

Terms & Conditions

All visitor attractions and entertainments are subject to availability. HMS Caroline and the National Museum of the Royal Navy will do everything reasonably possible to be open and operational during the published opening hours but reserves the right to close the visitor attraction on any given day or part thereof for any reason, without notice. In the event of such closure, visitors holding tickets for the day of closure will be entitled to an exchanged or refund at the original purchase price, no further compensation will be paid.

HMS Caroline reserves the right to change opening times, prices and validity of ticket duration without notice.

Visitors are reminded that from time to time parts of the visitor experience may be closed or may not function due to conversation, maintenance or technical reasons. In the event of such occurrences tickets will not be refunded and no compensation will be paid.

We regret that tickets cannot be exchanged or refunded after purchase. HMS Caroline and the National Museum of the Royal Navy will do everything reasonably possible to accommodate requests from ticket holders to amend the date or time of tickets.

Visitors may be required to show internationally recognised proof of entitlement for some ticket types, including but not limited to student and senior tickets.

Tickets to HMS Caroline provide unlimited entry for 12 months from the visit date printed on the ticket. This excludes special events. Tickets are non-transferable must not be sold or resold.

HMS Caroline and The National Museum of the Royal Navy reserve the right to refuse admission to anyone for any reason.

We regret that with the exception of assistance animals such as guide dogs, animals are not permitted on-board.

Improper use of the ticket will result in confiscation and a request for payment for admission.

Please ensure you have checked our latest announcements on www.hmscaroline.co.uk before your visit to confirm attraction availability.

Flash photography and video recording is strictly prohibited on-board HMS Caroline. Photography on or around HMS Caroline is permitted (without flash) exclusively for personal or private use. Commercial use of any kind is not permitted without the consent of the General Manager. All requests for permission to undertake commercial photography of any kind should be referred to Jamie Wilson, HMS Caroline, Alexandra Dock, Queen's Road, Queen's Island, Belfast, BT3 9DT.

From time to time staff may request visitors that refrain from the use of cameras and recording devices in respect of our child protection policy.

Occasionally HMS Caroline and The National Museum of the Royal Navy or other authorised third party may carry out photography or other recording at the attraction which may feature Visitors. Visitors consent to the use of such images by the National Museum of the Royal Navy, HMS Caroline and authorised third parties in connection with advertising, promotions or monitoring and acknowledge that the copyright of these images is owned by The National Museum of the Royal Navy, HMS Caroline and/or any authorised third party.

Carers

HMS Caroline and The National Museum of the Royal Navy operate a Free Carers Policy, whereby it offers a free carer ticket to any visitor who requires essential assistance to enable them to visit the attraction.

Health & Safety On-board

We hope you enjoy your visit to HMS Caroline. We have tried to make the ship as safe as possible and we ask that you take special care during your visit. Please pay attention to the safety notices around the ship.

The staff and volunteers of HMS Caroline or The National Museum of the Royal Navy may draw visitor's attention to certain Health & Safety procedures to which Visitors must adhere to at all times.

You access HMS Caroline and the surrounding public realm including the Alexandra Wharf at your own risk and we will not be responsible for any direct, indirect or consequential loss, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with your visit to our site, including for loss or damage to property.

We do not limit or exclude our liability for death or personal injury caused by our negligence or any other liability which cannot be limited or excluded by applicable law.

HMS Caroline contains:

- Steep Stairs
- Trip Hazards
- Low Ceilings
- Narrow & Low Doorways
- Decks that are slippery when wet
- Low light levels
- Uneven surfaces

Please be aware that:

- The entrance and exits are low
- There are low ceilings and beams throughout the ship,

- There are trip hazards throughout the ship,
- If you believe that you may find it difficult to visit such areas, please speak to a member of staff.