



Booking Terms and Conditions

Your experience is operated by the Clifton Suspension Bridge Trust (CSBT), Bridge Road, Leigh Woods, Bristol BS8 3PA, registered charity number 205658.

Bookers are required to pay a deposit at the time of booking, which will be deducted from your overall experience cost. All guests going on an Underground Vault Experience are required to complete a Health & Safety Declaration before participating.

CSBT charges no fees for eligible cancellations. We want you to have a great experience and we will always do our best to reschedule your booking or provide options, wherever possible.

How to cancel or make changes to your booking

Contact the Clifton Suspension Bridge Museum by calling 0117 974 4664 or email getinvolved@cliftonbridge.org.uk

Please state your name, group, date and time of your booking.

Up to two weeks before the start of your booking

Cancellations made more than two weeks prior to booking commencement are eligible to have their deposit returned.

Less than two weeks notice

If you do not cancel prior to two weeks, you are not eligible to have your deposit returned to you.

No-shows

If your group fails to attend the bridge for your booking you will be charged the full cost of your booking, minus your deposit.

If we need to cancel your booking

We reserve the right to change the route of your tour or cancel your booking due to adverse weather, safety concerns or other circumstances beyond our control. If this happens, we will get in touch as soon as possible using the contract details that you have provided, to reschedule or refund your booking.

Refunds

If you are entitled to a refund, we can only refund you to the original payment method.