

# THE BLACK WATCH CASTLE AND MUSEUM

## Travel Trade Terms and Conditions 2025

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### 1. Group Booking & Confirmation

- A group booking is defined as a reservation made by a travel trade operator for a tour group visiting The Black Watch Castle & Museum.
- A minimum group size requirement will vary depending on the tour/package but will be specified in the booking confirmation email.
- The final confirmed number of guests for tours must be provided at least 48 hours before the scheduled visit. Adjustments to numbers will be accepted without penalty up to this point.
- The final confirmed number of guests for food-related bookings and their menu/refreshment selections including any dietary requirements must be provided at least 7 days in advance.

### 2. Payment & Invoicing

- A deposit may be required at the time of booking (if applicable, this will be detailed in the confirmation email). An invoice for any balance due will normally be issued around 48 hours ahead of the visit or earlier if required.
- Full payment must be made in accordance with the terms specified on the invoice.
- Payment can be made via bank transfer, credit/debit card, or other agreed-upon methods.

### 3. Cancellation & Amendment Policy

If a booking needs to be cancelled the following charges will apply:

- Up to 8 days before the visit – No cancellation fee.
- 7 days to 48 hours before the visit – 25% of the total booking fee will be charged.
- Less than 48 hours before the visit / No-show – 100% of the total booking fee is payable.

#### Amendments to Group Numbers

- Reductions in numbers can be made without penalty up to 48 hours before the visit (as long as the group still meets the minimum required size).
- Increases in numbers will be accommodated subject to availability and may result in additional charges.

### 4. Refund Policy

- Refunds (if applicable) will be processed within 14 business days via the original payment method.
- If a partial refund is due (e.g., for a reduced group size within the permitted timeframe), it will be adjusted against the final invoice.
- Refunds will not be issued for no-shows or late cancellations (less than 48 hours before the visit).

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### 5. Late Arrivals & No-Shows

- Groups arriving late will be accommodated where possible, but tour length and activities may be shortened.
- If a group arrives more than 30 minutes late, their visit may be cancelled, and the full fee will still be charged.
- Please telephone us at 01738 638152 as soon as you know of any changes or delays in your schedule so that we can try to accommodate these.
- In the case of a no-show, the full booking fee is payable.

### 6. Exceptional Circumstances & Force Majeure

The Black Watch Castle & Museum reserves the right to waive cancellation fees in cases of exceptional circumstances, including:

- Severe weather conditions preventing travel
- Transport strikes or disruptions
- Government-imposed travel restrictions
- Medical emergencies affecting the group

In such cases, operators must notify us as soon as possible, and we will assess requests on a case-by-case basis.

### 7. Coach Drivers and Guides

- Coach Drivers and Guides will receive free admission for one driver and one guide per coach.
- Additionally, they will receive a complimentary meal/drink voucher for use in the Bistro @ The Castle up to a value of £15.00. (This may not be redeemed for alcoholic beverages, no change will be given, and the voucher cannot be exchanged for any monetary value)
- The voucher will be provided upon their arrival and can only be used on the day of their visit.

### 8. Marketing & Use of Images

- By booking a tour, operators agree that photos and videos taken during the visit may be used for marketing and promotional purposes, unless otherwise stated in writing before the visit.

### 9. Contact & Amendments

- Any amendments or cancellations must be communicated in writing via email or by phone during business hours.
- The Black Watch Castle & Museum reserves the right to update these terms and conditions as necessary. Operators will be notified of significant changes.