

**Groups must be a minimum of 8 and maximum of 16 people.**

**All tours must be booked a minimum of 1 month in advance. Tour price is £14.**

**Children under 16 must be accompanied by an adult 18 or older. John Knox House reserve the right to refuse entry without explanation. Tickets purchased online or in advance are not to be used in conjunction with any other offer, promotion, voucher or exchanged for cash. Ticket only redeemable at the attraction stated. John Knox House reserve the right to alter, close or remove details/exhibits without prior notice for technical, operational or other reasons, and that no refunds or price reductions can be given in these circumstances.**

**All tickets for the John Knox House whether they are purchased from the John Knox House directly, Scottish Storytelling centre website or third-party sellers are purchased on a non-refundable and non-transferable basis.**

**John Knox House and the Scottish Storytelling Centre shall have no liability for any loss or damage arising on the premises and accept no liability for travel expenses or any other out of pocket expenses incurred.**

**1. Making your booking: The party leader must be authorised to make the booking on the basis of these booking conditions by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made. All bookings must be made online via the contact through email. At the end of the booking process, you are asked to confirm that you have read and agree with our booking conditions. Your booking will be confirmed via email. The confirmation is sent to the email address which you enter/provide at the time of making your booking. However, if you have spam filtering on your email account, our email might not reach you.**

**Your email voucher will serve as proof of payment for your attraction ticket. If you are collecting your tickets at the attraction, you will need to present this confirmation email at the appropriate entrance to gain entry. You must take the confirmation email with you or you may not gain entry. Please check your booking confirmation carefully as soon as you receive it. Contact us immediately if any information on the confirmation appears to be incorrect or incomplete as it may not be possible to make changes later.**

**Please arrive within your designated 5-minute prior to your tour time, failure to do so may result in an extended wait.**

**2. Payment:** Full payment is required at the time of booking, on arrival or by pre-arranged invoice.

**3. The cost of your ticket(s):** We are committed to providing great value offers on tickets; where possible offering discounts on entrance rates. There are likely to be some seasonal special offers and in some circumstances, prices may go up or down. The price of your ticket(s) will be confirmed at the time of booking.

We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. A total price of your ticket(s) will be given before you confirm your booking which you may accept or not. All prices are for pre-booking and include VAT.

**4. Changes by you:** There is no guarantee that once a booking has been issued that it will be possible to amend or transfer your booking.

**5. Cancellation by you:** Should you or any member of your party need to cancel your booking once it has been confirmed, the party leader must immediately contact the provider of your ticket.. We regret it is not possible to make refunds in respect of cancelled bookings.

**6. Changes and cancellation by us:** Occasionally, we have to make changes to and correct errors and other details both before and after bookings have been confirmed and cancel confirmed bookings and we must reserve the right to do so. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:

(a) accepting the changed arrangements or

(b) purchasing an alternative ticket offer from us. If the chosen alternative date is less expensive than your original one, we will refund the difference but if it is more expensive, we will not ask you to pay any more

(c) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one. In all cases, our liability for significant changes and cancellations is limited to offering you the above-mentioned options. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

We reserves the right to refuse admission, ban entry from John Knox House or remove from the building without any right to a refund, any person [and any other members of their party] whose behaviour or presence may affect the enjoyment and/or safety of other guests or staff, or who may otherwise undermine our commitment to safeguarding all our guests and staff members.

## **7. Our Liability to you**

(1) We promise to make sure that the ticket arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage arising including any distress, inconvenience or anxiety caused during the course of the experience, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or

the act(s) and/or omission(s) of a third party not connected with the provision of your visit and which were unforeseeable or unavoidable

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which any supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract will be used as the basis for deciding whether the services in question had been properly provided.

**(6) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 12 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred".**

**10. Complaints and problems: In the unlikely event that you have any reason to complain or experience any problems with your visit to an attraction, you must immediately inform the supplier of the service(s) in question. Any verbal notification must be put in writing as soon as possible. Until we know about a problem or complaint, we cannot begin to resolve it. You must write to our Guest Experience Team at the attraction you have visited, within 28 days of the end of the visit to the attraction giving your booking reference and full details of your complaint. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause.**

**11. Your Responsibilities: Bookings are accepted on the understanding that all persons travelling are normally in good health and able to fulfil the physical demands of the attraction visit. It is your responsibility to ensure all members of the party are in possession of all necessary travel and health documents before departure. We cannot accept any liability or associated costs if you are refused entry onto transport or into the attraction country as a result of failure to carry correct documentation.**

**12. Conditions of Suppliers: Many of the services which make up your visit are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see clause 9 (3)). Copies of the relevant parts of these terms and conditions are available on request from the supplier concerned.**

**13. Special Requests and Medical Problems: If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.**

**15. Directions: Please make sure you have directions to Joh Knox House, basic directions are also provided on our website.**

**16. We do not provide any parking facilities.**

## **PHOTOGRAPHY**

**From time to time John Knox House or the Scottish Storytelling centre or other authorised parties carry out photography and/or video recording in the building, which may feature guests. Entry to the Attraction is deemed acceptance of these Entry Conditions, and you therefore agree that we or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with John Knox House and the Scottish Storytelling Centre or such authorised party (as the case may be).**