

Terms and Conditions

By confirming a date and booking with PrimeVR, you agree to the following terms and conditions (if you have any questions or concerns regarding the below, these need to be raised within 14 days of the booking being made):

Payment

1. We request payment to be made in full via BACS transfer or cheque. All invoices are raised and sent with the confirmation email on 30 day payment terms. If your school policy does not permit payment before a workshop takes place, please inform your PrimeVR contact.

Cancellation

1. Before sending a confirmation email your PrimeVR contact will explicitly ask if this is the date you would like to book for. By confirming a date, you are agreeing to use and pay for PrimeVR's services on that particular date.
2. However, we understand that unforeseen circumstances can arise and therefore we operate the following policy:
 - a) If more than **2 months** notice is provided regarding a cancellation, no payment will be taken.
 - b) If more than **4 weeks** notice is provided regarding a cancellation, a 50% payment will be taken.
 - c) If less than **4 weeks** notice is provided regarding a cancellation, a 100% payment will be taken. Based on historical data, it is highly unlikely that a school will book within this period.
3. On a very rare occasion (less than 1%), we may need to cancel bookings due to unforeseen circumstances. If this occurs, we will always offer the closest available date and if this is not satisfactory, we will provide you with a full refund.

Travel expenses

1. PrimeVR team members are located across the UK. Where possible, we will always try and allocate the closest team member to visit your school. Travel expenses are calculated based on this team member's home address.
2. In some circumstances, PrimeVR team members share a VR kit. If this is the case, we will include travel expenses to accommodate the distance between these team members (as they will need to meet at a halfway point to exchange the kit).

3. PrimeVR will only charge travel expenses for those schools that are outside of a 20 mile radius from the team member's address (unless a VR kit exchange is required). For every mile outside of this radius, £0.45 per mile will be charged each way.
4. For some schools, team members will be required to stay in accommodation the night before. PrimeVR will only allow team members to drive up to 2 hours on the morning of a booking. Anytime over this and accommodation will be required. Accommodation expenses will be based on an average B&B cost for your particular area. A small food allowance will also be included to cover the team member's expenses for that evening.
5. Travel expenses will be calculated based on the availability of team members and their home addresses at the time of the booking. Please note that staffing arrangements can change and therefore travel expenses may change. The difference in travel expenses will not be refunded and will not be requested from the school if an increase has taken place.

On the day

1. A PrimeVR team member will arrive at your school for 9.30am in order to set up the equipment ready for a 10am start. We only start at this time to allow team members to travel in the morning.
2. In a typical day, we usually deliver a minimum of four workshops and a maximum of eight workshops across KS2.

Damage to equipment

1. We visit schools with a full PrimeVR kit. This includes sixteen mobile devices, sixteen VR headsets, one tablet, one router and two charging blocks. Our workshops can only be delivered with the use of our equipment and so we politely ask all pupils and staff members to respect it.
2. We understand that from time to time equipment may be damaged. However, we politely ask that teachers and pupils carefully listen to our safety briefing at the start of each workshop as this helps to prevent any damage to the equipment.
3. If damage does occur, we will need to charge the following:
 - Broken VR headset: £25 inc VAT
 - Broken mobile screen: £50 inc VAT
 - Broken mobile: £150 inc VAT