

# International Clan MacDougall Gathering 2019



## Ticket Terms & Conditions

Here are some important things to know before purchasing your activity tickets.

### 1. I have received the schedule and chosen my activities, where and when can I book my tickets?

Activities tickets will be sold through Eventbrite.

**Ticket sales will open to the general public on Monday 18<sup>th</sup> March at 9.00 pm (21:00 hrs) GMT.**

**Ticket sales for the International Clan MacDougall Gathering will close on Sunday 28<sup>th</sup> March at 5.00 pm (17:00 hrs) GMT. After this time only select activities may be available for booking.**

### 2. What is the Refunds Policy on booking an activities ticket?

**Please note: all activity tickets are non-refundable and non-exchangeable.**

We would encourage you to take your time to choose what activities you would like to book on to before purchasing your tickets.

Some other tips for choosing your activities before booking:

- As some of the trips can accommodate only smaller numbers, we would recommend choosing a “Top Option” and “Back Up” option, to ensure you are able to get onto at least one of your desired activities when going to book.
- Booking is first come first served. Once an activity is full, it will be at absolute capacity. Make sure to access booking early if there is a particular activity you are keen to take part in.
- Make sure to thoroughly read the accompanying activity document to check activities you wish to take part in are within your means. i.e. if you do occasionally find you have mobility issues, long or elevated activities may not be the most suited to you.
- Try and avoid “Double Booking” your activities. If you are in Oban or the surrounding areas on an activity, please give yourself enough time either side of your next activity before it begins (and remember to give enough time for breakfast, lunch and dinner!)

**Any refunds issued will be at the discretion of The MacDougall of Dunollie Preservation Trust.**

### 3. I wanted to book 4 tickets for an activity but there are only 2 spaces left, can the other 2 family members just come along on the day of the activity?

As mentioned above, once the spaces for each activity have gone, they will be at absolute capacity. Therefore, there will be no additional room for extra family members to join on the day.

Please make sure to keep this in mind when booking. This is where your “back up” option for activities may come in handy.

If all the spaces are booked up and there is extra demand for more, we may present Reservation Lists\* for some of the activities i.e. Oban Distillery Tours, Kilbride Trip, “Paint Dunollie”, Gaelic Taster Session, Clarsach Workshop, Coastal Connections Boat Tours and Cruachan Power Station Tour. You can register your interest for these free of charge at [gathering@dunollie.org](mailto:gathering@dunollie.org) or by calling 01631 570550, and we will be in touch with you to let you know if the trip will be going ahead.

The Reservation List activities will only go ahead if the following factors are met:

- The existing spaces are full and there is a lot of demand for the activity to run again
- The activity provider is available to deliver an additional activity

**\*Please Note:** The Reserve activities may be a different date and time to the ones listed on the existing schedule.

In addition, all tickets for activities in the Marquee at Dunollie provide entry to the activity only and not to Dunollie Museum, Castle & Grounds. If you would like to visit the attraction while attending your activity, admission tickets can be purchased for the reception booth.

#### **4. Who do I contact if I need assistance?**

If you need any help or assistance with your booking or have any enquiries, please make sure to contact Dunollie Museum, Castle and Grounds on [gathering@dunollie.org](mailto:gathering@dunollie.org) or 01631 570550. By contacting us directly, we will ensure all enquiries are answered as efficiently as possible.

One thing to bear in mind when submitting enquiries are **international time zones**.

**Our office opening hours are:**

**Monday to Friday from 9 am to 5 pm (based on Greenwich Mean Time)**

**Closed: Saturday and Sunday**

If you submit an enquiry and do not receive an immediate response (particularly over the weekend) do not panic, one of our team will be back in touch with you as soon as they are back in the office in the morning (or first thing on a Monday if it is after the weekend).

In addition, Dunollie's Facebook, Instagram, Twitter Channels and Website are all maintained by the Marketing & Promotions Manager, who also works in line with office opening hours stated above.

If you do enquire through any of the above methods and the Marketing and Promotions Manager is unable to respond immediately (again this could be due to a time zone factor) it is guaranteed you will receive a response within normal working hours stated above.

Although there may be the chance of a slight delay in response to an enquiry, a member of the team at Dunollie will always get back to you.