



Group Booking Policy 2024

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

Ticket Options

1. Highclere Castle's group bookings can be made for groups of 30-53 visitors only. If your numbers drop below 30 visitors the booking will be released. If your booking has already been paid, we are unable to refund unused tickets.
2. Bookings are made for either the Castle & Gardens or the Castle, Exhibition & Gardens. One booking cannot be a mixture of these two ticket options.
3. If visitors with tickets for the Castle & Gardens wish to upgrade to include the Egyptian Exhibition, they may be able to do so on the day subject to availability.

Your Account

4. Your account is accessible via the [Coach Operator Login](#) page. This is where you can login to update your total number of passengers, address details and contact information. It is your responsibility to keep this updated at all times so that we are aware of any changes to your booking.
5. Please familiarise yourself with the payment and cancellations sections of this policy to avoid any additional charges to your account.

Payment

6. Your payment will be due in full 30 days prior to your visit. This can be paid in full via credit or debit card via your account.
7. Failure to pay by the 30-day deadline will result in a cancelled booking.
8. After payment has been made, additional tickets can be purchased up to the maximum group size.
9. Any reduction in numbers after the 30-day deadline will be charged at 30% of the ticket price.
10. Once paid, numbers cannot be reduced and the booking cannot be transferred or refunded.
11. In addition to the paid numbers, each group is entitled to one free ticket for the group organiser.
12. The coach driver will receive free admission to the grounds and a £5 voucher to be used in the tearooms (please note, access to the Castle is not included for the driver).

Arrival Information

13. The arrival time allocated by the Castle Office is the time at which your group should arrive onsite, this does not represent your entry time to the Castle.
14. We will endeavor to accommodate coaches at their agreed arrival times and we ask that groups arrive as close to this time as possible. Should the arrival schedule become disrupted, coaches may be held at the coach carpark before visitors can disembark. We are grateful for your understanding in such circumstances.

15. A group arriving significantly outside their allocated time slot may be asked to leave the site and return at their allocated time slot. We will be unable to accommodate coaches arriving significantly later than their allocated slot.
16. On arrival, the coach organiser is asked to disembark and collect tickets for the group from our visitor reception. These can then be distributed at the coach.

Cancellations

17. If you wish to cancel your reservation, this must be done via your account online a minimum of 30 days before the date of your visit.
18. If the booking is not paid, this will be automatically cancelled and released after this date.

Rights and Regulations

19. Highclere Castle reserves the right, at its absolute discretion to refuse entry or admission, or to remove any person from the premises.
20. Highclere Castle reserves the right to transfer your reservation to another date and time in case of incidents beyond your control.
21. 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 program of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
22. Highclere Castle accepts no responsibility for personal property or vehicles parked in the grounds.

For additional information, please view our Group Information and FAQs