



## **Group Booking Policy 2018**

***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 for groups of 20 or more people only. If your numbers drop below this, the booking will be released.

### Your Account

2. Your account is accessible to you at any time where you may update your passenger numbers, address/invoice details and your chosen ticket option.
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 booking, along with any cancellation charges will be due in full 2 weeks prior to your visit. This can be paid by either credit or debit card via your account.
5. Failure to pay in advance will result in a cancelled booking and a charge held on your account which may affect future bookings with us.

### 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 endeavor 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 Visitor Reception or the Coach Car Park before visitors can disembark. We are grateful for your understanding in such instances. Furthermore, any group arriving significantly outside of their allotted time slot may have to wait in the Coach Car Park until another slot becomes available.

### Booking Alterations

7. Any significant cancellations to your numbers (increases or decreases) must be made 6 weeks in advance of your visit. Any cancellations of 10 or more people outside of this notice period will be charged at 1/3 of the number cancelled. These changes must be made via your account and you will receive an alert to remind you nearer the time.
8. Should a group's numbers fall below the minimum requirement of 20 people this may result in losing your group booking.

### Cancellations

9. If you wish to cancel your reservation this must be done 6 weeks before the date of your visit via your account. Failure to comply with this notice period will result in a cancellation fee of 1/3 of your group booking to be paid within 14 days of cancellation.

### 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.

11. Highclere Castle accepts no responsibility for personal property or vehicles parked in the grounds.

**Please make sure that you have ticked the appropriate box on your account to highlight that you have read and agree to the above terms and conditions. Failure to do so will result in a cancellation of your booking.**