

Groups 2020 – FAQs

- *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.

- *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.

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

Payment will be required 30 days prior to your visit. You can make payment online via your account.

- *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 availability via the office. Please see details of our cancellation policy regarding any charges that may occur when updating numbers within the 60 day notice period.

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

Final numbers are requested 60 days prior to your visit. Any reductions within the 6 week period will be subject to charge. This charge will be added to your invoice for payment due two weeks prior to your visit.

- *How do I cancel my booking?*

You will need to inform us prior to the 60 day notice period if you wish to cancel your booking. You will need to do this using your online account. By visiting your 'Order Details' you will find a cancel booking button.

- *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.

- *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. Because of this, these individuals do not need to be included in your final numbers.

- *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.

- *What is the maximum amount of group bookings I can make per year?*

Each group or coach company can request up to 6 bookings during the year, depending on availability.

- *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).

For more information, please see the information sheet located in your account. This can be found once you have logged in, under the heading 'Policy and Information'.