

## Terms & Conditions

- Group bookings can be made by contacting our Bookings Office on 01555 661 345, or by emailing [trust@newlanark.org](mailto:trust@newlanark.org)
- Group bookings are required to be paid for in advance at the time of booking
- Group bookings may be changed or cancelled up to 7 days before the date and time of the booking at no penalty to the organiser.
- Any changes within the 7 days prior to the date and time of the booking will not be eligible for a refund, this includes cancelled bookings or un-used tickets.
- If any changes are made to a booking, then payments will need to be made at the time of the change.
- Where changes or cancellations up to 7 days before the date and time of the booking result in a refund being owed, then this will be processed within five working days of the change. Any refund will be applied back to the card used for the original booking.
- Minimum number for group bookings is 20. Please note, when a group size exceeds 40 and above, we will split the group into smaller groups, particularly when a guided tour is included
- Groups under 20 are also welcome, however group rates only apply for 20 or more people. Should a guided visit be required for a group under 20, a surcharge of £50 will apply
- Group tickets are available as either an adult, concession or child ticket.
- We are delighted to offer one free place for the driver and / or tour guide.
- Should full advance payment not be possible at the time of booking, we may instead agree to a deposit payment of £5.00 per person. This will be at the discretion of management. The final balance will be required 7 days before the date and time of the booking.
- Alternative payment methods exist for school and educational visits. Please speak to our bookings team for further details.
- Group visitors can arrive by coach and disembark in the village square. The coach should follow the main road down into the village. The road is steep but accessible. There is a sufficient turning circle at the village square. Once visitors have disembarked, the coach must return to the main visitor car park. At the end of the visit, the coach can return to the village to pick up the group. Note – The driver must exercise extreme caution when reversing the coach in the village.

- We offer a discount to the driver and / or tour guide in our Mill Café to the value of 25% off any food or drink purchased.