

## Live Events and Shows at Cheltenham Racecourse Terms and Conditions

- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or if details of the event are significantly changed after an order is placed (significant changes being a change of headline act or show time).
- Management reserves the right to refuse entry to and use on the premises of any camera or form of audio or visual recording equipment, and may delay the entry of latecomers until a suitable break in the performance. Management may make any change whatsoever in the performance without compensation or consultation and may change patron seating positions if necessary.
- When tickets are being collected at the box office, we ask that the cardholder presents the card that the tickets were booked on as identification. Any other forms of i.d. or letters of authorisation are taken at your own risk and may result in the tickets being withheld at the box office.
- No duplicate tickets will be issued to replace lost or stolen tickets.
- Customers are advised to check their purchase upon receipt.
- In the event that your tickets are lost in the post and duplicates are arranged for collection at the box office, these will only be given out to the cardholder upon production of the card that was used to make the booking.
- Occasionally, events are cancelled or postponed by the promoter, team, or performer for a variety of reasons. As soon as we are notified of any amendments we will contact all customers by email, or by phone if it is urgent. If the show has been cancelled, you will be entitled to a face value refund, as the booking and transaction fees are non-refundable. If a show is rescheduled you are usually given the option of retaining your tickets for the new date, or claiming a face-value refund. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date and time, and Management cannot guarantee that they will inform the customer of any changes to the event date or time.
- In the event that a show is cancelled or abandoned without notice for reasons beyond the venue's control, Management will not be liable to pay any person any compensation or damage whatsoever other than at the management's discretion. Should refunds be offered, Management cannot guarantee that these will be available at the event.
- On returning your tickets, you should include a copy of the email or letter if requested, or a covering note containing your order reference number and contact information. On receipt, Management will refund the customer the face value of the tickets using the same method as used to purchase them.
- Please note, in the event of an event being cancelled or postponed, Cheltenham Racecourse cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
- It is the responsibility of the customer to inform Management of any change of address, contact phone number or email address, both before and after receipt of the goods.

- The right to admission to an event is reserved by the promoter and venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. We would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age, 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.
- Age restrictions may apply. Please contact Cheltenham Racecourse for further details. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate.
- If it becomes impractical to post tickets out, due to the proximity of an event or circumstances beyond our control, we reserve the right to make tickets available for collection at the venue immediately prior to the event. Customers will be notified by phone, email or in writing (using the details provided at the time of ordering) if this becomes necessary.
- By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.
- If a customer orders more tickets than the maximum allowed, as indicated during the booking process, we reserve the right to cancel the order. The maximum applies per person/card/household.
- If tickets that are dispatched are returned to Cheltenham Racecourse as "addressee unknown", we reserve the right to cancel the order.
- In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.
- We reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.
- We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.