

Dalkey Castle & Heritage Centre

Cancellation Policy

Groups Bookings & Language School Groups

Dalkey Castle & Heritage Centre is a premier, award-winning visitor attraction in Dalkey Co. Dublin. Dalkey Castle welcomes and enjoys large numbers of groups, who can experience all that our attraction has to offer with an interactive and engaging tour with live actors.

To ensure the smooth running of our operation, and to avoid disruption to any visitors, we require a completed booking form from each group before final confirmation is given. As a general rule, confirmed bookings are taken in good faith by Dalkey Castle & Heritage Centre.

When a company wishes to book a number of group tours in advance, a booking deposit equal to the cost of one of the bookings (minimum 30 pax @ the agreed rate) is required in advance. This will be deducted from the final or penultimate booking of the season.

Re-scheduling of tours by regular customers will be fully facilitated at no additional cost with the maximum amount of notice possible.

NOTICE PERIODS

28 days notice: Cancellation of group bookings up to 28 days in advance will not incur a cancellation fee.

Less than 28 days and up to 7 days' notice: will incur 50% cancellation fee.

48 hours: Cancellation of group bookings within 48 hours of the date or 'no shows' will incur the full amount of the numbers as booked.

Cancellations must be notified in all instances by email to info@dalkeycastle.com and also by telephone to 01 2858366.

We appreciate your bookings and hope we can continue to work together to give your groups a very enjoyable experience. See also 'Terms and Conditions of Entry.'

I agree to the cancellation policy as outlined above.

On behalf of _____ Name of booking organisation. Date _____

Name (print) _____ Signature _____