND**

2.1 All attendees must complete an online registration to book to attend a tour at the university.

2.2 All bookings must happen before the booking deadline of **Wednesday 5 October, 5pm**.

2.3 All attendees must agree to the terms and conditions set by the university to be able to attend a campus tour at the university.

2.4 Attendees must book to attend a tour in advance due to limited capacities. **Walk ups cannot be permitted**.

3. **TICKETS**

3.1 All attendees who have booked will receive an electronic ticket?

3.2 All attendees must bring their electronic ticket with them to the campus tour and check in on arrival.

3.3 Attendees can book up to 2 tickets for a campus tour. This is inclusive of the ticket for the prospective student i.e. each prospective student can bring 1 guest with them.

3.4 Tickets cannot be transferred to another tour. Attendees must attend the tour that they have booked to attend due to limited capacities to help maintain social distancing.

3.5 Tickets are non-transferrable and cannot be transferred to another individual. Attendees are required to bring photographic ID with them on arrival which will be checked against their ticket.
3.6. Tickets are free of charge.

4. COVID-SECURE MEASURES

4.1. It is the responsibility of the attendee to follow government guidance on self-isolation. Attendees agree to not attend the tour if they have shown any coronavirus symptoms in the last 10 days or if others in their household / who they have come in close contact with have developed symptoms in the last 14 days.

4.2. Attendees who experience symptoms and are unable to attend are asked to contact the university so the university can create space for another attendee.

4.3. Attendees are responsible for ensuring that they read and understand any guidance around covid-secure measures communicated by the university in advance of arrival and during the tour, and that these measures are abided to at all times.

4.4. Attendees are responsible for following the covid-secure guidelines of the tour and are responsible for adhering to restrictions and guidelines communicated by staff at the university.

4.5. Attendees agree to wear a face covering at all times during the campus tour, both inside and outside of buildings.

4.6. The university has the right to withhold attendance on a tour to an individual who is not wearing a face mask.

4.7. Exemptions to wearing face masks are permitted in line with the exceptions created by the UK Government. More information on these exceptions can be found here.

4.8. If attendees cannot wear a face mask due to medical exemption, it is the responsibility of the attendee to notify the university of this in advance of attending the tour.

4.9. Attendees agree to wash hands / sanitise hands on arrival on the university campus and both at the start and the end of the tour.

4.10. Attendees are responsible for adhering to social distancing guidelines and remaining 2m or 1m plus (with exemption of face masks) at all times during the tour.

4.11. To protect all attendees and staff at the university, attendees agree to try not to touch spaces during the tour.

4.12. The university has the right to withdraw permission to attend the tour to any individual who does not follow the covid-secure guidelines of the tour.

5. CONTACT INFORMATION

5.1. In addition to the universities data protection policy, we will store your data for 21 days following your visit to us, for use as part of the UK Government’s Test and Trace scheme. Your data will always be held in a secure and GDPR-compliant way.
5.2. Attendees are responsible for following the government's test and trace policy if they fall sick after attending a tour at the university.

6. **ACCESSIBILITY REQUIREMENTS**

6.1. It is the responsibility of the attendee to inform the university of any accessibility requirements in advance of attending the tour. This includes wheelchair access.

6.2. Attendees must inform the university of any accessibility requirements when registering to attend. Requests made after the registration deadline cannot be guaranteed.

7. **RIGHT TO REFUSE ENTRY**

7.1. The university has the right to refuse entry to attendees if they are acting in a manner, which in the opinion of the university may cause a breach of peace, cause harm to others or cause damage to the premises.

8. **DISCLAIMER**

8.1. If a tour cannot take place or is delayed due to circumstances beyond the control of the university, the university will not be liable for any losses, direct or otherwise, incurred by attendees. This included, but is limited to fire, explosion, terrorist act, act of God, pandemic, industrial action or dispute involving the university, or the venue at which the tours are due to be held.

8.2. Where possible the university will make arrangements for any attendees affected. However, attendees should ensure that they have sufficient instance protection to cover any potential losses resulting in a tour being cancelled or delayed.