

Terms and Conditions / 'Handy Hints' for Groups

Longleat recommends that you provide details of your group booking to 'Group Customer Services' prior to your visit to ensure your requirements can be met.

To make a booking, please contact:

Group Customer Services • Longleat Safari Park • Warminster • Wiltshire • BA12 7NJ

Tel: 01985 844328 • Email: groups@longleat.co.uk

Terms and Conditions for Groups

- Group Rates apply to parties of 12+ people
- Group Rates only apply to groups all booking the same package
- Group Rates only apply to groups using their own transport. Group Packages that include a visit to the Safari Park may NOT use the Longleat Safari Bus
- Group Rates cannot be used in conjunction with any other offer
- Ages for group rates are classified as:-
 - Child: 3-16yrs
 - Student: 17yrs+ (must be in full time education)
 - Adult: 17-59yrs
 - Senior Citizen: 60yrs+
- Children under the age of 14 must be supervised at all times.
- During school holidays and at busy times the tour of Longleat House will be restricted to the ground floor for conservation reasons
- Postman Pat Village and the Adventure Castle are only available for children of 14 years and under. Adults/Seniors will only be admitted if accompanied by a child
- For safety reasons, a minimum of one adult must accompany every 12 children whilst in the Adventure Castle. Unaccompanied children are never admitted. Longleat reserves the right to refuse entry.
- A minimum height for entry of 1.2m (4ft) operates on the Motion Simulators.
- A maximum height of 1.2m (4ft) operates on the Tea Cup Ride.

- It is the responsibility of the Group Organiser to carry out a full risk assessment prior to making a group visit. Please request a familiarization pass at the time of booking for this purpose
- Full payment must be made on arrival of the group at Longleat unless otherwise agreed in advance with Group Customer Services
- Longleat reserves the right to close to the public, withdraw any attraction, event or service or alter times and prices without prior notice.
- Longleat operates a strict no refund policy.

Handy Hints for Groups

Pre-Visit...

- **FREE familiarisation pass!**

Once a group booking has been made, Longleat will provide you with ONE x free familiarisation pass. Valid for two adult Passport Tickets, the familiarisation pass will give you the chance to visit and experience all that Longleat has to offer before your visit! Use this time to produce your own risk assessment. Please request your familiarisation pass at the time of booking.

- **Risk Assessment**

It is your responsibility to provide a full risk assessment for your visit to Longleat (see above for details on this).

- **Free Safari Park Commentary CD**

Longleat will provide ONE x complimentary Safari Park commentary CD per vehicle on arrival when Passport Tickets are purchased for the whole group (subject to availability). Check with your coach company to find out if they have an operational CD player.

- **Confirmation Letter**

Please check your confirmation letter to familiarize yourself with timings and ensure that all activities are as agreed.

The Day Of Your Visit...

On Arrival...

- **Confirmation Letter**

Please check your confirmation letter and arrive at Longleat as close to your specified arrival time as possible.

- **Tickets**

Please ask the group leader to report to a member of staff at Group Customer Services to pick up your tickets...

- For Safari Park visits PLUS Passport Tickets (wishing to visit Safari Park first) please collect tickets from Group Customer Services (at entrance to Safari Park)
- For Passport Tickets (wishing to visit Safari Park later in the day) / smaller attraction tickets please collect tickets from Pets Corner
- For House only visits, please collect tickets from the Front Desk of Longleat House

- **Please note** that Longleat is a popular attraction and there may be a small delay in obtaining tickets for groups booked in at a specific time. Your patience is very much appreciated.

- **Payment**

Full payment must be made when you pick up your tickets. Longleat accepts all major credit cards (excluding Diners Club). For repeat group visits and at the discretion of Longleat, invoices can be issued for group visits with strict payment terms and conditions of 30 days.

- **Emergency Contact Details**

Please ensure that the group leader/responsible persons' mobile telephone number is lodged at Group Customer Services on arrival and circulated to all team leaders/helpers to ensure that contact can be made if required / in case of emergency.

General Points of Note for the Day

- **Safari Park**

Your coach may stop anywhere on the left hand side of the road.

- East African Game Reserve. Visitors may get out of the vehicle in the pedestrian viewing area **only** to view the animals
- Monkey Jungle. The Monkey Jungle is optional and may be bypassed by taking the slip road to the right just before the entry gates.
- Please follow any instructions given to you by the wardens.
- After the tour of the Safari Park you will automatically exit into the grounds of Longleat House.
- The duration of the Safari Park visit is approximately 2 hours – but this is dependent on how long you alight at the East African Game Reserve.

- **Picnic Areas**

There are designated picnic areas in the first section of the Safari Park, the East African Game Reserve plus near to the Coach and Car Parks in the grounds of Longleat House. Longleat has no undercover facilities, although the Africana Hut in the Main Square can be made available for children's groups but not exclusively. This is only available during term time and is subject to availability. Valuables and belongings left in this area will be at your own risk.

- **Coach Park**

There is a large coach park within easy walking distance of all the attractions at Longleat. If you wish, coaches may stop outside Longleat House for passengers to disembark before parking. Alternative parking arrangements may apply during Special Events.

- **Children**

Please ensure that children aged 14 years and under are supervised at all times. Longleat advises that each accompanying adult should be responsible for a small group of children. Longleat recommends the following ratio's and allows free entry for each adult accordingly...

- 1 adult to every 6 children for school years 1 – 3
- 1 adult to every 8 children for school years 4 +

- **Educational Talks in Pets Corner**

If you have booked an educational talk for a specific time with Pets Corner staff then please ensure that you arrive at Pets Corner at least 10 minutes prior to this talk time. If you do not arrive at the allocated time then Longleat can offer no guarantee that your talk will take place.

- **Vocational Talks**

If you have booked a vocational talk for a specific time with the Longleat Education Team then please ensure that you arrive at the Estate Office a few minutes before your talk time. Talks will take place in the Orangery unless advised otherwise. If you do not arrive at the Estate Office by the allocated time then Longleat can offer no guarantee that your talk will be able to take place

- **Adventure Castle**

There is a strict maximum age limit of 14 years for the play apparatus in the Adventure Castle. For safety reasons a minimum of one adult must accompany every 12 children whilst in the Adventure Castle. Unaccompanied children will not be admitted. Longleat reserves the right to refuse entry.

On Departure...

- Check that you have all of your party and belongings with you!
- Have a safe journey home!

Additional Group Information

- Free familiarization pass (for up to 2 adults) on confirmation of booking
- Free ticket for all coach drivers provided on day of visit
- Free organizer ticket per group booking provided on day of visit.
- Free coach drivers ticket plus meal voucher provided on day of visit
- Free coach parking alongside the attractions
- New educational resources - pre & post visit activities available online
- Children aged 14 years and under must be supervised at all times. Longleat advises that each accompanying adult should be responsible for a small group of children. Longleat recommends the following ratio's and allows free entry for each adult accordingly...
 - 1 adult to every 6 children for school years 1 – 3
 - 1 adult to every 8 children for school years 4 +
- Tours of Longleat House can be conducted in French and German – please request at the time of booking. Pre-booking essential
- Map and access leaflet available on request / will be provided on the day of your visit covering accessibility into all attractions
- Recommended Ticket – the 'Longleat Passport Ticket' - includes entry into all 11 Longleat attractions with the flexibility of coming back at any time before the close of the season to see those attractions previously missed (each attraction can be visited once only)