

Hastings Contemporary Group Visit Terms and Conditions

These Terms and Conditions apply to all education visit bookings at Hastings Contemporary.

By confirming a booking, the Group Lead agrees to be bound by these Terms and Conditions.

Version: 03 August 2026

1. Definitions

In these Terms and Conditions:

"Hastings Contemporary" means Hastings Contemporary, the owner and operator of the venue.

"Group Lead" means the named individual making the booking on behalf of an group of 10 or more adults.

"Group Visit" means the proposed visit by 10 or more adults to Hastings Contemporary.

"Visit Type" means the style of visit requested, i.e. self-led, guided tour or artist workshop package.

"Gallery opening hours" means 11 am to 5 pm, Wednesday to Sunday plus Bank Holidays unless Hastings Contemporary confirms otherwise in writing.

2. Booking enquiries and confirmation

2.1 All bookings are subject to availability, gallery programming, operational requirements and approval by Hastings Contemporary.

2.2 Submission of an enquiry form, email request or provisional discussion does not constitute a confirmed booking.

2.3 Once an enquiry has been received, Hastings Contemporary will issue an email quotation based on the information provided by the Group Lead.

2.4 A booking is only confirmed once the quotation has been accepted in writing by the Group Lead, these Terms and Conditions have been accepted and a method of payment agreed in writing.

2.5 Until all requirements in clause 2.4 have been met, the booking remains an enquiry and Hastings Contemporary is not obliged to hold the date or space(s) within the building.

2.6 Hastings Contemporary reserves the right to refuse any booking at its absolute discretion.

3. Fees and payment

3.1 Group visits are VAT inclusive unless otherwise stated.

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3.2 Local rates are available for eligible groups based within the Hastings Borough Council and Rother District Council areas. This covers the following postcodes: TN34, TN35, TN36, TN37, TN38, TN39, TN40, BN24, TN5, TN19, TN21, TN31, TN32, TN33.

Eligibility is at Hastings Contemporary's discretion.

3.3 All payments must be made in full at least 14 days prior to the date of the visit.

3.4 Our preferred method of payment is via bank transfer. Alternative payment methods must be agreed in advance with Hastings Contemporary.

3.5 If a booking is made less than 14 days before the agreed group visit date, Hastings Contemporary may require full payment immediately in order to confirm the booking.

3.6 Additional charges may apply, including but not limited to out-of-hours access, damage, and any other services requested by the Group Lead or required by Hastings Contemporary.

3.7 Venue hire charges may apply for use of the Learning Studio as a lunch space or for self-guided educational activities.

3.8 Special rates and additional staffing charges may apply for bookings outside gallery opening hours, on non-trading days, or where the nature of the group visit requires additional supervision.

4. Group visit capacities

4.1 The group size must not exceed the maximum capacity set by Hastings Contemporary for the visit type.

4.2 Capacities vary by visit type and will be confirmed in the quotation or written booking confirmation.

4.3 The Group Lead must provide final numbers when requested by Hastings Contemporary.

5. Accessibility

5.1 Hastings Contemporary has a lift between the ground and first floor spaces.

5.2 An accessible toilet is available on the ground floor.

5.3 Baby changing facilities are available on the first floor.

5.4 Assistance dogs are welcome. Other dogs are not permitted in the gallery.

5.5 Sensory bags and large print guides are available on the ground floor on the Accessibility Trolley.

5.6 2 x Wheelchairs are available for use within the building on request.

5.7 The Group Lead should notify Hastings Contemporary in advance of any specific access requirements so that reasonable adjustments can be discussed.

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6. Parking and access

6.1 There is no parking available on site.

6.2 Coach parking and drop-off locations can be found here: [Hastings Coach Park locations](#)

6.3 The nearest car park to the gallery is Rock-a-Nore car park, which has a height restriction barrier of 2.2 meters (7'2"). Rock-a-Nore car park is operated by Hastings Borough Council, and any requests for barrier restrictions to be lifted for minibuses should be made directly to the council using the link below: [Hastings Borough Council Rock-a-Nore Car Park](#)

7. Food and Drink

7.1 Food and drink may only be consumed in the areas approved by Hastings Contemporary.

7.2 Food and drink cannot be taken into the paid exhibition galleries.

7.3 Simple tea and coffee may be provided in the Learning Studio at an additional cost, subject to availability and agreement in advance.

8. Photography and filming

8.1 Hastings Contemporary may occasionally want to generate and use images of group visits in the gallery to promote our activities on the website and/or social media, and/or in evaluation reports to exhibition funders. Any request for photography/filming permission will be sought in advance by Hastings Contemporary, and a photography permission form provided.

8.2 Should permission be requested and granted for group photography, Hastings Contemporary will provide stickers to identify all participants without permission.

8.3 The Group Lead is responsible for obtaining any necessary consents from attendees in relation to photography, filming, recording or live streaming.

8.4 Photography and filming of artworks may be restricted and must comply with any instructions given by Hastings Contemporary. Please check in advance of your visit if restrictions apply to an exhibition or artwork.

9. Behaviour and conduct

9.1 The Group Lead is responsible for ensuring that the visit takes place in an orderly, lawful and respectful manner.

9.2 Group leads and all participants must comply with all instructions given by Hastings Contemporary staff, duty managers, security staff, technicians and authorised representatives.

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9.3 Hastings Contemporary reserves the right to require the group lead to reduce noise levels, modify activities, stop an activity, remove items, or end the group visit if it is causing disruption, safety concerns, reputational concerns or breach of these Terms and Conditions.

10. Health and safety

10.1 A risk assessment may be required for the group visit. Hastings Contemporary will confirm whether this is required based on the nature, scale and risk profile of the booking.

10.2 Hastings Contemporary produces exhibition-specific risk assessments that are available to Group Leads on request.

10.3 The Group Lead must comply with all health and safety legislation, fire regulations and reasonable instructions issued by Hastings Contemporary.

10.4 Smoking and vaping are prohibited inside the gallery building, on the café terrace, and in the courtyard.

10.5 Fire exits, circulation routes, entrances, stairways, lifts and access points must always remain clear.

10.6 The Group Lead must immediately report any accident, incident, damage, spill, hazard or near miss to a member of Hastings Contemporary staff.

11. Safeguarding

11.1 The proposed group visit must comply with Hastings Contemporary's safeguarding policy. Company policies can be viewed at: www.hastingscontemporary.org/our-policies

11.2 Where children, young people or adults at risk of harm are present, the Group Lead and all accompanying adults must comply with all relevant safeguarding and legal requirements.

11.3 Responsibility for accompanying children, young people and adults at risk of harm on bathroom visits remains with the group lead and accompanying adults.

11.4 As a contemporary art gallery, exhibition content may occasionally include works of a graphic nature. Responsibility for assessing the suitability of exhibition content for the proposed group visit remains with the Group Lead. Complimentary exhibition assessment visits are available for Group Leads by prior arrangement with Hastings Contemporary.

12. Cancellations by the Group.

12.1. Any cancellation or request to reschedule a booked group visit must be made in writing.

12.2 Bookings for self-guided visits during gallery opening hours require a minimum of **2 working days'** notice of cancellation or of a request to reschedule.

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12.3 Bookings for guided tour visits, visits outside standard opening hours and/or visits that include a workshop with a freelance Artist Facilitator require a minimum of **5 working days'** notice of cancellation or of a request to reschedule.

12.4 If the group visit is cancelled or rescheduled outside the stipulated required notice periods for the visit type, 100% of the total group visit fee will be payable.

13. Cancellation by Hastings Contemporary

13.1 Hastings Contemporary reserves the right to cancel a booking where the group /group lead breaches these Terms and Conditions; payment is not made when due; the group visit differs materially from that described at the time of booking; Hastings Contemporary reasonably believes the group visit may pose a risk to safety, security, reputation, the building, collections, staff, volunteers or visitors; or circumstances beyond Hastings Contemporary's control make the booking impossible or inadvisable.

13.2 Where Hastings Contemporary cancels a booking because circumstances beyond its control make the booking impossible or inadvisable, liability will be limited to refund of sums paid for the booking, excluding any external or consequential costs incurred by the group lead/group.

13.3 Where Hastings Contemporary cancels a booking because the group/group lead has breached these Terms and Conditions, failed to pay, failed to provide required documentation, or materially changed the nature of the group visit, Hastings Contemporary may retain sums paid and may recover any additional costs incurred.

14. Data protection

14.1 Where the group lead provides names or other personal data to Hastings Contemporary, the group lead confirms that they have the lawful right to do so.

14.2 Personal data will be handled in accordance with applicable data protection law and Hastings Contemporary's privacy practices.

15. Force majeure

15.1 Hastings Contemporary shall not be liable for failure to perform its obligations where such failure is due to events beyond its reasonable control, including but not limited to severe weather, industrial dispute, pandemic, government restrictions, utility failure, damage to the premises, safety incident, security incident, or any emergency affecting the safe operation of the Venue.

15.2 In such circumstances, Hastings Contemporary will use reasonable endeavours to rearrange the booking, but this may not always be possible.

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16. General

16.1 These Terms and Conditions, together with the quotation and any written confirmation from Hastings Contemporary, constitute the entire agreement between the parties.

16.2 No variation to these Terms and Conditions shall be valid unless agreed in writing by Hastings Contemporary.

16.3 If any provision of these Terms and Conditions is found to be unenforceable, the remainder shall continue in full force and effect.

16.4 These Terms and Conditions shall be governed by and construed in accordance with the law of England and Wales.

16.5 The courts of England and Wales shall have exclusive jurisdiction in relation to any dispute arising from these Terms and Conditions.