



The Castle
Heritage Centre

The Castle Heritage Centre and Cafe Limelight

Gift Voucher Terms & Conditions

1. Validity

High Teas - Vouchers are valid for 6 months from the date of purchase. Please note that July and August are excluded from this period.

Cream Teas and Monetary Values - Vouchers are valid for 12 months from the date of purchase. These vouchers can be used all year round.

2. Non-Refundable

All vouchers hold no cash value and cannot be exchanged for money.

3. Voucher Presentation

You must present your voucher on the day of your booking to redeem them.

4. Failure to Present Voucher

If you do not present your voucher at the time of your booking, you will be required to pay the full price for a **High Tea Booking**, as this will have been prepared for you in advance.

5. Booking Requirements

High Tea Bookings - must be booked at least 24 hours in advance for weekday reservations. For weekend bookings, reservations must be made by 16:00 PM on the preceding Friday.

Cream Tea Bookings - are served daily and although we have scones available daily, if we experience a busy rush in the day, the cream teas may not be available towards the end of the day.

6. Cancellations

High Tea Bookings - Cancellations must be made by phone with a message being left on our answer machine, should this not be answered during our busy times at least one day prior to your booking. We are sorry to inform you that an email to this effect is not excepted. Failure to do so will result in the voucher being marked as redeemed, as ingredients are specially sourced for each booking.





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7. Seating Requests

High Tea Bookings - While we understand the preference for seating in our conservatory, availability cannot be guaranteed. If the conservatory is unavailable, seating will be provided in the Willoughby Gallery (dog-free zone) or Café area (the latter for guests with dogs).

8. Group Bookings

High Tea Bookings - Parties of more than four will be seated in the Willoughby Gallery (dog-free zone) due to limited space in the conservatory.

9. July & August Availability

Due to high demand, **High Teas only** are not served during July and August. If your voucher's 6-month validity period includes these months, it will be automatically extended to ensure the full six months of eligibility.

10. Expired Vouchers

We are happy to honour expired vouchers that have been purchased; however, if our prices have increased since the voucher was issued, you will be required to pay the difference for any food offerings.

11. December Offerings

High Teas only - Standard High Teas are not available during December. However, vouchers can be used toward our Festive High Tea offering, with an upgrade charge applied.

12. Event Days

High Teas only - Café Limelight hosts private events and weddings, and High Teas will not be served on such occasions. We keep our website up to date with regular event updates. You can check future bookings on our dedicated page:
<https://www.thecastlebude.co.uk/whats-on/>

