

Group Organisers & Trade Travel - Terms & Conditions

Visitor Information

A group is defined as 10 visitors or more arriving together, this will include your Group Organiser.

All Group Members should remain together until they have been met by their Tour Guide and given their Welcome Briefing. Admittance to Picton Castle and Gardens will only be allowed after this has been delivered.

All Coaches/Buses must arrive via the Main Drive and park on the Castle Forecourt; Coaches/Buses will not be admitted to the visitor car park for Health & Safety reasons.

Your visit to Picton Castle and Gardens gives you access to our wonderful gardens. Please note that some paths are unmade, this should be borne in mind if any of your group members have walking difficulties.

For Health & Safety reasons it would be extremely helpful if you could notify us in advance if any members of your group will be using their own mobility aids. Wheelchair users must be accompanied by a strong helper, the Group Organiser must notify Picton Castle regarding the number of wheelchair users on their visit, Wheelchair users must bring their own equipment and ensure it is suitable for bumpy unmade pathways. Adverse weather conditions may restrict access to some areas of the gardens.

Picton Castle makes every effort to maintain and provide its visitors and organisers with accurate up to date information; however information supplied is subject to change at short notice.

If Picton Castle is hosting an event on the day of your visit, access to certain areas maybe restricted.

Picton Castle Trust accepts no liability to organisers or visitors for changes to site opening times, site restrictions or site closures.

The use of tripods and selfie sticks are not permitted inside Picton Castle.

Wedding photography is not permitted onsite unless written consent is given prior from Picton Castle Trust.

Drone filming is not permitted within the grounds of Picton Castle and Gardens.

The use of Barbeques, disposable or otherwise, is not permitted within the grounds of Picton Castle and Gardens. Visitors are welcome to bring their own picnics, we ask that visitors do not litter by using the bins provided.

Please Note that the Group Offer reduction cannot be used alongside any other discount, promotion or Membership Card including Season Memberships, RHS Memberships and HHA Memberships.

Guided Tours

When booking your preferred tour and tour time please be aware that we endeavour to cover all requests, subject to availability. If your preferred tour or tour time is not available Picton Castle will endeavour to contact you as soon as this becomes apparent.

Those Trade customers who have been accepted for voucher payment must hand in their Company Voucher for each visit.

Invoices will then be produced using this information and any invoice queries should be raised with Picton Castle Accounts Department within the 28 day payment period.

If your group is delayed for any reason you must notify Picton Castle, we will try to hold your guide for a maximum of 15 minutes however this may not be possible, payment for your tour will still be required. Picton Castle will endeavour to re-book your Guided Tour at the next available Group Tour time slot; this will be arranged at the discretion of the Director.

Admission Prices & Group Discounts

All visits must be booked in advance.

Admission prices are inclusive of VAT.

Group Discounts are only applicable when a group comprises of 10 or more paying admission, total group number must exclude any person eligible for free entry as listed below:

- One Coach Driver will be permitted per group.
- Blue Badge Guides.
- Children under the age of 5.

Payments

30% Non- Refundable Deposit is required at the time of booking

Final payment and Final Group Numbers are required no later than 14 days prior to your visit.

Cancellations/Charges

In the event of short notice closure of Picton Castle and Gardens on your proposed visit date, we reserve the right to cancel and refund your booking, or where possible offer an alternative date.

We do not refund Group Admission (or part cancelled) for Picton Castle and Gardens in the event of non-arrival.

Any unadvised reduction in numbers on the date of the Group Visit will not alter the total amount due, this being the amount due 14 days prior to visit.

Travel Trade

Each visit must be pre-booked.

A Non Refundable Deposit of 30% of the Total Cost of the Group Visit will be required to secure your Tour. Picton Castle Trust will send a Letter of Confirmation to notify you that your tour booking has been received.

All Cheques must be made payable to "Picton Castle Trust".

Final Payment and Group numbers must be received by Picton Castle no later than 14 days prior to the Group Visit.

Trade customers who wish to pay via Voucher must apply for an account 3 months prior to visit, please contact Picton Castle to obtain an Application Form.

Catering Requirements

All catering requirements are subject to availability all catering requirements must be specified on the booking form at the time of booking. Group Organisers must advise in advance any and all dietary requirements.

Due to limited space within our Restaurant it is strongly advised that larger groups pre-book catering, Picton Castle Trust will not accept liability for any delays or inconvenience.

30% Non- Refundable Deposit is required at the time of booking

Final payment and Final Numbers are required no later than 14 days prior to your visit.

Cheque payments for catering must be made out to "Picton Castle Restaurant".

Privacy Notice Update for Group Tour Organisers

In accordance with the new General Data Protection Regulation (GDPR) that comes into effect on 25th May 2018, we have updated our Privacy Notice. This can now be found on our website, or we can send a copy to you on request. We take your rights as an individual very seriously and want to reassure you that we are complying with the new Data Protection rules. As a group tour organiser you have consented for us to hold certain personal details about you. These details are held for no longer than three years after you gave them. If you wish for your details to be removed from our system or if you have any queries please don't hesitate to contact us. If you do not currently subscribe to our newsletter but you would like to please email us on admin@pictoncastle.co.uk or call the office on 01437751326.

Thank you

Tick Box To Accept Terms and Conditions

Name of Group

Name of Group Organiser

Signature of Group Organiser

Date

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