



TERMS AND CONDITIONS FOR GROUP BOOKINGS AT MACCLESFIELD SILK MUSEUM

The Terms and Conditions for Group Visit Bookings at Macclesfield Silk Museum are as follows (a Group is 10 people or more).

Non-Refundable Booking Deposit

Upon booking a Group Visit with Macclesfield Silk Museum a £30.00 non-refundable deposit payment is required.

A member of the Bookings Team will contact you on receipt of your Group Visit Booking Form to arrange payment via debit / credit card, cheque or BACS.

Final Numbers and Full Pre-Payment

Macclesfield Silk Museum require final numbers for your group visit, 21 calendar days before your arrival date and full payment as per the confirmation statement sent.

You can increase numbers at any point, including on the day, but no refund will be given for a decrease in numbers.

We offer refreshments of tea, coffee, biscuits and cake, within the Macclesfield Silk Museum and this will need to be booked and paid for in advance, otherwise we cannot guarantee this service will be available.

Cancellation Policy

The £30.00 deposit paid is non-refundable.

Cancellation before the 21 day final payment date, a further £30.00 administration fee will be charged.

For cancellations after the 21 day final payment date, we will arrange for you to re book your group visit to The Macclesfield Silk Museum, for a date of your choice, within 6 calendar months.

Macclesfield Museum reserve the right to increase charges with 90 day notice period.