



## **GROUP BOOKINGS AT DUMFRIES HOUSE – IMPORTANT INFORMATION**

**PLEASE READ CAREFULLY**

### **Payment**

**Full payment for Group Bookings must be made to Dumfries House 28 days in advance of the date of the visit** and can be made by card over the phone, BACS transfer – Account Name: Dumfries House Trust Trading Limited, Sort Code: 18-00-02, Account Number: 06486835 or by cheque made payable to: Dumfries House Trust Trading Limited. When making a payment please make reference to Order Number and/or Group Name.

The booking office must be notified of final numbers at the point of payment and must be informed of any change in final numbers of visitors no less than 8 days in advance of the visit. Where a reduction in numbers is notified in this period a refund will be made but it may not be possible to accommodate an increase in numbers. We regret that without prior agreement it may not be possible to accommodate any change in numbers or issue a refund for a reduction in numbers within 7 days of the visit and that it will not be possible to accommodate further additional group members on the day.

All prices quoted on your order are inclusive of VAT at the rate prevailing when the order was issued. The rate is subject to change without notice and chargeable to you should a change in the rate of VAT occur.

### **Cancellations**

If, having made full payment, you cancel the visit more than 8 days in advance of the agreed date we will refund your payment.

If, having made full payment, you cancel the visit within 7 days of the agreed visit then no refund will be made.

### **Group Size/Exclusivity**

Our minimum group size is 12 but there is no maximum. We aim to have 20 visitors per single tour. For a group of more than 20 people an additional tour or tours is/are arranged with a 10-15 minute gap between each tour slot. For groups with less than 20 people we reserve the right to fill tours to capacity by admitting additional visitors. Should a group want to have exclusivity, i.e. with no added members of the public, the group must book and pay in blocks of 20.

### **Tour Times**

We operate a tightly scheduled timetable of tours. Group tours will be fixed for times mutually agreed between us and the group organiser or agent. Groups are asked to arrive in good time for their tour(s) to begin at the agreed time. Every endeavour will be made to accommodate groups arriving up to 30 minutes earlier or 30 minutes later than the agreed tour time. However, for groups arriving more than 30 minutes later than the scheduled Tour time, we cannot guarantee to provide a tour or tours. No refund will be made where it has not been possible to accommodate a group arriving more than 30 minutes late.



However where your group booking relates to a Friday or Saturday being a day on which we are catering for a wedding and on which your tour commencement time is 12:15p.m., we regret that there is no leeway to accommodate groups arriving too late to begin their tour at the agreed time.

### **Refreshments**

We provide a combined tour and refreshment package and regret that the separate Coach House Café is not available to group visitors. As an exclusive offer to groups our refreshment packages will normally be served in a room only available to groups within Dumfries House itself. Here, guide books will also be offered at a specially discounted rate. The actual room used will be subject to availability and change.

**ANY SPECIAL DIETARY REQUIREMENTS MUST BE NOTIFIED TO THE BOOKING OFFICE BY THE GROUP ORGANISER OR AGENT AT LEAST 7 DAYS IN ADVANCE.**

### **Personal possessions**

We do not accept liability in respect of any loss or damage to articles brought onto the premises. **It is strongly recommended that large or bulky items or bags are not brought into the house as there is no storage facility. Appropriate footwear should be worn and footwear with heels smaller than a £2 coin will not be permitted on the tour. No foodstuffs or liquids will be allowed on the tour route except in cases of medical need.**

### **Disabled Access**

All tours begin in the West Wing. A ramp can be deployed to allow wheelchair access to the house. Our 'House Tour' is conducted mainly on the principal floor (one level above the entrance) and a stairlift with a safe working limit of 19st can be used to take disabled guests to that level. Our 'Grand Tour' continues to the Gallery Floor (one level above the principal floor) but there is no stairlift or other aid to assist access to that level.

Two house transit wheelchairs are available for use but must be pre-booked. At our discretion a user's own wheelchair may be permitted. We regret that no more than two wheelchairs can be accommodated per tour. Dumfries House staff members are not permitted to assist in lifting, carrying or pushing wheelchairs or other aids or lifting, carrying or physically supporting guests.

We require that group organisers notify us as soon as is possible of group members who may require the use of a wheelchair or walking aid (other than walking sticks) to take a tour of the house.

Necessary carers accompanying a fee paying guest are admitted free of charge but must be included in the overall group number notified to us.

A maximum of two guide dogs per tour can be admitted.



**Tariff:**

**HOUSE TOUR**

This tour presents the highlights of the collection, the history of the house and its owners. The tour lasts approximately 1 hour. Our House Tour includes the following hospitality packages:

	Groups less than 20	Groups 20 or more
Tea/coffee and Shortbread	£11.50	£10.50
Tea/coffee and scone with butter and jam	£13.50	£12.50
Lunch combo tea/coffee, homemade soup, sandwich selection, cake selection)	£18.50	£17.50
Afternoon tea (tea/coffee, finger sandwich selection, cake/cream scone selection)	£19.00	£18.00
2 course lunch served in the Rothesay Room	£31.00	£30.00
2 course lunch served in the Library (max party size 36)	£37.00	£36.00

**GRAND TOUR**

In addition to the Principal Floor, this in-depth tour provides extended access to the interiors. The tour last approximately 90 minutes. Our Grand Tour includes the following hospitality packages:

	Groups less than 20	Groups 20 or more
Tea/coffee and Shortbread	£15.50	£14.50
Tea/coffee and scone with butter and jam	£17.50	£16.50
Lunch combo tea/coffee, homemade soup, sandwich selection, cake selection)	£22.50	£21.50
Afternoon tea (tea/coffee, finger sandwich selection, cake/cream scone selection)	£23.00	£22.00
2 course lunch served in the Rothesay Room	£35.00	£34.00
2 course lunch served in the Library (max party size 36)	£41.00	£40.00

Reference to a 2 course lunch means a lunch prepared by our team of in house chefs. This will be charged on the basis of a minimum group size of 20 people. Group organisers will be provided in advance with a 'selector' menu which will offer the choice of several dishes per course. The group, as a whole, should elect to have either (a) starter and main or (b) main and dessert and to select two dishes per course from the dish options given and to notify the booking office of the chosen options. On the day of the visit individuals will have a free choice from the pre-selected menu options.

**ANY SPECIAL DIETARY REQUIREMENTS MUST BE NOTIFIED TO THE BOOKING OFFICE BY THE GROUP ORGANISER OR AGENT AT LEAST 7 DAYS IN ADVANCE.**



Queen Elizabeth Garden tour packages and dedicated Art Tour packages are available and are priced as per the House Tour and Grand Tour packages respectively. Where a garden tour is combined with any other tour package it will be charged, in addition to the cost of either tour of the house, at £9pp (or £8pp for groups of 20 or more).

### **Contact**

If you have any questions, or to make a booking, please contact Alex Macdonald (Head Guide) or Carol Drummond (Guide and Tour Coordinator) at Dumfries House on 01290 427975.