



STAPLEFORD·ESTATE

## Stapleford Estate Events

### Terms and Conditions

These Terms and Conditions govern the purchase and use of Event Tickets and Trader Applications for a particular Event purchased online, in person and over the phone with Stapleford Estate Events Ltd, or a third party.

#### Definitions:

“The Estate” means Stapleford Estate and Stapleford Estate Events Ltd.

“Venue” means the location that is selected for the Event to take place at;

“Event” means any organised Estate activity at the Venue;

An “Event Ticket” is a Ticket issued by the Estate which enables access for a particular Event to the Venue, this includes: purchased tickets (online, over the phone or on the gate), confirmation to trade or have an reenactor stand;

“Ticket Holder” means the holder of such Event Ticket;

“Venue Regulations” means the rules which govern the behaviour of all attendees at the Venue and by which Ticket Holders unequivocally agree to abide. Such Venue Regulations can be found here:

1. Event Tickets are issued by the Estate subject strictly to these Terms and Conditions.
2. The purchase of an Event Ticket constitutes an acceptance and an undertaking to be bound by and observe these Terms and Conditions. If these Terms and Conditions are not accepted the Event Ticket should be returned immediately to The Estate Office, with the Estate under no obligation to offer a refund.
3. The use of an Event Ticket to gain entry to the Venue also constitutes an unqualified acceptance of the Estate’s Venue Regulations.
4. Misconduct of the Ticket Holder, failing to adhere to these Terms and Conditions or to the Venue Regulations or acting in a manner which the Estate reasonably considers is detrimental to its interests or is likely to bring the Estate into disrepute shall permit the Estate to confiscate or forfeit (in each case without compensation) the Event Ticket, to prevent access to the Venue for the event in question and/or to ban the Ticket Holder from attending future events at the Venue for such time as the Estate deems appropriate.
5. The Estate reserves the right to change these Terms and Conditions as deemed necessary or appropriate.
6. Event Tickets are issued to the person named on the Event Ticket(s). When purchasing the Event Ticket, you will inform any additional Ticket Holders for whom you have purchased Event Tickets that they are subject to these Terms and Conditions.
7. Ticket Holders acknowledge that the date and time of an Event may change and it is the responsibility of the Ticket Holder to ascertain the correct date and time of each event. The Estate will endeavour to make this information available as soon as any changes have been made. The Estate is under no obligation to give any form of recompense to anybody who misses an Event due to a date and/or time change.

Holygate Farm, Holygate Road, Stapleford, Melton Mowbray, Leicestershire. LE14 2SG

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*Our privacy notice is available on request from the Estate Office.*

8. Event Tickets are strictly non-refundable. Should an event be cancelled for whatever reason, the Estate shall be under no obligation to pay any Ticket Holder any compensation. Further, the Estate shall have no further liability to the Ticket Holder, including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation cost.
9. Should an Event be abandoned or postponed for whatever reason, the Estate shall have no liability to the Ticket Holder, including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation cost.
10. We are unable to refund any booking fees.
11. Event Tickets are non-transferable and are not available for resale except by authorised agents with explicit permission. The resale of any Event Ticket at more than face value is strictly prohibited.
12. An Event Ticket shall become void and will not allow entry to the Venue or have any right to a refund where the Estate believes it has been sold to another person at higher price, sold on the internet (through unauthorised ticket brokers, auction sites or otherwise) or any other medium whether now or hereafter developed or it has been used as a prize in a lottery, competition or for any other promotional or advertising purpose unless expressly authorised in writing by the Estate.
13. The Estate reserves the right to price Event Tickets and change the price of Event Tickets for any match however it deems appropriate.
14. All Event Ticket prices and locations are offered subject to availability.
15. Concessions may be offered at selected events for customers aged 16 and under, valid NUS students and those aged 65 and over on the day of the event. At the Estate's discretion, you may be asked to provide proof of your concessionary status. Anybody found to be using concessionary Event Tickets unjustly to gain entry will be liable to denied entry or ejection. In such events no refund will be given.
16. In the event of an Event Ticket being lost, damaged, stolen or misplaced the Estate is under no obligation to provide a duplicate Estate Ticket and cannot be held responsible for any losses incurred by the Ticket Holder.
17. Entrance to the Venue is only by the entrance detailed on the Event Ticket.
18. Any Event Ticket held for entry must be produced on demand in response to request from an official of, or any agent appointed by the Estate.
19. The Event Ticket remains the property of the Estate at all times.
20. The Estate excludes to the maximum extent permitted by the law any liability for loss, injury or damage to persons/property in or around the venue (whether or not indirect or consequential). Nothing in the Terms and Conditions shall exclude or restrict the Estate's liability for its own negligence.
21. Well behaved dogs on leads are permitted at the event. Please note you or your dog(s) are not allowed to walk on the railway lines or surrounding fields at any time. This is private property. Owners are required to pick up/ dispose of any waste in the appropriate manner. We regret that dogs are no longer allowed to travel on our trains.
22. Drones must not be used under any circumstances, unless express written permission is given by the Stapleford Estate.
23. Please be aware the event will be photographed and recorded and images and footage may be used in future marketing materials.
24. The Estate reserves the right to make such additional conditions as they consider reasonably necessary and appropriate for the security, safety and wellbeing of spectators at the Venue.

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