



Friends of Muncaster Terms & Conditions 2016



- 1) A Friends Card is valid for a period of 12 calendar months from the date of purchase. (please note we are closed in January and early February - for full opening times, please see www.muncaster.co.uk).
- 2) Cards are not transferable. Plastic cards issued must be signed by the applicant(s) immediately on receipt, the signing of which indicates understanding of and compliance with the terms and conditions of use detailed here.
- 3) On each visit all Card holders must produce their Friends of Muncaster card as they enter the site either at the Information Centre, Owl Garden Tea Room or Carriage House Gift Shop. Adult card holders may bring in one child for free and other guests at group rates as long as the card signatory is present. Family Card holders may sign in two adults and three children as long as one of the adults is a signatory with additional guests charged at the group rate.
- 4) The Friends Card allows unlimited access to the signatories during normal opening hours to all public areas of Muncaster. Please note that we may hold special events during the year to which entry will not be included in your Friends of Muncaster card. Promotion of events will clearly indicate if a charge applies to Friends of Muncaster cardholders.
- 5) The Friends Card remains the property of Muncaster Castle at all times and must be returned if so required by the management. In the unlikely event of this occurring, compensation commensurate with the remaining validity of the cards may be paid to the holder.
- 6) In exceptional circumstances we reserve the right to close Muncaster and withdraw any of the offers/benefits at any time without prior notification.
- 7) Friends membership and any renewal by direct debit may be cancelled by the holder at any time by giving notice in writing. If membership is cancelled within 30 days of purchase or renewal then a full refund will be paid provided that the card has not been used. Refund or part-refund more than 30 days from purchase or renewal or if the card has been used is at the discretion of the management.

Current additional benefits/discounts available to Friends are as follows: Friends card must be quoted when booking and/or at the start of all transactions to obtain the discount.

- a) A 10% discount is granted to Friends Card holders purchasing refreshments or gifts onsite at Muncaster in Creeping Kate's Kitchen, the Carriage House Gift Shop, Information Centre and the Owl Garden Tea Room. This excludes confectionery, ice-cream, books, maps and special offer or reduced items.
- b) 10% discount is available for family and friends of Card holders on booking accommodation at Muncaster's Coachman's Quarters (on site) and 10% on weekend breaks at the Pennington Hotel, Ravenglass and Sella Park House Hotel, Calderbridge, subject to availability.
- c) 10% discount off food at Pennington Hotels & Inns: Pennington Hotel, Ravenglass; The Inn at Ravenglass; Pooley Bridge Inn, Ullswater; Sella Park House Hotel, Calderbridge; excluding Sunday Lunches, special events and Bank Holidays. Booking is recommended.
- d) A 20% discount at Eskdale Golf Course, subject to availability and booking directly with the course on 01229 717680. Muncaster Visitor Management accepts no responsibility for availability of this offer.
- e) A 10% discount on full fare ride-all-day tickets at the Ravenglass & Eskdale Railway and full fare cruise-all-day tickets at Ullswater 'Steamers', excluding special events and Bank Holidays. Muncaster Visitor Management accepts no responsibility for availability of this offer.

All discounts offered above are not available in conjunction with other offers.