



Roker Lighthouse Tour Terms and Conditions

Entry as part of the tour will constitute acceptance of the following Terms and Conditions between Sunderland Seafront Trust (the 'Trust') to provide the Roker Lighthouse Tour to you and your guest (s) ('You or Your').

Please read the following information carefully:

Accessibility

Access to the tour is by walking and staircase only. There is no working lift in operation. There is no step-free access.

Due to health and safety requirements, the Trust may refuse entry if You are not wearing appropriate closed-toe shoes. Sturdy walking shoes are recommended.

We regret that due to the historic design of the Lighthouse, you must have an adequate level of fitness to undertake the Tour. Trust guides have the right to refuse entry to the Tour where there is any concern about whether the Tour is suitable for You.

Anyone suffering from claustrophobia, vertigo, heart or respiratory conditions is advised not to undertake the Tour.

Some staircases are very steep and must be descended facing the stair. Trust guides will inform you if this is necessary.

Conditions of Entry

Our guides are very experienced in looking after each one of our visitors and are required to warn you of any possible risks throughout the Tour. You must observe all applicable laws, byelaws and health and safety requirements, policies and announcements relating to Tour as directed by Trust guides.

Admission to the Tour is at your own risk. The Trust shall have no liability for any loss, damage or injury to person or property, except due to the Trust's negligence.

If You do not follow any directions given by Trust guides or cause damage, nuisance or injury to another ticketholder or to any Trust guide, Trust guides may at their absolute discretion eject You from the Tour.

You will be refused entry to the Tour if You appear to be under the influence of alcohol or illegal substances.

The Trust reserves the right to refuse entry to the Tour at its absolute discretion.

Smoking or consuming food is prohibited anywhere on the Tour.

Photography is permitted. No professional audio visual or audio recording equipment may be brought into the Lighthouse without the express permission of the Trust. No tripod or tripod equipment will be allowed into the Lighthouse.

You consent to photographs being taken of You by Trust guides whilst on the tour. You consent to Your images being used by the Trust for any promotional material.

You will not interfere with the running of the Tour or the comfort and convenience of other visitors to the Lighthouse.

These terms represent the whole agreement between the Trust and You, and supersede all previous discussions, correspondence, negotiations, previous arrangements and understandings.

The agreement is subject to the exclusive jurisdiction of the laws of England and Wales.

Cancellation

The Trust reserves the right to make any changes to the tour (including cancelling or postponing the tour at short notice) owing to unforeseen and unavoidable circumstances and events outside its control (for example, as a result of bad weather making the Tour unsafe). The Trust will endeavour to notify You as soon as it becomes aware this is necessary.

The Trust will not be liable for any expenses You incur as a result of the postponement or cancellation of a Tour including but not limited to hotel and/or travel expenses.

You must ensure you provide the Trust with the most up to date contact details on Your Booking Form in case the Trust needs to contact you.

You are advised to check your email before setting off for the Tour.

COVID Practises

The Trust asks that, to keep you and our volunteers safe, that you wear a mask at all times throughout Pier and Lighthouse tours.

Please do not attend if you have COVID symptoms.

If you are unable to attend for the above reasons, please contact us to arrange a new date for your tour.