

The Madresfield Estate
Madresfield Court Tours
2024 Season
Terms & Conditions of Ticket Purchase

Payment for tickets and admission to **Madresfield Court** confirms agreement with the following terms and conditions. These terms and conditions (the "Terms and Conditions") shall cover all bookings, ticket sales and admissions to **Madresfield Court** and its grounds and made between:

- (1) the Board of Trustees of the Madresfield Estate ("**The Madresfield Estate**"); and
- (2) the "Visitor."

The Madresfield Estate reserves the right to change any of its opening hours, events or offers or to restrict access to all or part of the site at any time without notice. You are strongly advised to check the relevant details on www.madresfieldestate.co.uk before visiting.

Disclaimers

The information is provided on an 'as is' and 'as available' basis. All express or implied warranties of any kind (including warranties of merchantability, fitness for purpose and non-infringement of the intellectual property of a third party) are excluded to the fullest extent permitted by applicable law. **The Madresfield Estate** gives no representation or assurance of uninterrupted or neither error free service nor that the Site will provide any specific search results. **The Madresfield Estate** will regularly change the information from time to time without notice but makes no commitment to keep the information up-to-date nor is any warranty given by **The Madresfield Estate** as to the currency, accuracy or completeness of the Information.

Data Protection

When you book with us via our online e-ticketing platform, we will ask for your name, address, credit card details, telephone number and e-mail address. We may also ask you where you saw promotional material referring to the event that you are booking. This allows us to fulfil your ticket request, track your order and contact you regarding your booking.

We aim to set the best practice in regard to Data Protection and the acts regarding it. As part of our service to you, we would like to advise you that the details of your transaction will be retained on our database to provide a record of your transaction and to facilitate the correct handling of this and any future bookings. No personal information provided by you will be used for marketing purposes.

Your contact information may be used to provide further information about **Madresfield Court Tours** and other associated events from **The Madresfield Estate**. However, you will have the opportunity to unsubscribe to any such communications. If you do not wish to receive further information, please do email **Madresfield Court Tours** on tours@madresfieldestate.co.uk

Our full Privacy Policy can be found on our website at www.madresfieldestate.co.uk/privacy-policy

Ticket Purchase

Please note that your ticket purchase is non-transferable and non-refundable. We will not be responsible for any tickets that are lost or stolen. Any person found making unlawful resale (or attempted unlawful resale) of a ticket will be subject to grounds for seizure or cancellation of that ticket without refund or other compensation. Tickets are issued subject to these rules and regulations. We regret that tickets cannot be exchanged or refunded after purchase. Please check your booking before placing the order and please check your tickets on receipt, as mistakes cannot always be rectified. It is the responsibility of the ticket holder to ascertain the date and time of any rearranged event.

For the purposes of ticket prices, an Adult is considered to be sixteen and over. All prices are correct at the time of publication. However, they are subject to change without prior notice.

Admission

The Madresfield Estate reserves the right to refuse admission and may on occasions have to conduct security searches to ensure the safety of the patrons. **The Madresfield Estate** would advise customers that no refunds will be offered to customers who are refused entry or ejected from the venue on account of declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

Unless notification of your order is received from **The Madresfield Estate** no booking is confirmed. Tickets are sold subject to **The Madresfield Estate's** right to alter or vary the programme including but not limited to changes to the advertised programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets. **The Madresfield Estate** cannot be held responsible for any errors or omissions on the website. If this ticket is re-sold or transferred for profit or commercial gain by anyone other than **The Madresfield Estate**, it will become voidable, and the holder may be refused entry to or ejected from the venue. The acceptance of this order is not a guarantee of availability.

If we are unable to fulfil your request, you will be notified at the earliest possible opportunity and an alternative may be offered. If we cancel an event prior to the commencement of the event, then a replacement ticket or voucher will be issued or a full

refund of the ticket price will be given, whichever is appropriate. **The Madresfield Estate** accepts no liability for travel, accommodation and other associated costs, fees or expenses beyond the ticket price paid. If the event has already begun, then no refund will be due.

It is your responsibility to ensure that you arrive at the time stated. Late entry cannot be guaranteed, and no refund will be due if late entry cannot be accommodated.

Emailed Tickets

All tickets ordered online will be emailed to the recipient. It is the responsibility of the ticket purchaser to check receipt of the email. Each Ticket has a unique barcode number which can be used once for entry to **Madresfield Court** at the date and time specified. Your booking reference for the entire order is also printed on the ticket in case of query. Please check that you have enough ink in your printer to print each individual ticket in the email with the barcode clearly displayed. Emailed entry tickets can be printed in black and white or colour. It is the responsibility of the ticket purchaser to print the tickets. It is not the responsibility of **The Madresfield Estate** to send any tickets to those who order tickets online.

General Ticket Information

The Madresfield Estate will not be responsible for any delay in the delivery of tickets due to circumstances beyond its control. It is the responsibility of the ticket holder to contact **The Madresfield Estate** in the event of non-delivery. **The Madresfield Estate** will not be responsible for data communications failure or malfunction. **The Madresfield Estate** agreement is to supply tickets, subject to availability. In the event of any errors, which are the direct result of actions of **The Madresfield Estate** management or staff, we are only responsible for the refund of the cost of the ticket. Our agreement does not cover the cost of travel or accommodation. **The Madresfield Estate** cannot take responsibility for travel difficulties such as strikes or inclement weather, or any other circumstances beyond our control.

Security

Your personal belongings, your vehicle and its contents are left at the property entirely at your own risk. We do not accept any liability for any damage or loss or injury to you or any member of your party or any vehicles or possessions unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. Large bags, rucksacks or any form of baby carrier are not permitted on the house tour. We can offer a place to leave personal belongings, but visitors must be aware that we take no responsibility for the security of these items. Any large bags may be subject to a search.

The Madresfield Estate may hold you liable for any damage caused by you to the property or any of its contents or for any injury caused to any of our representatives or other visitors during your visit.

Photography

As a condition of sale, visitors to **The Madresfield Estate** consent to being photographed, filmed or sound recorded for use on TV, websites, social media, DVD, webcast, promotional materials, or other public mediums, as part of the audience, or by security CCTV. Visitors accept that CCTV monitoring takes place on the premises. This is for the protection of staff, visitors, and property and for the purposes of preventing or detecting crime.

No photography is permitted inside the house whilst on a house tour. Photography of the external areas of the house and gardens is allowed strictly for your personal, non-commercial use.

Visitor Information

- If you have any access requirements, please refer to our **Access Statement** which can be found on our website.
- Carers are eligible for one free ticket if accompanying the person, they care for but please call ahead to register this. We reserve the right to ask for proof of eligibility for concessions at the access points for the event or tour entry.
- Cycling is not permitted on the Estate. Please note that there is nowhere to store bicycles on site
- Except for assistance dogs, dogs are not permitted in the house or gardens
- No drones are permitted, without prior written permission.
Please email office@madresfieldestate.co.uk
- Food and drink are not to be taken into the house and picnics are not permitted in the gardens or the car park unless by special permission.
Please email tours@madresfieldestate.co.uk
- If you have any further enquiries, please contact **The Madresfield Estate** on tours@madresfieldestate.co.uk

Changing Your Booking

You can change the date or time of your ticket up to 48 hours before your arrival time, though only through the website.

Please follow the instructions below:

- Either log into your account or register using the email address you used to purchase the tickets (if on a desktop this is likely to be to the right of your screen or if on a mobile at the bottom).
- Go to **'My Orders'**
- Locate the order you wish to change and click the hyperlink **'Change date/time'**.
- Select your new date and time from the calendar and click **Save** in the pop-up box.
- You will receive a confirmation email with your updated tickets.