

JEDBURGH CASTLE JAIL & MUSEUM

GUIDED TOUR BOOKING TERMS & CONDITIONS

1. Booking and Payment

All Guided Tour bookings must be made through the official booking system.

Full payment is required at the time of booking. A booking is only confirmed once payment has been successfully processed and a confirmation email has been issued.

2. Tour Information

The Guided Tour is a live, costumed interpretation experience within Jedburgh Castle Jail & Museum.

Tours lasts around 50 minutes to 1 hour.

As the tour takes place within a historic building, the route, content and duration may vary slightly.

3. Age Requirements

The Guided Tour is recommended for visitors aged 8 years and over.

Children under the age of 16 must be accompanied by a responsible adult aged 18 or over throughout the tour.

Live Borders reserves the right to refuse participation where appropriate supervision arrangements are not in place.

4. Accessibility Information

The Guided Tour takes place within the historic prison buildings of Jedburgh Castle Jail & Museum and includes:

- Steep staircases
- Narrow stairs and passageways
- Uneven floors and surfaces
- Low lighting in some areas

The Male Prisoner Cell Block has not been fully refurbished and retains many of its original historic features.

As a result, the tour is not accessible for visitors with limited mobility, including wheelchair users. Please contact our staff to check whether the tour is suitable for you if you have limited mobility in any way.

If you have any questions about accessibility or your ability to take part, please contact us before booking and we will be happy to discuss the experience.

5. Cancellations

Bookings may be cancelled for a full refund up to 48 hours before the scheduled start time of the tour.

Cancellations made within 48 hours of the scheduled start time are non-refundable.

6. Rescheduling

Bookings may be transferred to an alternative available tour free of charge up to 48 hours before the scheduled start time of the original booking.

Requests to reschedule within 48 hours of the scheduled start time cannot be guaranteed and may be treated as a cancellation.

7. Late Arrivals

Visitors are advised to arrive at least 10 minutes before the scheduled start time.

Tours begin promptly at the advertised time.

Late arrivals may not be admitted once the tour has started and will not be entitled to a refund or transfer.

8. Visitor Conduct

Visitors are expected to behave respectfully towards staff, performers, volunteers, other visitors and the historic site.

For safety reasons, visitors must remain with the tour group and follow instructions provided by the guide at all times.

Live Borders reserves the right to refuse entry or remove visitors whose behaviour is unsafe, disruptive or inappropriate.

9. Photography and Filming

Photography for personal use is permitted unless otherwise advised by staff.

Occasionally, photography or filming may be undertaken by Live Borders for promotional purposes. Visitors will be informed in advance where this applies.

10. Cancellation or Changes by Live Borders

Live Borders reserves the right to cancel, postpone or amend a tour where necessary due to operational requirements, staffing issues, severe weather, safety concerns or circumstances beyond its reasonable control.

Where a tour is cancelled by Live Borders, customers will be offered either:

- A transfer to an alternative tour date or time; or
- A full refund.

Live Borders will not be liable for any additional costs incurred by customers, including travel, accommodation or other associated expenses.

11. Data Protection

Personal information provided during the booking process will be used for the administration and delivery of the Guided Tour experience.

All personal data will be processed in accordance with Live Borders' Privacy Policy and relevant data protection legislation.

12. Acceptance of Terms

By completing a booking, the lead booker confirms that they have read and accepted these Booking Terms & Conditions and will ensure that all members of their party are aware of the accessibility and participation information provided before booking.

One thing I'd consider adding to the website (rather than the T&Cs) is a small icon box saying:

Please note: This tour includes steep stairs, uneven floors and low lighting and is not recommended for visitors who are uncomfortable in historic prison environments.