

## FREQUENTLY ASKED QUESTIONS

### 1. Can I buy a ticket on arrival to Wilton House?

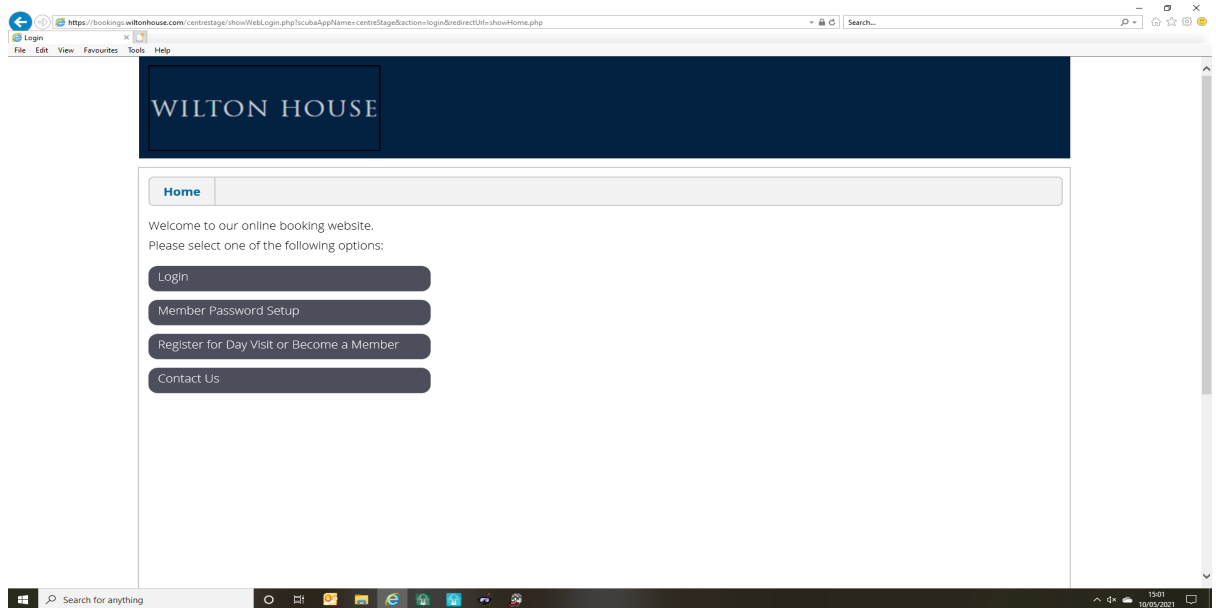
Pre-booked tickets are required for a combined house and grounds ticket. For grounds only admissions simply turn up on the day. At present we are only taking payments by credit cards.

### 2. When will tickets for the House be released for sale?

We release new tickets every Monday for up to 3 weeks in advance.

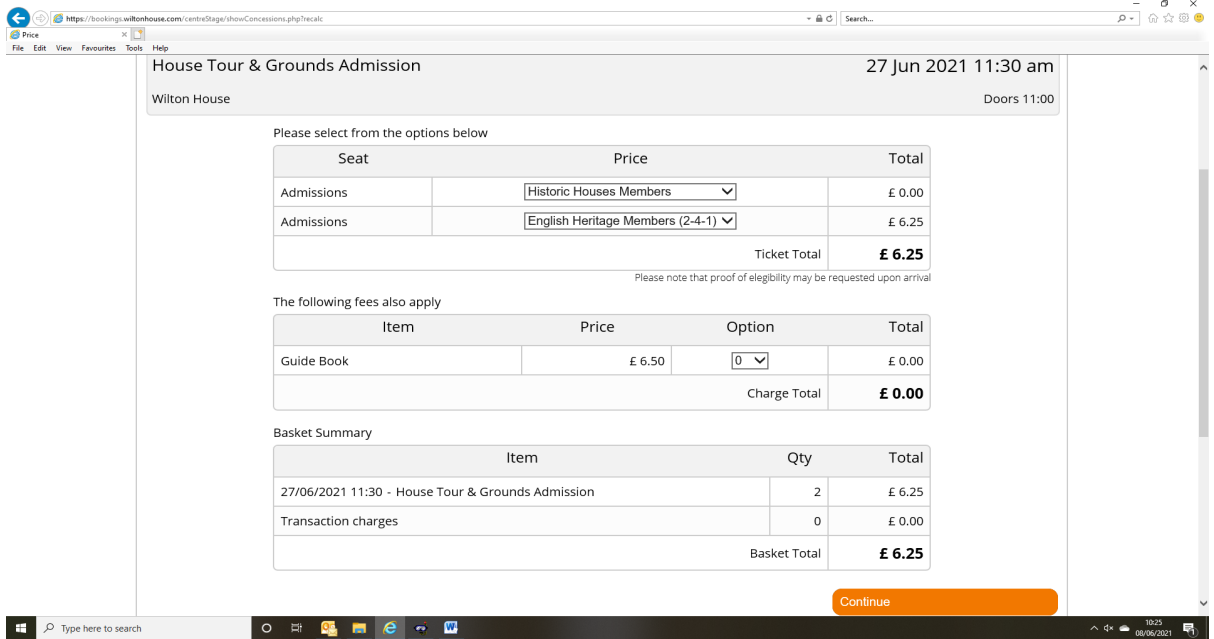
### 3. How can Historic Houses, English Heritage & RHS Members book?

Members need to register online as "Day Visitors". Please see the below screenshots for guidance ("Register for a day visit")



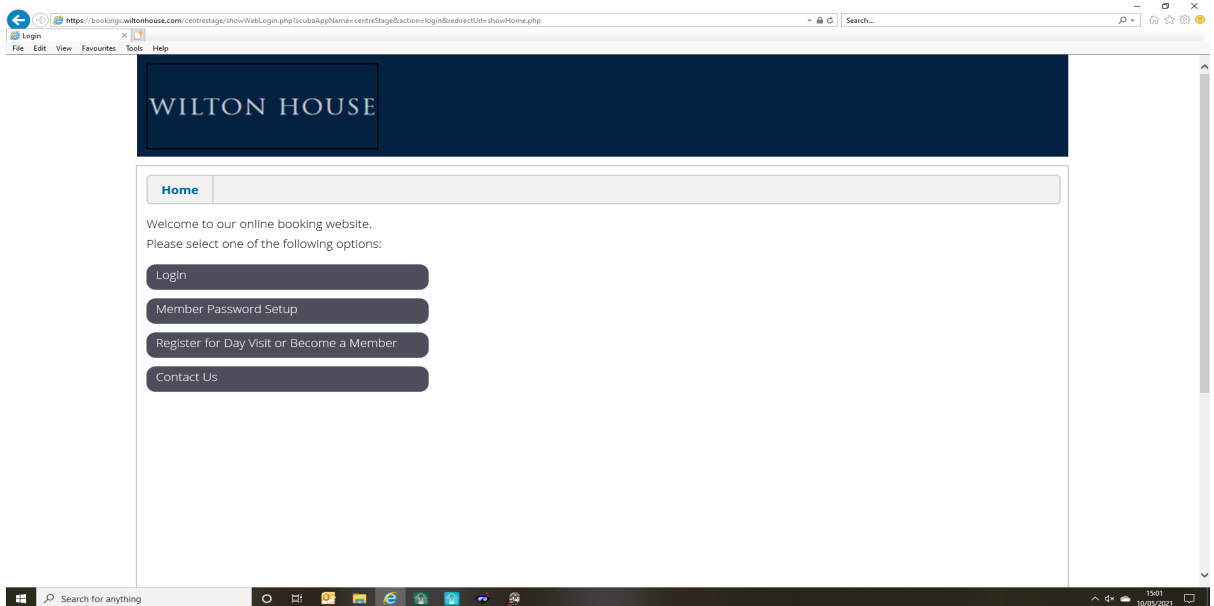
After the online registration has been completed, members will receive an email confirmation and will be able to start booking visits. Please follow the steps:

- a) Log in to your account
- b) Choose a day and time slot of your visit and continue to the next page
- c) Choose a number of visitors and continue
- d) Choose a type of a visitor (HH, EH & RHS Member) from the drop down list (see the screenshot below)
- e) Continue to payment site (for EH & RHS Members)
- f) English Heritage Members - please note that both visitors need to be the members to take an advantage of the discount (two tickets for the price of one)
- g) RHS Members – have free entry to the grounds but need to pay £8.50 for entry to the house.



#### 4. How can Wilton House Member book a visit to the House?

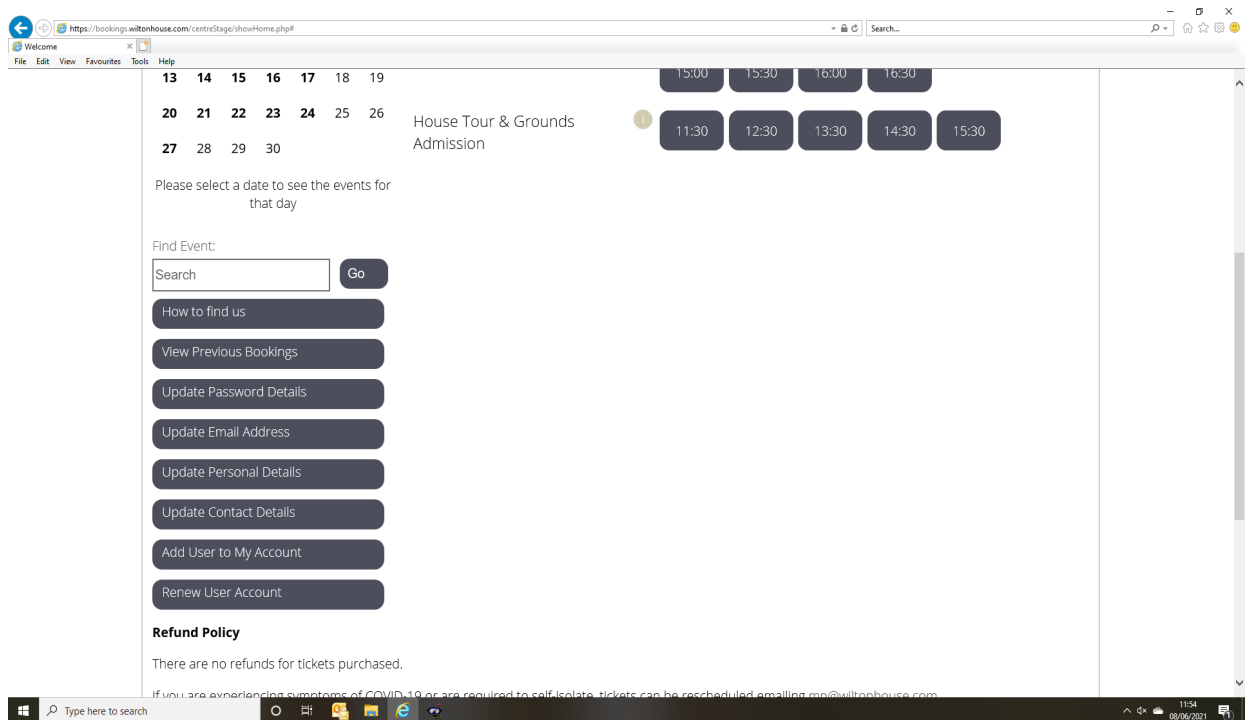
All existing members need to register online in order to book. Please choose “Member Password set up” (see below screenshot for guidance);



Members need to use their email addresses that are associated with their member accounts and stored on our database. If we do not currently hold an email address of a member, it may not be possible to register online. Please notify us and we will update our records.

#### 5. Can I add a new member to my existing membership?

The online account must be created in order to make changes to a membership. After the registration has been completed, a member needs to log in and choose “Add User to My Account” button which is located below the calendar. Please see below screenshot:



On the above page members can also renew their memberships, update their contact details or view previous bookings.

**6. Why can't I download QR codes?**

All members will receive a confirmation of booking with QR codes which need to be presented on arrival. If a problem with downloading occurs, please check if you have Adobe Acrobat on your device. If you are still unable to download them, an email confirmation will be accepted instead on a day.

**7. How can I become a member if I have already registered as a day visitor?**

Please contact us via email at [mn@wiltonhouse.com](mailto:mn@wiltonhouse.com)

**8. Why has my day visitor account expired?**

All day visitor accounts expire after 21 days from setting it up. Please log in and renew it. Please see the below screenshot for guidance ("Renew User Account"):

**9. Why can't I log in as a member?**

If you are unable to log in/register it may mean that we do not hold your email address on our database. Please contact us via email at [mn@wiltonhouse.com](mailto:mn@wiltonhouse.com)

**10. Do I need to buy a ticket for a child under 5 years old?**

Children under 5 years old do not require a ticket.

**11. Can I request a refund if I have booked and can't come?**

We do not offer refunds but it is possible to re-schedule a visit.

**12. Can I re-schedule my booking?**

It is possible to re-schedule a booking with an advance notice as we are unable to reserve tickets.

**13. Can I arrive in the morning to visit the grounds if my house tour is booked for the afternoon?**

Yes

**14. What is a Concession?**

Over 65 years of age, or a student (ID required)

**15. Is the Gift Shop open?**

The Gift Shop opened on 21<sup>st</sup> June 2021 with payments by card only.