

CANCELLATION POLICY FOR GROUP TOURS 2020

Group tours (unlike Drop in tours) must be requested in advance by contacting info@dalkeycastle.com or by telephone 353+ 1+ 285 8366.

Emailed confirmation will be sent as soon as possible. Only on receipt of this written confirmation can a booking be deemed to be confirmed.

Dalkey Castle & Heritage Centre does not take Dublin Pass cards for group bookings.

Group Tours last one hour and are fully guided.

All amendments, including cancellations to bookings, must be notified in writing by email to info@dalkeycastle.com and by telephone 353+1+285 8366 and received by Dalkey Castle & Heritage Centre. Dalkey Castle will make every effort to re-schedule bookings with advance notice.

Unless otherwise advised in writing by the management of Dalkey Castle & Heritage Centre:

- A group constitutes 10 or more people for tours.
- Final group numbers must be confirmed 7 days prior to arrival.
- Cancellations for all pre-bookings received after this period of 7 days will be subject to a 50% cancellation charge.
- Cancellations for all pre-bookings received after 72 hours and 'no shows' will be subject to full payment as per the numbers pre-booked.
- A booking fee of 25% applies to first time group bookings, which will be off set against the eventual booking.
- Dalkey Castle & Heritage Centre reserves the right to request full pre-payment at the time of confirmation of the booking.

RATE BASIS

- Public rate: €13.50. The rate quoted is net of commission. Tour Operator rates available on request
- The rate quoted is fully inclusive of all taxes

The rate includes the following:

- Guided Living History Tour at Dalkey Castle (one hour approx.) incl. demonstration by actors

CLOSE OUT DATES

- Dalkey Castle & Heritage Centre is closed every Tuesday and at Christmas December 23rd 2020 – January 4th 2021.
- Dalkey Castle & Heritage Centre hosts number of Festivals: Bloomsday 16th June; Dalkey Book Festival third weekend in June and ECHOES Maeve Binchy and Irish Writers Festival first weekend in October. Check in advance for any limited availability on those dates.

Dalkey Castle & Heritage Centre

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www.dalkeycastle.com



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