



DUMFRIES HOUSE - OPERATOR / AGENT GROUP BOOKINGS

PLEASE READ CAREFULLY

Payment

On making your group booking we will issue you with an e-invoice. A deposit of £100 will be required within 14 days of the receipt of the invoice. Your booking is not guaranteed until your deposit is received by us.

The **full balance of the payment must be made to 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 full balance of the payment due must be made to us 28 days in advance of the date of the visit and can be paid by card over the phone, BACS transfer or by cheque made payable to: Dumfries House Trust Trading Limited.

The booking office must be notified of final numbers at the time 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 may 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 paid the £100 deposit, you cancel the visit more than 28 days in advance of the agreed date we will return the deposit to you.

If having paid the £100 deposit plus the balance of the total charge you then cancel the visit within 28 days but more than 7 days in advance of the agreed visit we will issue a refund of any payment (except for the £100 deposit).

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.

One tour company agent or accompanying guide per visit will be given the tour element free of charge but they must be included in the notified party size.

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. Please note that the refreshment element for tour company agents or accompanying guides is charged at the prevailing rate.

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.

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 is available with 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	£13.00	£12.00
Lunch combo tea/coffee, homemade soup, sandwich selection, cake selection)	£17.50	£16.50
Afternoon tea (tea/coffee, finger sandwich selection, cake/cream scone selection)	£18.00	£17.00
2 course lunch served in the Rothesay Room	£29.00	£28.00
2 course lunch served in the Library (max party size 36)	£34.00	£33.00

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 is available with 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	£17.00	£16.00
Lunch combo tea/coffee, homemade soup, sandwich selection, cake selection)	£21.50	£20.50
Afternoon tea (tea/coffee, finger sandwich selection, cake/cream scone selection)	£22.00	£21.00
2 course lunch served in the Rothesay Room	£33.00	£32.00
2 course lunch served in the Library (max party size 36)	£38.00	£37.00

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 Eileen McDicken (Visitor Centre Coordinator) at Dumfries House on 01290 427975.