



HOUSE of ELRICK

ABERDEEN SCOTLAND

Gin Tasting Experience – Terms & Conditions

Please read carefully before booking

Booking Information

1. Tickets must be purchased in advance either contacting the Distillery office on 01651 862141 or via email on events@houseofelrick.co.uk. Once full payment is made, an email confirmation will be sent confirming the date and time of your tour. This email is your ticket. Please present your ticket when you arrive for your tour.
2. Tours need a minimum of 2 people to run, we can take a maximum of 12 people on a tour. (If you have more than 12 people in your party, please contact the Distillery office to discuss your requirements).
3. Gin Tasting Experiences are for over 18's only. In addition to this, if you look under 25 years of age, you will be asked to prove you that you are aged 18 or over before you commence the tour and/if you buy alcohol.
4. It is the responsibility of the customer to check the accuracy of date and time booked, in the booking confirmation email.
5. Please note that all tickets purchased can only be used for the date / time they have been booked for and agreed by House of Elrick Events Ltd.

Postponement, Cancellations & Refunds

6. If you need to cancel or postpone your tour booking, then please contact the Distillery office on +44 (0)1651 862141 during opening hours.
7. A full refund will be issued for cancellations made up to 7 days before your tour. You are entitled to a full refund if you give us notification via email, of your wish to cancel your tickets.
8. Cancellations made 3 days prior to your tour date will be non-refundable.
9. If you wish to postpone your tour to another date, (subject to availability), you must notify us via email at least 3 days before you tour date.
10. If you are arriving late for the tour, or if you miss the tour completely because you are a 'no-show', you will be fully charged for the tickets that you purchased, as you have not given us at least 3 days' notice of your cancellation.



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Changes By Us.

11. We reserve the right to cancel our tours at any time. However, we will endeavour to avoid this and if this is necessary, we will arrange alternative dates or we will substitute with arrangements with comparable value.
12. We reserve the right to cancel tours which result in happening outside of our control, such as dangerous weather conditions, outbreaks of dangerous viruses/diseases or political/social/ disruptive political unrest.
13. We reserve the right to increase the price of our tours at any time.
14. We reserve the right to amend / change the intended tour information published at any time.

Your obligations & Responsibilities

15. It is your responsibility to inform us prior to your tour of any allergies you / members of your party may have.
16. During your tour, your tour guide/member of House of Elrick Events Ltd team, with your consent may take photos and video of you/party. These may be posted on our website and/or brochures/flyers or other promotional material without obtaining any further consent.

Complaints

17. In the highly unlikely event that you may wish to make a formal complaint against House of Elrick Gin Distillery, please inform the tour guide that you intend to make a formal complaint.
18. If the matter cannot be resolved immediately, or during your trip, despite the tourist guide's best endeavours to do so, your complaint should be made in writing to events@houseofelrick.co.uk as soon as is reasonably possible your complaint will be investigated, and you will receive a reply within 21 days. House of Elrick Events will not consider any claims after the elapsing of this 30-day notice period. You will be assured of respect and courtesy whilst your complaint is being dealt with.

No Smoking Policy

We do not permit smoking on House of Elrick Distillery grounds.

Privacy

We take great care with personal information that is provided to us online ensuring it is used only for stated purposes. We do not pass either your email address or personal details on to any third party.

Contact Us

Address: House of Elrick Events Ltd, Elrick House, Newmachar, Aberdeenshire, AB21 7PY.
Tel: 01651 862141, events@houseofelrick.co.uk