



## 2022 Group Booking FAQs

- o *How do I log into my online account to view my group booking details?*

You will need to use your email address and given password to log into our Coach Visit log in page. This can be found here - <https://highclerecastleshop.co.uk/coachvisits/login> Your password was sent in an email when you made your booking.

- o *Where can I find my booking details?*

Once you have logged into your account, go to the 'Order History' section. Here, you will be able to open your details to each booking. This is the section you will need to go into in order to keep your numbers up to date.

- o *How do I pay for my group visit?*

Payment will be required **30** days prior to your visit. You are required to make payment online via your account. Please note that any visits not paid for from 30 days prior will be cancelled.

- o *Do I need to contact the Castle Office to keep my numbers up to date?*

You can keep your numbers up to date on your account. You won't be able to increase your numbers beyond the maximum that you originally booked for but this can be changed for you if we have availability. Please contact the office in this instance.

- o *Will I receive a cancellation fee if I reduce my numbers?*

In the current climate we would like to be as flexible as possible regarding cancellations given the current situation. We have therefore waived the standard 60 day cancellation policy and now allow all companies to cancel or reduce numbers, free of charge, until just 30 days before your visit when final payment is due. Once your payment is made this is non-refundable.

- o *How do I cancel my booking?*

If you wish to cancel your booking. You need to do this using your online account. By visiting your 'Order Details' and then you will find a 'Cancel booking.' button.

- o *Once booked, can I change the chosen ticket option?*

The group will need to be booked for one ticket option. Once you booked, you will be unable to amend the ticket option via your account. If you wish to change this, please contact the Castle Office. We will then do our best to accommodate the change but this will be subject to availability.

- o *Does the group leader receive complimentary access?*

One group leader is admitted free of charge per group. One coach driver will also receive complimentary entry to the grounds only. Because of this, these individuals do not need to be included in your final numbers.

- o *Are my tickets sent to me in advance?*

Tickets are not sent out in advance. They will be ready for you to collect from our Visitor Reception upon arrival on site on your date of visit.

- o *What are the Government Guidelines regarding Group Bookings?*

As of January 2021, we understand the government guidelines recommend the following:

- All guests are to wear face masks inside the castle and tea rooms.
- Government Guidelines suggest that groups of a maximum of 6 in each household bubble are permitted to travel around the castle together. Please ensure your customers are aware of this.
- In an effort to minimise multi touch items and litter we respectfully request that customers do not bring their own food / picnics into the castle grounds.
- Guests should not enter the castle or grounds if they show any symptoms of Covid-19 (a High temperature, a new or continuous cough or a loss / change of smell or taste.)

Please do adhere to the current guidelines at the time of your visit.

- o *What if some of my group are arriving separately?*

If some members of your group are arriving separately by car, for example, please ask them to meet you near our Visitor Reception. The group leader will need to collect all the tickets and therefore will be required to hand them out to individuals within the group (prior to entrance into the Castle and Gardens)

If you have any further questions, please email [coaches@highclerecastle.co.uk](mailto:coaches@highclerecastle.co.uk)