

2019 Group Booking FAQs

- *How do I book a group visit if I don't have an existing coach group login?*

You will need to have a Coach Visit login in order to book a visit. Please visit the Coach Visit Registration page and select the '[Click here if you don't have a Contact ID](#)' button. This will send a registration request to the Castle office administration team who will be in touch with your contact ID. Once you receive your allocated ID you can then return to the Coach Visit registration page and enter your unique ID. Once logged in please follow the onscreen instructions to update your missing account information such as address and contact number etc. You can then proceed to 'Book a new visit'.

- *How do I book a group visit if I already have an existing coach login?*

Please go to the Coach Visit login page (located under 'Tickets' at the very bottom of the page) and enter your existing username and password. Here you can select 'Book a new visit'. Please follow the onscreen instructions from here.

- *Why can't I login?*

Please ensure that you are using the correct Coach Visit login page. Please click on the 'Tickets' heading and then scroll to the very bottom of the page, it is located in the blue footer.

- *Am I guaranteed a booking?*

No. Once you have selected a date, you can request a booking. This request will then be sent to a member of the team who will either confirm the request, or, if the date has since been taken, decline the request. Either way, you will be emailed with the details.

- *How many visitors make a group booking?*

Your group needs to be 20 people or more. The maximum is 53.

- *How many bookings requests can I make?*

Each company can request a maximum of six bookings. If your bookings requests are unsuccessful you may try again providing you do not exceed six in total.

- *If I make an error on my request can this be amended?*

You have the facility to cancel the request via your account which will allow you to make another request. If you made an error with the passenger numbers or ticket type and you

require less or something different, this can be amended on your account at a later date only if confirmed. Therefore, the request does not need to be cancelled.

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

If you make a successful booking, payment will be required 2 weeks 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 must keep your numbers up to date on your account and select the breakdown of visitors i.e. Adult, Child etc. You won't be able to increase your numbers beyond the maximum that you originally requested but you may contact the Castle office to enquire about increasing, subject to availability. Please see details of our cancellation policy regarding any charges that may occur when updating numbers within the 6 week notice period.

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

Final numbers are requested 6 weeks prior to your visit. Any reductions within the 6 week period will be subject to charge of 1/3 of the numbers cancelled. 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 6 week notice period if you wish to cancel or amend your booking. You will need to do this using your online account. By visiting your 'Booking History' you will find a cancel booking button.

Please see our information sheet for details on costs, parking, facilities on site, as well as details of disabled access.