



BOOKINGS AT DUMFRIES HOUSE – IMPORTANT INFORMATION

PLEASE READ CAREFULLY

Admission

The purchase of your ticket/s gives access to the House for a specified timed tour slot on the relevant day. In case of late arrival we may admit you to the remainder of the tour but do not guarantee to accommodate you on a later slot or on another day. In the event of non-attendance we regret that no refunds will be given.

General information

Floors within the House may be uneven. Visitors should wear suitable footwear – stiletto heels are not permitted and all footwear must have a heel size no smaller than a £2 coin. We do not provide alternative footwear or foot coverings.

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.

Photography of any kind and sound recording is not permitted within the House.

Food or liquids may not be carried or consumed on the tour route. If you have a medical requirement please consult a member of staff on arrival.

Mobile phones must be switched off while within the House.

Disabled access

Not all parts of the House are suitable for disabled access. Access to the principal floor of the House for our standard 'House Tour' is via a staircase with hand rail. A stair lift is available for those guests who are unable to use these stairs but has an upper weight limit of 19st.

We regret that only two wheelchair users can be accommodated per tour. Two transit wheelchairs are available for use on the principal floor and can be booked (free of charge) by calling 01290 421742. It may be possible for a wheelchair user to use his/her own wheelchair but we reserve the right not to admit a user's own wheelchair where it may be deemed unsuitable for use in the House. Dumfries House staff will not carry a user's own wheelchair or other mobility aid to the principal floor.

Our 'Grand Tour' and 'Art Tour' visit a further floor access to which is via an additional staircase with handrail. There is no stairlift on this additional stairway nor is there wheelchair access to this additional floor.

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 notified to us in advance and included in the booking.

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

Parking

Ample parking is available in the vicinity of the Visitor Centre and an overflow car park is situated nearby.

There is no parking (with the exception of limited Blue Badge spaces) to the rear of Dumfries House.