



TULLAMORE

ESTD **D.E.W.** 1829

VISITOR CENTRE

OUR TERMS

1. General

In these terms, “**you**” means all persons named on the reservation. By making a reservation, the “lead passenger” named in the booking will be deemed to have accepted these terms on behalf of all persons within the booking.

What these terms cover

By reserving a tour, you agree that these terms form the basis of your contract with us, and you agree to be bound by them. All reservations are subject to your acceptance of these terms. Please read these terms carefully and contact us if you have any queries.

Who we are

We are William Grant & Sons Irish Brands, a company registered in Ireland under Company Number 485520 and our registered office is at 4th Floor, Block D, Iveagh Court, Harcourt Road, Dublin 2, Ireland.

How to contact us

You can contact us by telephoning us at T: +353 (0) 57 93 19760 or by emailing us at TullamoreDEW.Bookings@wgrant.com

How we may contact you

If we have to contact you we will do so by telephone or by writing to you using the details provided to us when you made your booking.

2. Our contract with you

How to book a tour

You can only book or attend a tour if you are aged 18 or over. We reserve the right to ask you to verify your age and so, when attending the Tullamore D.E.W. Visitor Centre, please bring photographic proof of age.

You can book a tour of the Tullamore D.E.W. Visitor Centre either:

- in person, by asking the Reception at the Tullamore D.E.W. Distillery experience, Ballard/Clonminch, Tullamore, Co:Offaly R35 E027 or online, by navigating to the “Visit Us” section of our website www.tullamoredeew.com/en-gb/visit-us and selecting which tour you require. On clicking the “BOOK NOW” button, you will be directed to “Buy Tickets Here”, where you will be asked to select the type and number of places you require, as well as the date and time of the tour you wish to book. Once you have added the selected you will be asked to provide your details and those of your group (if applicable).

Please select “Next” to complete your purchase.

William Grant & Sons Irish Brands Limited

4th Floor, Block D, Iveagh Court, Harcourt Road, Dublin 2

telephone +353 (0) 1645 4500 facsimile +353 (0) 1645 4550 Web williamgrant.com

William Grant & Sons Irish Brands Limited, a private company limited by shares. Company Number. 485520 Registered Office 4th Floor, Block D, Iveagh Court, Harcourt Road, Dublin 2.
Directors: CR Foo, D Heary, R Kelly, P Selby, C Rutter (UK), J M Harvey (UK)

Tours are subject to a maximum number of 8 guests.

Payment

Booking online: You will be able to pay for booked tours using Visa, MasterCard, Visa Debit or American Express. Once you have submitted your payment details, the order will be placed. You may be asked to answer additional security questions by your card issuer.

Booking in person: You may pay using any of the above cards or in cash.

Booking confirmation / tickets

Once the order has been completed, you will receive an email to confirm this (or a receipt, if booking in person). At this point a legally binding contract will be in place between us and you.

Tickets are non-transferable. You must not re-sell or transfer (or seek to re-sell or transfer) any booking or tickets.

Duplicate tickets will not be issued to replace tickets that have been lost, stolen or destroyed. Lost, stolen or destroyed tickets will not be refunded.

A valid ticket must be produced to attend a tour. Removing any part of, altering or defacing the ticket may invalidate your ticket.

3. Our tours

All tours are sold subject to availability. All of our tours are subject to a maximum number of 8 guests.

Some housekeeping rules

- All guests must be aged 18 years or over. ID may be requested and no refunds will be given if service is refused.
- Please bring evidence of your booking with you
- For your and our safety whilst on site, please comply at all times with all our health and safety instructions and any other instructions given to you by our personnel
- Enjoy our products sensibly, do not drink and drive
- Photography and filming are generally not permitted on the tour. However, there are some areas where this is allowed and our guides will let you know when it's ok for you to take pictures during the tour
- Do not bring any dangerous or hazardous items to the Distillery and remove such items promptly when requested to do so by us or a member of our staff

We reserve the right to remove you or any member of your party from the tour if these rules are not followed.

Any **special requests** should be notified to us at the time of booking, by contacting us using the contact details above. We will try to accommodate your request.

Arriving: Please arrive and be ready to start your tour on the date and at the time given (we recommend arriving 15 minutes before the start time). We will be entitled to refuse access to the tour to anyone who arrives more than 5 minutes after the tour has commenced.

4. **The price**

Booking in person: The price of the tour will be stipulated at the Tullamore D.E.W. Visitor Centre. The price is inclusive of VAT.

Booking online: The price of the tour will be stipulated on the website. The price is inclusive of VAT. The total purchase price, including VAT will be displayed in the order summary prior to you confirming the order, as described above. Tickets must be paid for on our website at the time you make a booking. In addition to the tour price, you may need to pay third party transaction and/or card fees.

Following the receipt of the booking, we will confirm by email the details of your booking and the price.

5. **Your rights to change or cancel your booking**

Change booking

If you wish to change any part of your confirmed booking, you should inform us as soon as possible. We will do our best to assist you, but we cannot guarantee that we will be able to meet your request.

Right to cancel

Tickets are only valid for the date and timeslot booked. Visitors who fail to arrive for their booked tour (or who arrive late) may forfeit their tickets and may not be eligible for a refund.

If you cancel a booking, provided you do so no later than 5 working days prior to your tour date we will refund the full cost of your tour (save for any third party transaction and/or card fees that you may have been charged). If you cancel a booking within less than 5 working days prior to your tour date, your payment will not be refunded.

Where a refund is payable, we will make the refund without undue delay, and not later than 14 days after the day on which we are informed about the decision to cancel the reservation.

We will make the refund using the same means of payment used for the initial transaction unless expressly agreed otherwise.

In all instances, notification of changes or cancellation **must be made in writing** to us and will be effective on the date this is received by our reservations department. Any cancellations or alterations to your bookings should be addressed to TullamoreDEW.Bookings@wgrant.com

6. **Our right to change or cancel your booking**

Changes to the tours by us

In the unlikely event that we are required to significantly cancel or alter a material part of your tour, we will notify you of this as quickly as possible to let you decide how you wish to proceed. If we do this, you will be able (i) to reschedule your tour to a date that is suitable to you; or (ii) to cancel your booking and obtain a full refund of all monies paid by you.

Cancellation of the tour by us

We may also cancel your booking under the following circumstances:

- a. If you break any of these terms;
- b. If the visitor centre or any part of it is closed due to circumstances outside of our control; or
- c. If we think that you and/or your event might have a negative impact on our reputation (or the reputation of our brands) of you and/or your event may cause damage to the visitor centre. In such an event, we will refund all payments made by you to us but will have no further liability to you.

Please note, tours may be cancelled at short notice in the event of emergency or other unavoidable circumstances.

We are not responsible for changes or cancellations outside our control.

Notwithstanding anything contained in these terms, we will not have any liability to you for any loss, inconvenience or damage if we are prevented from providing the tour (in whole or in part) as a result of any circumstances which are out with our control, including:

- a. Strikes or other industrial action or dispute;
- b. Fire, explosion, flood, accident or other emergency at or near the visitor centre;
- c. Collapse of buildings or any other damage to buildings or the carpark which limits access to the visitor centre or which in our reasonable opinion renders access to the visitor centre or carpark impossible or unsafe;
- d. Internet or communications outages;
- e. War or threat of war, terrorist activity or the threat of terrorist activity;
- f. Civil commotion, riot or unrest or dispute or commotion;
- g. An act of God including adverse weather conditions or natural disasters;
- h. Road conditions or road closures; or
- i. Legal action against us, not resulting from our negligence, which prevents us from providing the tour.

7. Liability

We will be liable to you for injury to persons or loss or damage to property only where we have been negligent but otherwise will be under no liability to you whatsoever unless it would be unlawful to exclude or limit our liability in certain circumstances.

We exclude liability to you for:

- a. losses that were not foreseeable to both you and us when your booking was confirmed by us; and
- b. losses that were not caused by any breach of these terms by us.

We do not accept any responsibility for items lost or stolen whilst on tour. You should take care of any personal property that you bring with you and in no circumstances should you leave it unattended.

8. Complaints

How to tell us about problems

If you have any questions or complaints about the tour, please contact us. You can write to us at TullamoreDEW.Bookings@wgrant.com

9. How we may use your personal information

We will only use your personal information in accordance with our Privacy Policy at <https://www.tullamoredew.com/en-gb/privacy-policy/> or as is otherwise set out in these terms and conditions.

10. Photography

We, and other authorised third parties, often carry out photography or other recordings at the Tullamore D.E.W. Visitor Centre and those images or recordings sometimes feature visitors. You consent to the use of such images by us in any media in connection with advertising or promotions and acknowledge that the copyright in such images rests with us and/or our authorised third parties.

11. Other important legal provisions

These terms are governed by Irish law and any disputes will be heard by the Irish courts.

If any of these terms are determined to be invalid, unlawful or unenforceable, that term will be severed from the remaining terms (which will continue to be valid to the fullest extent permitted by law).