

Group Booking Terms & Conditions

1. Tour Confirmation & Punctuality

Upon receiving your booking confirmation, we will confirm your tour time. Please note: Our scheduled tour times are: 10:15, 10:30, 11:30, 11:45, 13:00, 13:15, 14:15, and 14:30. Punctuality is essential, and we ask that groups arrive promptly at their allocated time.

2. Cancellation Policy

If you need to cancel your visit, please notify us as soon as possible by calling 01626 890243 or emailing bookings@powderham.co.uk

Our cancellation terms are as follows:

- Cancellations made more than two weeks prior to the visit will receive a full refund.
- Cancellations made 1-2 weeks prior to the visit will receive a 50% refund.
- Cancellations made less than one week prior to the visit are non-refundable.
- We reserve the right to cancel bookings if required for business operations. In such instances, a full refund will be issued.

3. Group Dining

It is the responsibility of the tour organiser to inform us if the group requires lunch. If no prior arrangement is made, individuals will need to arrange their own meals, which may lead to some delays.

If food is required, please notify us at least two weeks before your visit.

Dining Option:

Powderham Farm Shop & Restaurant: a separate business within the Powderham estate, located at the top of the drive. To book, please contact 01626 891883

4. Payment Terms

- A 25% non-refundable booking fee is required upon confirmation of your booking.
- The final group numbers, and any changes, must be confirmed two weeks before the visit. The final balance is due at this time via BACs payment, details of which will be provided on the invoice you receive.
- Charges will be based on the confirmed numbers provided at the two week deadline.

5. Liability

- Visitors enter Powderham at their own risk, as it is a historic site with potential safety hazards
- Personal belongings are the responsibility of visitors at all times
- Please be aware we are a working estate and do have uneven surfaces