

## Group Booking FAQs 2024

- ***How do I login to my online account to view my group booking details?***

The group login is separate to the 'normal' login page on our ticket website, and can be found here: <https://highclerecastleshop.co.uk/coachvisits/login>. You will need to login using your email address and given password, the password can be reset via the login page if needed.

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

Your group visit must be paid via your account online, you can find the details and payment page under your 'Booking History'. Please note, we cannot accept payment over the phone or via BACS or cheque.

- ***What is the cost of a group booking?***

Ticket Prices for groups are as follows:

<b>Ticket Type</b>	<b>Adult/Over 60</b>	<b>Child</b>
Castle & Gardens	£20.50	£13.00
Castle, Exhibition & Gardens	£26.50	£15.50

- ***Does the group leader receive complimentary access?***

Yes, one group leader is admitted free of charge per group. One driver will also be entitled to access the grounds. Due to this, these individuals do not need to be included in your final numbers.

- ***Can I change my ticket option once the booking has been made?***

The whole group needs to be booked for either the Castle, Exhibition & Gardens, or just the Castle & Gardens. Once booked, you will not be able to change this option yourself. If you do wish to make this change, please contact the Castle Office before making payment. We will do our best to accommodate the change, this will be subject to availability.

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

Final numbers are requested 30 days prior to your visit. Any reductions within the 30-day period will be subject to charge. This fee will be added to the total to pay for your booking.

- ***How many group bookings can I make per year?***

Due to limited availability, we are currently able to accept one booking per company/group.

- ***Are my tickets sent to me in advance?***

Tickets are not sent out in advance. Tickets will be ready for your group organiser to collect from our Visitor Reception on arrival.

- ***Can I arrive earlier than the time of my booking?***

The timing for your booking is an arrival time, please do not arrive at Highclere Castle before this time. We may not be able to accommodate your group earlier than this time, so there is a risk that the group will be turned away if arriving before their set timing.

- ***What time does the coach need to leave?***

There is no set-time for the coach to depart. We generally recommend between 3-4 hours onsite for a visit during public opening. Please note, the tearooms and gift shop will close at 5pm and the grounds will close at 5:30pm.

- ***What if some members of our group are arriving separately?***

If some members of the group are arriving separately, for example by car, please ask them to meet you near our visitor reception. The group leader will need to collect all tickets on arrival and will therefore need to hand these out to individuals within the group prior to entrance to the Castle and Gardens.

- ***I have missed out on a group booking this year, what can I do?***

Please feel free to email [coaches@highclerecastle.co.uk](mailto:coaches@highclerecastle.co.uk) to enquire as to whether we have received any cancellations. If not, coach bookings tend to become available in the Autumn of each year, we hope to welcome you to Highclere Castle in 2025!

**For more information, please see the group information and group policy sheets located in your account under the heading 'Policy and Information'. If your question is not answered here, please email [coaches@highclerecastle.co.uk](mailto:coaches@highclerecastle.co.uk)**