

## Bookings and Cancellation Policy

### Bookings Policy

- All trade customers are required to sign a customer agreement form in advance to secure rates for the year and secure bookings. No bookings will be accepted unless a customer agreement is in place.
- All groups of 10 or more must be booked in advance. Un-booked groups will not be admitted. It is advisable that groups are booked well in advance as the Cliffs of Moher Visitor Experience is experiencing huge volumes of visitors and may have to close to group bookings when capacity is reached for a given day or time.
- To qualify for the pre-booked rate a minimum of 10 PAX is required. Groups of less than 10 people will be charged €4 per person.
- All groups must be prepaid unless you have a credit account.
- Bookings can be made Monday- Friday 09.00-5.00pm [bookings@cliffsofmoher.ie](mailto:bookings@cliffsofmoher.ie) or by calling +353657086141. A booking form must be completed for each group.
- Bookings are provisional until confirmed by our bookings department. All group numbers must be confirmed to the bookings department at least 72 hours before arrival. An email confirmation will be sent to you which you MUST carry with you and will be required to gain entry.
- Changes to group numbers must be confirmed at least 72 hours prior to arrival or the tour will be charged for the numbers originally booked. Within the 72 hour period additional visitors will be charged at the un-booked rate and there will be no refunds for reduced numbers.
- Groups who do not arrive at allocated arrival time will be charged the applicable rate for the actual time of arrival.
- We will inform booked groups should we issue a weather warning or if circumstances dictate that the site must be closed. In the event of a site closure please do not arrive at the Cliffs of Moher and if you are already on site, please do not allow passengers to disembark. Adhere to instructions from Cliffs of Moher staff to ensure safety and comfort of all our visitors. Any additional un-booked customers will be charged the standard group rate.
- During peak season (March- October) all vehicles carrying 16 or less passengers must go to the main car park to be admitted and for parking.
- At peak times drivers may be asked to park their coach across the road in the overflow coach park. Drivers must follow instructions of Cliffs of Moher Staff to ensure the health & safety of all visitors.
- A maximum of 4 guides or 4 teachers go free with group bookings. Guides and teachers over and above the maximum will be charged at normal rates. 1 guide is permitted per 10 pax.
- Trade admission rates do not apply to the public.
- We do not take bookings for parties of less than 10 PAX.
- Maximum stay of 2 hours for group visits.
- Coaches picking up walkers from the coastal walk are also required to pre-book and pay the requisite group rate.

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### Cancellations Policy

- Cancellations will be accepted 72 hours before the scheduled arrival date/time of the group. Groups which are cancelled within 72 hours of their scheduled arrival date and time will be subject to a 100% charge of the booking cost.
- Groups which fail to show up and have not cancelled 72 hours in advance will be charged at 100% of the booking cost.