

## **TERMS AND CONDITIONS 2024**

### **English Language School Groups**

A group is a minimum of 10 pax + 1 leader, all attending at the same pre-arranged time slot.

Group tours must be requested in advance by contacting [info@dalkeycastle.com](mailto:info@dalkeycastle.com) stating the numbers and nationalities of your group.

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

All groups must have an adequate number of suitably qualified leaders with their group throughout the entire duration of the tour. These leaders will be responsible for the behaviour of their students at Dalkey Castle.

The Management reserves the right at all times, to refuse entry or to request removal from its premises any person who, in the opinion of the Reception Supervisor or his or her deputy:

- Is behaving in a manner, which is likely to affect the enjoyment of other visitors
- Is behaving in such a way as to cause danger or distress to themselves or members of staff including guides, actors and other visitors.

In the event of a person causing damage or breakage the Language School must meet any costs & expenses incurred as a result of such damage.

Smoking and use of e-cigarettes are strictly prohibited within all parts of the facility, including outdoors.

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

Videoring of the performance is not allowed.

#### **RATE BASIS**

EFL Rate is €11.00 (2024).

The rate quoted is net of commission. The rates quoted are fully inclusive of all taxes.

Group Admissions must be paid in one transaction on behalf of the entire group.

**Invoices** will be issued once there is adequate notice. Changes to visitor numbers after the invoice is issued will adjusted on the next Invoice.

**Payment:** by electronic transfer into the bank account or by Credit Card.

**Please note that cheques are no longer accepted.**

**The rate includes the following:**

Guided Living History Experience at Dalkey Castle (one hour approx.) incl. demonstration by actor(s).

#### **RATE CONDITIONS**

Rates are applicable for EFL markets only and are not applicable for sale to the domestic Irish market.

Rates are quoted exclusively for the Language School on its own distribution system and are non-transferrable. Breaches to this will lead to termination of the agreement.

#### **Dalkey Castle & Heritage Centre**

Castle Street, Dalkey,  
County Dublin, Ireland

**T** 01 285 8366

**E** [info@dalkeycastle.com](mailto:info@dalkeycastle.com)

**www.dalkeycastle.com**



@dalkeycastle

@dalkeycastleandheritage

Registered in Ireland 237466

Registered Charity chy10342

## CANCELLATION POLICY

All amendments to numbers and cancellations of bookings, must be notified in writing by email to [info@dalkeycastle.com](mailto:info@dalkeycastle.com) and by telephone 353+1+285 8366 and received by Dalkey Castle & Heritage Centre within the notice period below. The Language School must be able to supply proof of same. Dalkey Castle will make every effort to re-schedule bookings with advance notice.

Unless otherwise advised 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.
- Payment is based on this number.
- 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.
- **July:** To secure a tour slot a booking deposit of €250 must be paid at the time of booking (refundable in September).
- Payment is due 7 days prior to the group's arrival and must be cleared in the bank, based on final numbers quoted.
- Dalkey Castle & Heritage Centre reserves the right to request full pre-payment at the time of confirmation of the booking.

## CLOSE OUT DATES:

Dalkey Castle & Heritage Centre is closed every Tuesday, during Festivals and at Christmas.

Dalkey Castle & Heritage Centre is closed for bookings from Dec 22<sup>nd</sup>, 2024.

Re-opening on January 8th, 2025.

To accept these terms please sign below and return to [info@dalkeycastle.com](mailto:info@dalkeycastle.com)

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Position: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_