

# 2018 Group Tour Rules & Regulations

To qualify, a minimum of 20 persons is required; all tours must visit as an organized group with one person responsible for payment. Arrival times are scheduled every sixty (60) minutes on the half hour from 9:30am to 3:30pm on Monday through Friday, and every sixty (60) minutes on the hour from 11:00am to 2:00pm on Saturdays and Sundays. Additional restrictions may apply during peak foliage and off-season tours. We are open seasonally May through October; call 603-476-5414 for availability.

## Reservations

Reservations are required for Castle Tours and Lunch Service. Fax the completed Group Reservation Form (page 2 of this document) to 603-476-2512 to request reservations. Castle Tours and Lunch Service are not confirmed until a Castle in the Clouds representative signs and returns a copy as confirmation. Due to the high volume of tours each year, we cannot guarantee availability for Castle Tours or Lunch Service but will do our best to accommodate all requests.

## Castle Tour

In order to receive the group rate, reservations must be received at least seven days prior to scheduled tour.

After an historical orientation in bus parking, groups will enjoy a trolley ride to the mansion for a self-guided tour of the estate, exploring the museum and surrounding grounds. Group Rates are available Monday through Friday; discounted rates are not available on Weekends, Holidays or Off-Season Dates. Additional charges may apply to Off-Season Dates; call 603-476-5414 for information.

**Please note: All groups must allot a minimum of two hours for the Castle Tour from arrival time to departure time.**

### **Group Rates (Weekdays Only)**

Adults	\$ 12
Seniors (ages 65+)	\$ 12
Children (ages 5- 17)	\$ 8

### **Regular Admission (Weekends, Holidays & Off-Season)**

Adults	\$ 17
Seniors (ages 65+)	\$ 14
Children (ages 5-17)	\$ 10

## Lunch Service

Reservations must be received at least 14 days prior to luncheon date. Castle in the Clouds schedules one luncheon per day.

Lunch Service is not available on Fridays, Saturdays, Sundays or holidays. We recommend one hour for Lunch Service.

**Hot Option** Choice of chicken OR fish entrée served with seasonal vegetable and starch side **\$22**

**Cold Option** "Build Your Own Sandwich" with ham or turkey, assorted breads, cheeses and toppings, served with chips **\$18**

**Add Dessert \$2**

Non-alcoholic beverages included in all options. Taxes & gratuity are included in pricing. Meal counts are required for Hot Option (how many chicken, vegetarian, etc). Final counts must be received at least 7 days prior to the scheduled luncheon; if a guest has dietary restrictions (vegan, gluten free) please let us know no later than 7 days prior to the scheduled luncheon. Menu items and prices are subject to change up to 7 days prior to luncheon. Tour Escort and Driver **DO NOT** receive complimentary Lunch Service.

## Payment & Comp Policy

A confirmation count is **required** 7 days prior to tour and/or luncheon date. Please fill out the "Confirmation" section of the Reservation Request Form and fax it to 603-476-2512. Groups will be charged the Paying Guest Count plus any additional guests upon arrival. One Tour Escort and one Bus Driver receive complimentary tour admission per group; they do not receive complimentary Lunch Service. Groups may pay in advance or upon arrival in the Gift Shop. We accept company check, cash or credit card.

## Cancellation Policy

All changes and/or cancellations to Castle Tours must be made in writing at least **7 days prior** to scheduled visit. Any group that cancels within 7 days or does not cancel their tour will be subject to a \$250 cancellation fee. All changes and/or cancellations to Lunch Service must be made in writing at least **14 days prior** to scheduled luncheon. Any group that cancels within 14 days or does not cancel their luncheon will be subject to a \$250 cancellation fee plus the cost of food.

## Directions

**All tour buses must use the SERVICE ENTRANCE. For GPS use 586 Ossipee Park Rd.  
Follow signs on property for Bus and RV Parking, located just past Cones in the Clouds.**

## Trolley Service

A Castle in the Clouds team member will meet all groups in the Bus & RV Parking Lot at the scheduled arrival time, and groups will receive a short orientation **before** disembarking the coach. If a late arrival is anticipated, call our office at 603-476-5900 x0; early or late buses may have to wait until Trolley Service is next available. There are no restrooms at the mansion other than a porta-potty.

**Please note:** all guests must be able to board a trolley in order to visit the Lucknow Estate. Castle trolleys are the only provided means of transportation to the historic mansion.



# 2018 Group Reservation Form

Fax completed form to 603-476-2512 or email to [info@castleinthecLOUDS.org](mailto:info@castleinthecLOUDS.org)

A confirmation of your visit will be returned via fax; tours are not confirmed until both companies sign this contract

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Email: \_\_\_\_\_

TOUR INFO	Group Name: _____
	Date of Tour: _____ Day of Week: <b>MON TUES WED THURS FRI SAT SUN</b> <small>Group Rate does not apply on Weekends and Holidays</small>
	Arrival Time: _____ Est. Paying Guest Count: _____ <small>Do not include comps in Paying Guest Count</small>
	Departure Time: _____ <small>2 Hour Minimum Required on Property</small>
LUNCHEON INFO	<input type="checkbox"/> Yes, our group would like Lunch Service <input type="checkbox"/> No, our group would not like Lunch Service
	Lunch Time: _____ Our <i>lunch</i> will be <b>BEFORE</b> or <b>AFTER</b> our <i>tour</i> <small>45 minute minimum required for Lunch Service</small>
	<input type="checkbox"/> Hot Option \$ 22 <input type="checkbox"/> Cold Option \$18 <input type="checkbox"/> Add Dessert \$ 2
	Castle in the Clouds requires a credit card on file for all group luncheons
	Credit Card Number: _____ Exp Date: _____ Security Code: _____ Name on Card: _____ Signature: _____

All groups must be paid in full prior to the beginning of the scheduled tour or luncheon via cash, check or credit card.

**I have read and agree to the terms and conditions on the Group Tour Rules and Regulations**

Signed & Accepted by Client: \_\_\_\_\_ Date: \_\_\_\_\_

Signed & Accepted by Castle in the Clouds: \_\_\_\_\_ Date: \_\_\_\_\_

CONFIRMATION	Fill our this section <b>SEVEN DAYS PRIOR</b> to arrival & fax to 603-476-2512
	Adults _____ + Seniors _____ + Youth _____ + Comps _____ = Total Guest Count: _____
	Adults \$ _____ + Seniors \$ _____ + Youth \$ _____ + Comps <u>FREE</u> = Total Tour Charge: \$ _____
	Lunch Pricing : \$ _____ x Total Guest Count _____ = Total Lunch Charge \$ _____
<b>Total Amount Due Upon Arrival: \$ _____</b>	

Office Use	Payment: <input type="checkbox"/> Mailing <input type="checkbox"/> Pay Upon Arrival <input type="checkbox"/> Credit Card on File <input type="checkbox"/> Pre-Paid <input type="checkbox"/> Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> Company Check
	Amount in full received by: _____ Date: _____ Entered in Aloha: _____

# 2018 Group Tour Directions to Castle in the Clouds 586 Ossipee Park Road

## DO NOT USE MAIN GATE!

**Tour buses will not be able to turn around if they enter the main gate. If bus goes past Ossipee Park Road, use hiker parking near Severance Road to turn around if possible.**

### From Manchester/Keene/Boston

From I-93 North take Exit 23. Take Route 104 east towards Meredith. At the end of Route 104, turn left onto Route 3. At set of lights, turn right onto Route 25. Continue on Route 25 into Moultonborough. Turn right onto Route 109. Stay left onto Route 171. Ossipee Park Road will be your first left.

### From Portsmouth/Boston

From Spaulding Turnpike North (Route 16) turn left on Route 28 south. Turn right on Route 171. Continue on Route 171 towards Moultonborough. **PASS THE MAIN GATE.** Ossipee Park Road will be 1.5 miles on your right.

### From Conway/Portland

From Spaulding Turnpike South (Route 16) turn right on Route 25 West. Turn left onto Route 109. Continue on Route 109 for approximately 2 miles. Stay left onto Route 171. Ossipee Park Road will be your first left.

## Once You Arrive...

A Castle in the Clouds representative will meet groups in Bus & RV Parking. Groups will receive a short orientation on the coach before disembarking for Trolley Service to Lucknow. If a late arrival is anticipated, please call our office at 603-476-5900; early or late busses may have to wait until Trolley Service is next available. ***Please note:*** all guests must be able to board a trolley in order to visit the Lucknow estate.

