



# New Lanark Group Bookings Terms and Conditions - 2025

## 1. Booking Process

Group bookings must be submitted via the online [Group Booking Form](https://newlanark.org/group-visits/) at <https://newlanark.org/group-visits/>.

For further assistance, contact Bookings Officer Juliette Chadwick-Griffin at 01555 667210 or [juliette.chadwick@newlanark.org](mailto:juliette.chadwick@newlanark.org).

Upon submission, we will check availability and confirm your booking within 24 hours, Monday–Friday, 9:00 AM–5:00 PM. You'll receive a confirmation email with a unique reference number, to be presented at the Visitor Attraction Reception upon arrival.

## 2. Group Size Requirements

Discounted group rates apply to groups of 20 or more paying visitors (excluding complimentary places).

Groups exceeding 40 will be split into smaller subgroups for guided tours, each with a dedicated staff member.

### **For groups under 20:**

- **Guided Tours:** Group rates apply with a £50 per-group surcharge.
- **Self-Guided Visits:** Standard admission prices apply.

Groups under 20 are welcome, subject to these terms.

## 3. Guided Tours and Self-Guided Visits

**Guided Tours:** A New Lanark staff member leads an in-depth exploration of the site.

**Self-Guided Visits:** Explore independently using provided materials.

No deposit is required unless specified.

Full payment can be made in advance or on the day of arrival via cash, card, or by requesting an invoice in advance.

Once an invoice has been issued, group numbers cannot be changed. Funds for invoiced payments must be received by the day of your arrival.

Post-visit invoicing is available only for contracted travel trade or FIT clients (contact 01555 661345 to confirm eligibility).

## 4. Cancellations

Group visit cancellations are accepted at any time; please provide at least 7 days' notice via [trust@newlanark.org](mailto:trust@newlanark.org) or 01555 661345.

**Note:** Group catering bookings require final numbers and full payment 7 days prior to arrival, which is non-refundable, even if the group visit is cancelled (see Section 5 for details).

## 5. Group Catering

Confirm final numbers and make full payment by card 7 days before arrival (call 01555 661345). Payments are non-refundable.

If more attendees arrive than confirmed, payment for additional guests must be made on the day.

For catering invoicing, notify us 14 days in advance; payment is due within 7 days of invoice receipt and is non-refundable.

Charges are based on confirmed numbers, payable even if fewer people attend.

View catering options at [newlanark.org/group-catering](http://newlanark.org/group-catering).

## 6. Ticket Types

- **Adult:** Standard rate.
- **Concession:** Seniors (65+) or students with valid ID.
- **Child:** Ages 3–16.

## 7. Complimentary Places

One complimentary place is provided for the tour leader and one for the coach driver per group.

## 8. Discounts

A 25% discount on food and drink at the Mill Café is available for the tour leader and coach driver.

## 9. Coach Arrangements

Disembark passengers in the village square (steep access with sufficient turning circle).

Drivers must reverse with caution due to pedestrian pathways.

Park in the main visitor car park after drop-off and return for pick-up.

Free coach parking is available in the main visitor car park.

For accessibility needs (e.g., mobility challenges), contact 01555 661345 for alternative drop-off options or download the [accessibility guide](#).

## 10. Contact Information

**Hours:** Monday–Friday, 9:00 AM–5:00 PM.

**Bookings Office:** 01555 661345 (mainline) or 01555 667210 (Juliette Chadwick–Griffin).

**Email:** [trust@newlanark.org](mailto:trust@newlanark.org) or [juliette.chadwick@newlanark.org](mailto:juliette.chadwick@newlanark.org).

**Website:** [newlanark.org](http://newlanark.org).

## 11. Information Pages

**Group Visits:** [newlanark.org/group-visits](http://newlanark.org/group-visits)

**Travel Trade/General Groups:** [newlanark.org/group-visits-travel-trade](http://newlanark.org/group-visits-travel-trade)

**Educational/Community Groups:** [newlanark.org/educational-local-community-visits](http://newlanark.org/educational-local-community-visits)

**UK School Learning Visits:** [newlanark.org/learning/book-your-learning-visit](http://newlanark.org/learning/book-your-learning-visit)

**Group Catering:** [newlanark.org/group-catering](http://newlanark.org/group-catering)