

# The Real

## MARY KING'S CLOSE

Any person booking and/or visiting The Real Mary King's Close, Edinburgh does so subject to the following conditions:

### Booking:

- To qualify for Groups Discounts and benefits groups must comprise of at least 15 people and must pre-book their visit. Groups discounts are not always available (March, July, August and December all have group restrictions), please call 01914 261262 for further information. Groups who reduce their numbers to less than 15 will be charged the standard rates and not receive any discounts or groups benefits.
- All booking remain provisional until full payment has been received.
- Companies who are being invoiced after the visit date must return a signed "Provisional Booking" letter to confirm booking.
- Once full payment has been received your booking will be confirmed to you in writing.
- All provisional bookings will be released 48 hours prior to the arrival date.
- To amend your booking please call 01914 261262 or [groups@continuum-group.com](mailto:groups@continuum-group.com).
- The Real Mary King's Close reserves the right to charge for any amendments made within the 48 hours period to arrival.
- Refunds and cancellations must be made at least 48 hours in advance of your arrival time. For full information "General Information" below.

### Payment:

- Full pre-payment must be made 7 working days in advance of your visit. Please contact us if you are having problems making payment for your group.
- All payments must be made in pound sterling.
- Failure to pay for your visit will result in your booking being released 48 hours before your expected arrival time.
- Cheques must be made payable to The Continuum Group Ltd and sent to Continuum, St Edmund's House, Margaret Street, York YO10 4UX.
- **Please quote your Reservation Number on all bank transfers and cheques.** All bank charges are the responsibility of the customer.
- Credit card payments should be made by calling the Reservations Office on 01914 261262.
- If payment is made by bank transfer all bank charges are the responsibility of the customer.
- A Remittance Advice should be sent to the Reservations Office to confirm all BACS transfer. Your booking will not to be confirmed until we have received the payment into our bank.
- Once payment have been received a receipt will be sent out.
- Groups who have made arrangements to be invoiced do not need to pay in advance. All invoices must be paid within 30 days of the invoice date. Failure to do so may result in pre-payment being required on future visits.

### General Information:

- Cancellations must be made at least 48 hours in advance of your arrival time. The Real Mary King's Close retains as to whether late cancellations will be will be charged. Standard fees for late cancellation are 100% of the booking. To cancel your booking please call 01914 261262.
- No-show. The Real Mary King's Close retains absolute discretion as to whether groups who do not arrive for their tour will be charged. Standard fees for n-show are 100% of the booking.
- Refunds. The Real Mary King's Close retains absolute discretion as to whether refunds will be given.

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- Tours. All our tours have 20 spaces. If your groups is less than 20 people we may let other people join your tour. The only way to ensure a private tour is to pay for all available 20 spaces.
- Translators. Any groups wishing to bring a translator will be required to book a private tour.
- Audio guides. Audio guides should be ordered in advance, we cannot guarantee audio guides will be available if they are not pre-booked.

### **On the day of the visit:**

- We ask all groups to arrive at least 10 minutes before their scheduled tour time. The Real Mary King's Close reserves the right to refuse entry to any group arriving after their scheduled tour time. The Real Mary King's Close retains absolute discretion as to whether late arriving groups/people will be charged for their tour. Standard fees for late arrival will be 100% of the booking.
- To notify the attraction of the group's late arrival please call 0131 225 0672.
- The attraction is located at 2 Warriston's Close, High Street, Edinburgh, EH1 1 PG.
- Groups arriving with less people than originally booked will be charged for all pre-ordered tickets. The Real Mary King's Close reserves the right to refuse entry on a tour or remove any person who:
  - Arrives late for their tour.
  - Is suspected to be under the influence of drugs and/or alcohol.
  - Does not respect the historical nature of the attraction.
  - Behaves in a manner which is disruptive to the enjoyment of other visitors.
  - Behaves in a manner which compromises the safety of other visitors or staff.
  - Uses verbal or physical threats or insults toward any member of staff.
- Photography is not allowed during any tour at The Real Mary King's Close.
- Your will be added to continuum's Mailing list following your visit so we can contact you with information on our special offers an events. If you do not wish to receive any further communication form us following your visit please notify us by calling 0131 225 0672 or emailing [groups@continuumattractions.com](mailto:groups@continuumattractions.com)