

Tower Tours Terms and Conditions

Please carefully read through these terms and conditions.

- Please arrive for the tour 10 minutes prior to the start time. Your ticket grants you access to a specific timed tour. If you arrive late or change your mind **no refunds** will be given.
- Once the tour has started there will be **no opportunity for a comfort break**. The tour may take up to an hour to complete.
- Children between the ages of 5-15 must be accompanied by one adult to every two children. Children under the age of 5 are not permitted to take part in the tour.
- The tour is not suitable for those in poor health i.e. respiratory or heart conditions or those suffering with vertigo or claustrophobia. If you have any pre-existing health conditions, please make sure your guide is aware.
- There are 212 steps, some of which are uneven. There are low ceilings, overhanging stonework, and narrow doorways.
- The stairs are steep and narrow in places; therefore, it is essential you wear suitable clothing and footwear. (No open toed shoes, flip flops, or heels)
- Mobile phone conversations are not permitted during the tour.
- We ask you do not record the content of the tour, nor do you photograph or film the guide(s).
- The tour guides instructions are to be followed at all times. Anyone not following the Guide's instructions will be escorted back to the Abbey floor while the rest of the group wait.

Thank you for taking the time to read this. Please complete the form with a member of the Abbey Team. This will act as an agreement that you have understood the above points.

