

KILKENNY CASTLE

TERMS & CONDITIONS

To ensure smooth operation and an enjoyable visit for all, please note the following terms and conditions for all group visits:

Bookings:

Groups of 10 pax or more

- All groups of more than 10 pax must contact our booking team either by email: bookingskilkennycastle@opw.ie or by phone 00 353 (0) 46 9423010. It is not permitted to use the online booking platform for groups of 10 pax or more.
- Group bookings should be made at least 2 weeks in advance of visit and re-confirmed by emailing is at bookingskilkennycastle@opw.ie or phone to 00 353 (0) 46 9423020 at least 48 hours in advance of visit.
- Group rate only applies to group above 20 pax or groups of any size if part of the OPW Tour operator scheme
- There are limited timeslots available to groups for both non-guided and guided tour option, these are allocated on a first come first served basis pending availability and must be confirmed prior to date of visit. If for some unforeseen circumstance we are unable to provide a guided tour a non-guided will be offered, and the relevant rates will apply.
- For non-guided visit option, the maximum size of a group, inclusive of group leaders, is 45 people, with staggered entry. For groups in excess of 45 people multiple time slots must be booked.
- For the guided tour option, the maximum size of a group, inclusive of group leaders, is 20 people. For groups in excess of 20 people multiple time slots must be booked.

Groups of 9 pax or less

- Bookings for groups of 9 or less and FIT bookings cannot be processed by our bookings team.
- Groups of 9 or less and FIT clients may avail of the group rate when providing an OPW approved voucher.
- FIT clients will be offered the next available guided tour / self-guided timeslot on arrival whichever option is specified on their voucher.

PLEASE NOTE:

- A request for booking does not qualify as a firm booking.
- Late cancellations will affect future bookings.
- Bookings can only be cancelled or amended by the company's booking office.
- Access to rooms and opening arrangements may be subject to change at short notice.
- In the event of severe weather warning/exceptional events, Kilkenny Castle & Park reserve the right to close at short notice. Site closure will be announced on social media and our web site kilkennycastle@opw.ie, it is the responsibility of the tour operators to check that the site is open for business prior to arrival.
- Failure to respect the online booking requirements will result in admission being refused and tickets will not be refunded, as per our online terms and conditions. Abuse of the online booking system may also affect your ability to make future bookings
- Failure to comply with our T&C will result in services being withdrawn and future bookings cancelled

Payment:

- Payment is due on arrival. The tour leader may pay by **cash, credit card** or **OPW approved voucher** at the Ticket Desk. Failure to present a methods of payment prior to commencement of visit, will result in admission been refused. When payment is by voucher, the voucher must be a pre-printed paper voucher; digital copies will not be accepted. Please note that we are not in a position to store and/or print vouchers on behalf of Tour operators/ Tour leaders
New tour operators wishing to be included on the voucher scheme should contact touropsaccounts@opw.ie.
- FIT clients arriving without a printed voucher will be asked to pay by either cash or credit card on arrival and be advised to contact their tour operator directly regarding a refund.
- To avail of the group rate, payment must be made in one transaction. Group rate applies to groups of 20 people upwards, unless company is part of the OPW tour operator voucher scheme. No individual tickets will be issued.

On Arrival:

- Group leaders should advise the Castle of any possible delay on the day.
- On arrival, the group leader only must check in at our Ticket Desk. Please ensure that the group gather in the Castle Courtyard and are ready to begin their visit at their allocated timeslot and without backpacks, but away from the Front Door so as not to block the Castle's main entrance for other visitors entering or leaving. Please note that it is also an emergency evacuation exit.
- Castle Staff will collect the group and its leader(s) from the Courtyard when the time comes to visit the Castle.
- Toilet facilities on site are limited and access may be subject to long queues.

PLEASE NOTE:

- If a group is late for their timeslot, it may not be possible to reschedule due to capacity. We are unable to reschedule guided tour timeslots. Non-guided option will be provided only if available.

The Visit:

In the interest of Health & Safety on site and to ensure that all our visitors have an enjoyable experience at Kilkenny Castle, we are asking for the full cooperation from Tour Leaders regarding the following guidelines.

Guided tour:

- Couriers are welcome to accompany their groups and translate but must follow Castle's staff instructions at all time.
- All guided tours are in English only, NOTE: Please allow more time if your leader/courier is translating.
- If for some unforeseen circumstance we are unable to provide a guided tour a non-guided visit will be offered, and an appropriate rate will apply.

Non-guided visit:

- We recommend your clients view our movie presentation* (12 minutes in English) in the Medieval Room, prior to their booked timeslot.

- Entry will be staggered for groups of 20 pax or more.
- Leaflets will be provided and visitors will find QR codes and information panels in the period rooms. We now have free audio guides* available to download from our website: <https://soundcloud.com/opwireland/sets/kilkenny-castle-2022>. (visitors are required to use their own headphones when using the audio guide to minimise inconvenience to other visitors.)
- Couriers are welcome to accompany their group however they are not permitted to address their groups formally, only Kilkenny Castle guides are permitted to conduct tours in the building. (Exceptions apply to FFS bookings only)

PLEASE NOTE:

- Emergency evacuation routes, Ticket Desk area and viewing areas are not to be blocked by the group.
- Individual visitors are not obstructed by the group.
- Ensure that you or your group do not handle collections/OPW property.
- Ensure that you or your group do not enter roped off areas.
- Food, drink and chewing gum and use of E cigarettes are not permitted inside the Castle.
- Photographs video recording are permitted for private and personal purposes only however flash photography is not allowed. No Video recording on guided tour.
- As part of the Kilkenny Castle Child Protection Policy persons under 18 must be accompanied by an adult.
- Non-guided and Guided Tours routes may be altered at any time for operational reasons.
- Please be aware that our queuing system is outdoors.
- OPW staff will treat all customers with respect and dignity and our customers are requested to treat staff and other visitors in a similar manner.
- The OPW reserves the right to withdraw services to anyone who engages in abusive behaviour towards our staff and/or visitors.
- All visitors ,including couriers, must abide by the Castle Staff's instructions
- Couriers and groups must follow the designated tour route unless instructed otherwise by a member of our staff
- The 45 minutes timeline of the non-guided visits is to be respected (as per Terms & Conditions of the OPW Tour Operator Scheme)

Failure to comply with our T&C will result in services being with drawing and future bookings cancelled

Backpack Policy:

- Bookings are only confirmed when our backpack policy is signed and returned
- Groups will not be permitted to visit the period rooms with backpacks.

Please note there is no storage facilities on site for groups.

Accessibility

Parts of the Castle may not be suitable for people with limited mobility; information on accessibility is available on <https://www.kilkennycastle.ie/about/accessibility/>

If you have any concerns or questions please contact us before visiting bookingskilkennycastle@opw.ie

A major programme of conservation, maintenance and upgrade works will take place in the course of 2025 to 2027 at Kilkenny Castle & Park. Although we will endeavour to minimise the impact to our visitors and their visiting experience, it may cause disruption to the access and tour route of Kilkenny Castle. These future-proofing works will improve Kilkenny Castle offerings for all our visitors and as valued industry partners we ask for your cooperation, patience and understanding.

We look forward to welcoming your group to Kilkenny Castle and wish them all an enjoyable visit.