



## **Group Booking Policy 2022**

***When making a group reservation to visit Highclere Castle you agree to the following terms and conditions:***

### **Reservations**

1. Highclere Castle's group bookings are reserved for groups of 20 or more people only. If your numbers drop below this then the booking will be released.

### **Your Account**

2. Your account is accessible via the Group Log in page. Here you can update your passenger numbers, address/invoice details and contact information.
3. It is your responsibility to keep this updated at all times so that we are aware of any changes to your booking. Please familiarise yourself with the payment and cancellations sections of this policy to avoid any additional charges to your account.

### **Payment**

4. Your payment will be due in full 30 days prior to your visit. This can be paid by either credit or debit card via your account.
5. Failure to pay by the 30 day deadline will result in a cancelled booking.

### **Arrival Information**

6. The arrival time allocated by the Castle Office for your group is the time at which your group should arrive on site and does not represent your entrance time to the Castle. We will endeavour to accommodate groups at their agreed arrival times and we ask that groups arrive as close as possible to their time. Should the arrival schedule become disrupted coaches may be held at our Coach Car Park before visitors can disembark. We are grateful for your understanding in such instances. Any group arriving significantly outside of their allotted time slot may be asked to leave site and return at their allocated time slot.

### **Booking Alterations**

7. Should a group's numbers fall below the minimum requirement of 20 people this will result in you losing your group booking.

### **Cancellations**

8. If you wish to cancel your reservation this must be done via your online account 30 days before the date of your visit.

### Rights and Regulations

10. Highclere Castle reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Highclere Castle any person.
11. Highclere Castle reserves the right to transfer your reservation to another date and time in case of incidents beyond its control.
12. Guests are reminded that for technical or operational reasons some facilities may be removed or closed and that additional builds for events may be put in place. Highclere Castle reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
13. Highclere Castle accepts no responsibility for personal property or vehicles parked in the grounds.