

Carrick-a-Rede Booking Procedure

1. "The Organiser" refers to the Operator/Coach Company/Travel Agent/Wholesaler referred to in this document as 'The Organiser'.
2. To qualify for the Group Rate, groups wishing to cross the bridge must comprise a minimum of 15 persons. If the group size is reduced to less than 15 persons, the Organiser will be charged the standard admission rate and will not receive any discounts or group benefits.
3. The maximum size of a group is 50 people. Under no circumstances can the Organiser exceed this allocation per booking, as no extra tickets at the Group Rate will be sold to the Group.

Booking

4. Pre-booking a group is essential. The Organiser is required to book all group visits by phone, the Booking Office phone number is +44 (0)28 2073 3335.
The reason for phoning is to identify ticket availability on the day and time of the proposed visit. Details of date, time of arrival and number of persons wishing to cross the bridge and the name of the organiser will be required.
5. Free admission and a voucher for complimentary refreshments will be offered to the coach driver and guide (if applicable) accompanying the group.

Alterations to Booking

6. Once the booking is made, any reductions must be phoned through to the Booking Office at least 30 minutes prior to the allocated start time (without incurring any administration fee).
7. If the request is to increase the number of tickets from its original booking, the booking office will do whatever it can to provide extra tickets (to a maximum total group booking of 50 people); however any extra tickets will be subject to availability at the time, and cannot be guaranteed.

(As an illustration, if the booking is to cross the bridge (outward) between 11.30am – 12.30pm, any alterations must be communicated to the Booking Office by telephone before 11.00am on the day of the visit).

8. If the above procedure is not followed, the following will apply:
 - a. If the Organiser wishes to purchase more tickets than previously booked, the group will only be able to purchase tickets (up to the group maximum) if available (during peak season, availability will be very unlikely at time of arrival).
 - b. If the Organiser wishes to purchase a reduced number of tickets (from its original booking), then we reserve the right to charge the full amount of the booking.

Late Arrivals

9. If the Organiser estimates that its Group will arrive late, the Organiser must notify the Booking Office at least 30 minutes prior to the ticket allocation start time.

(Using the illustration above, for tickets booked for the 11.30am - 12.30pm crossing, any arrival at the site after 12.15pm will be defined as "late"; so the Organiser must inform the Booking Office by 11.00am latest.

10. If the above procedure is followed for late arrivals, the Organiser will not be charged for the tickets. In addition, we will do our best to accommodate the group; however, if all tickets are already sold at the time of the group's late arrival, the group will not be able to cross the bridge at that time although free access to the site (excluding the bridge) will be offered.
11. If the above procedure is not followed for late arrivals, then we reserve the right to charge the full amount of the booking.

Cancellations

12. Cancellation of a group booking will be accepted without charge if it is received at least 30 minutes before the ticket start time.
13. If the above procedure is not followed for cancellations, then we reserve the right to charge the full amount of the booking.

Closure of the Bridge due to Weather Conditions

14. On occasion the bridge may be closed due to adverse weather conditions, essential repairs or issues of public safety. In all these cases the Organiser will receive a full refund of any tickets purchased on the day.

Illustration:

This is a generic example, used for illustrative purposes, to assist with understanding the new booking procedure at Carrick-a-Rede; it is not a specific example that relates to you (the Organiser's) allocation.

Allocation Example:

11.30am – 12.30pm: 30 Tickets

Original Booking: The Group Organiser telephones the Booking Office to identify availability. Once an available date and time is identified, the Organiser books the allocation. This booking is confirmed by the booking office via email (for this example, tickets may be any number between 15-30 tickets).

Day of the Visit:

By 11.00am latest: The Organiser must have informed Booking Office of:

- a. Any changes to the number of tickets required (final number must be between 15-30 tickets).
- b. Any estimated late arrival (i.e. arrival after 12.15pm).
- c. Any cancellation of the 11.30am slot.

11.15am: Recommended arrival time; group collects tickets and walks to bridge.

After 12.15pm: Arrival is classified as "late". Staff may refuse Group access to the Bridge (due to walking time required from carpark to the bridge) unless Organiser has followed the procedures (i.e. informed booking office by 11.00am (and additional tickets are available)). If the procedure has not been followed by the Organiser, then we reserve the right to charge the full amount of the booking.