



# LOWTHER

CASTLE & GARDENS

01931 712192    [www.lowthercastle.org](http://www.lowthercastle.org)

Lowther Castle & Gardens, Lowther, Penrith, Cumbria CA10 2HH

## Booking Details

### *About Your Company*

Before you confirm your client's visit requirements, please provide the following information:

Your company name*	
Your company address*	
How would you describe your business? e.g. wholesaler, tour operator, coach company, group organiser?	
Name of the contact person for this booking*	
Contact email address of above person*	
Contact telephone number of above person*	
VAT Reg number, if applicable	
Booking Reference, if applicable	
Group size:	Visit date:
Arrival time:	Departure time:
On the day of visit contact number	
Where did you find out about Lowther Castle & Gardens?	
Is this your first group visit?	

\* **Please note:** full details of how Lowther Castle & Gardens will use information that you provide can be found within Terms & Conditions

## About your booking

Please indicate the experience and catering requirement for your group:

DESCRIPTION	RATE pp	TICK OPTION
Admission to Lowther Castle & Gardens, with Meet & Greet and Courtyard introduction	£7.00	
Admission to Lowther Castle & Gardens, <b>without</b> Meet & Greet and Courtyard introduction (available for groups wishing a visit only or agents booking FIT clients)	£7.00	
Admission as above and the Garden Tour (minimum 20 pax)	£10.00	
Lowther Castle & Gardens and Ullswater Steamers	£14.00	
Evening visit to Lowther Castle & Gardens (minimum 20 pax)	£7.00	

DESCRIPTION	RATE pp	TICK OPTION
Morning coffee/tea with a tray bake	£4.00	
Lunch of soup and sandwich with tea/coffee	£8.00	
Afternoon coffee/tea with a cream scone	£4.50	
Afternoon Tea, with a selection of finger sandwiches and savouries; scone and cake dainties, served with tea/coffee.	£15.00	
A glass of bubbly is an optional extra.	£19.00	
Cooked 2 or 3-course lunch to meet with your clients' needs.	ON REQUEST	
Special catering arrangements for the evening tour	ON REQUEST	

**Please note:** unless otherwise stated, group rates are available to pre-booked groups of minimum 10 pax and up to 60 pax

## Booking Confirmation

By signing this agreement, I have read and hereby agree to the Terms & Conditions of Lowther Castle & Gardens.

Signed: .....

Print Name: .....

Date: .....

### Your Contact at Lowther Castle & Gardens

Once your booking details are complete please email this form to:

**Lowther Castle Contact:** Claire Logan-Stephens

**Telephone number:** 01931 712192

**E-mail Address:** [groups@lowthercastle.org](mailto:groups@lowthercastle.org)

Once your booking is received, Claire will contact you to confirm the booking and to discuss any special requirements.

## Important Information:

It is recommended that sturdy shoes are worn for exploring the gardens.

The exhibition, castle ruins and large parts of the garden are accessible by wheelchairs and we have disabled loos. We have one wheelchair available for use. Please contact us directly if you would like further guidance or assistance when you arrive.

No vehicles are allowed in the Courtyard.

## Payment Details

### FOR REGISTERED BUSINESSES AND REGISTERED TOUR OPERATORS

#### Visit to Exhibition & Gardens:

- While notice of a cancellation is appreciated, no penalty will be incurred.

#### Catering bookings:

- Confirmation of final numbers required 14 days prior to the visit. The final catering invoice will be issued based on these numbers. Cancellation of this invoice will not be possible after 14 days prior to the visit.

Registered businesses, who have an account with Lowther Castle & Gardens, will be invoiced following the visit with payment due within 30-days.

Account name: NAT WEST

Account number: 77621735

Sort Code: 60-16-21

Reference on Payment: Your Company name

### FOR PRIVATE PARTIES, SOCIAL GROUPS OR NON-REGISTERED BUSINESSES:

#### Visit to Exhibition & Gardens:

- While notice of a cancellation is appreciated, no penalty will be incurred.
- Payment can be made in cash or by card on the day or prior to the visit by Bank Transfer.

#### Catering bookings:

- 50% of the catering invoice to be paid 4 weeks in advance. Account details above.
- Confirmation of final numbers required 14 days prior to the visit. The balance of the catering invoice will be issued based on these numbers. Cancellation of this invoice will not be possible after 14 days prior to the visit.

If you do not have an account, please indicate method of payment:

METHOD OF PAYMENT	TICK BOX
Cash on the day	
Card on the day	
Prior by bank Transfer	

## Terms & Conditions

Please carefully read through before confirming the booking to ensure that you agree with our T&Cs.

### Payment:

- Once the above booking has been confirmed by signing and returning the above, your booking is confirmed.
- Clients with an account will be invoiced following the visit with payment due within 30-days.
- Clients without an account, payment is required in advance or on the day of visit at the admissions desk either by cash, card or cheque.
- Accounts may be set up through prior arrangement with Lowther Castle & Gardens, in writing and once credit references are checked.

### Visitors:

- To book, groups must be a minimum of 10 pax (excluding coach driver and tour director). For Garden Tour and Evening Tour the minimum number is 20 pax.
- Lowther Castle & Gardens reserves the right to remove visitors if absolutely necessary, for unruly, disruptive or abusive behaviour.
- Lowther Castle & Gardens is not responsible for any visitors' property.

### Cancellations and Booking Amendments:

- You may change the date of your visit but must inform Lowther Castle & Gardens at least one week prior to your original visiting date. The team will do everything they can to accommodate this request.
- You may cancel your booking. However if you have ordered a meal and you cancel your visit after 14 days prior to the visit date, you will be invoiced in full for the meal.

### Lowther Castle & Gardens Rights:

- All prices listed are correct at time of booking.
- Lowther Castle & Gardens reserves the right to cancel or alter any booking in the case of an emergency, bad weather, or for any other reason that is out of its control, without being liable for any loss or damage.
- If Lowther Castle & Gardens cancel any booking for any reason stated above, and the group have paid for a meal in the Sculpture Gallery, Lowther Castle & Gardens will refund the booking if the team is not able to change the booking date.

### Keeping In-touch:

By providing your company and contact details you are expressing an interest in Lowther Castle & Gardens. To ensure that you remain up to date with regards to pricing, booking arrangements and new product, experiences and events held at Lowther Castle & Gardens, and their tourism partner/s, Lowther Castle will add you to its travel trade database so that the company may contact you direct by email, post or phone and send you periodic e-newsletters to ensure that you keep up to date.

Your data will be stored on a password protected database relating to travel trade. This information is stored with the purpose of recording group visits to Lowther Castle & Gardens and is not shared with any third parties. If you wish to be removed from any mailing lists or databases, please e-mail [gdpr@lowthercastle.co.uk](mailto:gdpr@lowthercastle.co.uk) and we will remove you from those lists. Our data and privacy policy can be viewed at <http://www.lowthercastle.org/privacy/>