



## **Dalkey Castle & Heritage Centre**

### **Terms and Conditions of Entry**

Dalkey Castle & Heritage Centre is a premier, award-winning visitor attraction in Dalkey Co. Dublin. Dalkey Castle includes the 14<sup>th</sup> century fortified town house/castle, St Begnet's Church & Graveyard, the Heritage Centre and Writers' Gallery. Staff are happy to welcome large numbers of individuals and groups, who can experience all that the visitor attraction has to offer with an interactive and engaging tour and a live theatre performance as part of each guided tour. See [www.dalkeycastle.com](http://www.dalkeycastle.com).

To ensure the smooth running of our tours and to avoid disruption to visitors or staff, the following rules apply:

1. The management reserves the right at all times to refuse admission.
2. Dalkey Castle will use all reasonable endeavours to ensure that all of Dalkey Castle's exhibitions, models and living history tours are available to visitors during normal opening hours. However, Dalkey Castle reserves the right, in its absolute discretion, whether for safety reasons or otherwise (such as hosting of events and festivals) and with or without prior notice, to close the facility or any part of it. In the event of such closure, Dalkey Castle will refund any visitor the cost of his or her prepaid ticket. Otherwise, Dalkey Castle shall have no liability whatsoever, including no liability for travel expenses or any other out of pocket expenses in respect of closure of part or all of Dalkey Castle.
3. Part of the tour takes place outdoors and this may, on occasion, be weather dependent.
4. All materials written, oral and interactive within the facility at Dalkey Castle are copyright to Dalkey Castle & Heritage Centre © and may not be photographed or recorded on phones, cameras or other such equipment.
5. All persons entering Dalkey Castle must pay for admission unless s/he has been invited and given free admission ticket by the Manager or his/her deputy. Tickets must be retained at all times and submitted for inspection if required by any staff member. Any person attempting to gain admission without a valid ticket shall be politely asked to leave.
6. Group tours may be booked by contacting [info@dalkeycastle.com](mailto:info@dalkeycastle.com) . Group tours cannot be booked online or through special discounted offers.
7. Where bookings for individuals are made online, the customer must check availability in advance. (See terms and conditions [www.dalkeycastle.com/book-tickets](http://www.dalkeycastle.com/book-tickets)).
8. Children under the age of 16 or vulnerable adults will not be admitted unless accompanied by an adult aged 18 or over.
9. Pets or animals (with the exception of guide dogs and hearing dogs) are expressly prohibited within Dalkey Castle & Heritage Centre.

10. Dalkey Castle reserves the right, to refuse entry or to remove from its premises or the vicinity any person who:

In the opinion of the Reception Supervisor or his or her deputy;

Is behaving in a manner, which has, or is likely to affect the safety or enjoyment of other visitors, cause annoyance to other visitors, or is behaving in such a way as to cause danger or distress to members of staff including actors and others or damage to the property;

Has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace;

Is thought to be under the influence of alcohol or other substances;

In addition to the foregoing, where a person has caused damage or breakage he/she must meet any expenses incurred as a result of such behaviour.

In accordance with Irish Law, smoking is strictly prohibited within the facility.

No food or beverages may be consumed on the premises with the exception of bottled water.

There is free admission to St Begnet's Church which will be accommodated around four times. Staff will monitor this and allow admission at an appropriate time.

See separate sheet for our cancellation policy.

We appreciate your bookings and hope we can continue to work together to give your groups a very enjoyable experience.

On behalf of \_\_\_\_\_ Name of booking organisation

I agree to the terms and conditions of entry as outlined above.

Name (print) \_\_\_\_\_ Signature

Date \_\_\_\_\_