

Group Booking Terms and Conditions



Group visits

- Should be booked at least 2 working days in advance.
- The discount of 15% is **only available** on pre booked standard adult or senior admission rate for the attraction only. Guide and Tour leaders will gain free entry when booked and advised in advance.
- Please check the details of your booking carefully and **bring** the booking form with you when you visit.
- Please arrive at your booked time, as entry may be refused due to possible congestion.
- The group leader should make them self known to our Visitor Services Assistant on arrival in the kiosk to sign and complete the appropriate group booking form

Cancellations must be made at least **48 hours in advance**. A cancellation charge may be applied if you fail to turn up, or give less than 48 hours notice of a cancellation.

Payment:

- Payment can be made at the attraction by single payment when your group arrives, or on invoice (subject to status). Please advise preferred method of payment at time of booking. Most credit and debit cards are accepted excepting American Express.
- **To make everyone's visit as pleasant as possible, please note the following:**
- Please wear your Group Leader badge or lanyard at all times.
- The maximum group size is 30.
- Larger groups can be split into separate groups with individual group leaders.
- Children under 16 years of age must be supervised at all times. A ratio of at least 1 adult to 10 children is required.
- Please note that teachers are responsible for the behaviour of their group at all times during their visit.
- All activities at the sites are undertaken at your own risk
- Any damage could incur a charge.

- **Please ensure that members of your group DO NOT:**

Touch the exhibits or displays
Climb on the battlements or rampart walls
Run or shout in the grounds or galleries
Step or lean over the security barriers
Eat or drink in the galleries

Access Information:

- Additional information on access and visiting all our sites is available on the individual attraction pages in the Explore section of our website: www.jerseyheritage.org/places-to-visit

Visits to Elizabeth Castle

- Elizabeth Castle is situated on a rocky islet in St Aubins bay. If you have booked the ferry crossing as part of your visit please arrive at least 15 minutes prior to your booking time at the Elizabeth Castle ferry Kiosk. The Ferry cannot be held for pre-booked groups and all seats are offered on a first come first served basis.

Please note

Ferry times cannot be guaranteed as the ferry operation depends on weather and tide conditions.

- In extreme weather conditions the ferry may be cancelled. To check on the day if the ferry is running, please call the **Elizabeth Castle Ferry Kiosk: 01534 634048.**

Living History and Guided Tours:

- Times and content may vary so please make sure to check the latest updates on our website to avoid disappointment. www.jerseyheritage.org
- **Please note there is no parking for coaches at any sites other than La Hougue Bie**
- **For further information please contact:** Group Bookings (09.00 – 12.00 Monday – Friday) Tel: 01534 633379 Email: groupbookings@jerseyheritage.org
- Full risk assessments are available on request. Please ask when booking.