



WINDSOR GREAT PARK

The Savill Garden online purchases

Terms & Conditions for Garden entry tickets and pre-booked services purchased online

1. Terms & Conditions

These are the terms and conditions on which we sell and issue e-tickets for entry to the Savill Garden and for pre-booked services in one of our venues (an “**e-Ticket**”) to the purchaser (“**you**”).

Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide e-Tickets to you and other important information. In particular, please note the limits on our liability as set out in clause 10 below. If you have any questions in respect of these terms, please contact us to discuss.

In using this service you also agree to the wider [Terms and Conditions](#) of usage of the Windsor Great Park website (www.windsorgreatpark.co.uk) (the “**Website**”).

2. Information about us and how to contact us

We are The Crown Estate, an independent business created by an Act of Parliament. Our registered office is at 1 St James’s Market, London SW1Y 4AH. You can contact us by telephoning our customer service team at 01753 860222 or by writing to us at The Savill Garden, Wick Lane, Englefield Green, Surrey, TW20 0UU.

3. e-Ticket Prices and Availability

The prices of e-Tickets may vary from time to time and may be different to the prices for equivalent Savill Garden tickets through other sales channels (e.g. at The Savill Garden’s entrance). For more details, please visit the website. For the purpose of the sale and purchase of e-Tickets, the following definitions apply:

- an adult is a person aged 17 years or over;
- a child is a person aged from 5 years up to 16 years (inclusive). Children under 5 years are admitted free. Children will not be admitted without an adult;
- discounts on the standard adult admission prices are available for groups of 10 adults or more and are available from the Website, at the Ticket Desk or by phone. See www.windsorgreatpark.co.uk/groups for more details;
- one companion is admitted free of charge per wheelchair user, visually impaired visitor or other person whose disability necessitates a carer. This ticket can be obtained online at www.windsorgreatpark.co.uk or at the Savill Garden Ticket Desk.

4. e-Ticket Promotions

From time to time, we may run promotions in relation e-Tickets:

- please read the terms and conditions provided for any promotions or discounts carefully before purchasing e-Tickets;
- please note; many promotions are only redeemable at certain times and cannot be used in conjunction with any other offer or discount;
- we reserve the right to decline the use of any promotional voucher.

5. e-Ticket Purchase and Issue

You may order an e-Ticket from the website by following the steps set out in the order process.

Once your order has been processed and accepted, your e-Ticket(s) will be sent to the e-mail address specified in your order (at which point a contract will come into existence between us and you). It is your responsibility to check prior to purchase that the information supplied to us in respect of the e-Ticket requirements is accurate. We are only responsible for issuing e-Tickets in accordance with the information you provide.

If you are purchasing multiple e-Tickets, it is your responsibility to draw these terms to the attention of each individual within the group that wishes to make use of the e-Ticket.

6. e-Ticket Validity

e-Tickets may be purchased for use on a specified date or within a specified period only. Once purchased, the specified date or period that the e-Ticket is valid for cannot be changed. As the e-Ticket is for a specified period, there is no cooling-off period and, even if you do change your mind, you do not have any automatic right to cancel under consumer protection legislation or otherwise.

In most instances, payments for e-tickets are non-refundable; however, please see our refund policy below for further details.

e-Tickets remain our property at all times. Once an e-Ticket has been validated and used to gain entry in to The Savill Garden or to be used for catering, the e-Ticket will be void and cannot be used again. An e-Ticket is only valid for the period or service specified on that e-Ticket.

7. Using your e-Ticket

On arrival at The Savill Garden, in order to validate your e-Ticket, you must provide a legible print-out of the e-Ticket or show the confirmation email on a mobile

device, which will be scanned. Failure to bring either of these may delay the admission process. We may also request proof of eligibility for any discounted ticket rate or concession before validating an e-Ticket.

We reserve the right to charge the current admission price for The Savill Garden (as advertised at The Savill Garden entrance) or the service that has been booked to any person that:

- is not able to validate their e-Ticket in the above manner;
- has lost or deleted their e-Ticket; and/or
- has not already purchased an e-Ticket and wishes to enter with a holder of an e-Ticket.

Please note, all ticket prices are subject to change without prior notice and may vary through different sales channels (e.g. via the website and at The Savill Garden entrance).

8. e-Ticket Resale

You:

- must not resell, auction, donate (other than to the named gift recipient), offer for sale or advertise e-Tickets for sale via the internet or elsewhere as part of a profit-making enterprise;
- must not use e-Tickets as prizes in promotions, hospitality or travel packages, auctions, lotteries or competitions (including charity auctions, lotteries or competitions) without our prior written consent;
- may transfer, sell or offer for sale an e-Ticket to a friend or family member for face value, provided that you are contactable at the time that the friend or family member wishes to make use of the e-Ticket in the event that we need to confirm any information with you.

We reserve the right to refuse to sell or distribute to individuals, companies or agencies who we suspect have resold, or intend to resell, e-Tickets or who we suspect have otherwise contravened, or intend to contravene, these terms.

An e-Ticket obtained in contravention of these terms, or which in our reasonable opinion is being used or is intended to be used in contravention of these terms, shall be void.

Any person seeking to use a void e-Ticket may be refused entry to, or ejected from, The Savill Garden and we reserve the right to not refund any such void e-Ticket or provide any form of compensation.

9. Our Refund Policy

In the event that:

- the entirety of The Savill Garden is closed for a whole day on your planned day of visiting and you are unable to visit The Savill Garden at any other time in the validity period of your e-Ticket,

then the individual that originally purchased the e-Ticket (the "**Original Buyer**") will be refunded with the amount that they paid for the e-Ticket(s). The maximum refund payable will be the face value of the e-Ticket(s) for the day concerned.

- Only the Original Buyer of the e-Tickets is eligible for a refund in accordance with the above.
- In the event that the entirety of The Savill Garden is closed on your planned day of visit, you should email boxoffice@windsorgreatpark.co.uk. Wherever possible, and in accordance with the provisions above, we will make refunds automatically, using the original payment method (i.e. direct to credit / debit card account).
- e-Ticket holders will not be eligible for refunds if e-Tickets were purchased from any other source other than through the website including but not limited to unauthorised ticket agencies, exchange websites or other sources. Please also refer to **6. e-Ticket Validity**.
- We will endeavour to note exceptional closures on the Website in advance.
- Refunds will not be given for 24 & 25 December as The Savill Garden is closed on these days.

10. Our liability to you

Nothing in these terms shall limit or exclude our liability to you for personal injury or death due to our negligence.

We shall not be liable to you for any loss or damage of any kind whether direct, indirect or consequential, including but not limited to travel expenses, car parking fees and catalogues and you and the e-Ticket holder waive all rights of whatsoever nature against us, our employees, servants, agents, independent contractors or representatives in respect of such loss or damage arising from or pursuant to the online booking of an e-Ticket or any visit to The Savill Garden using such e-Ticket.

There are no facilities for the storage of luggage at The Savill Garden. Buggies and pushchairs are left unattended at their owner's risk and any containers left unattended may be removed for security reasons. Any property you bring into The Savill Garden remains at all times at your entire risk. We accept no responsibility for damage to or loss of personal property brought into The Savill Garden.

In the event that the above exclusion of liability is not effective, our maximum aggregate liability (save in respect of personal injury or death due to our negligence) shall be limited to the amount paid by the claimant to us in respect of the transaction out of which the claim arose.

Nothing in these terms shall affect any of your statutory rights.

11. Access to The Savill Garden

- The Savill Garden is open every day except 24 & 25 December. However, due to exceptional circumstances (for example, heavy snow, ice or high winds), The Savill Garden (or parts thereof) may be

forced to close. We will endeavour to note exceptional closures on the website in advance.

- The visitor should check with The Savill Garden (using the contact details set out above) before visiting to ensure that The Savill Garden is open.
- Opening times vary throughout the year. Please check the Website for details
- The last admission to The Savill Garden is one hour prior to the advertised closing time of The Savill Garden.
- Re-entry to The Savill Garden for non-members is only permitted with a ticket (e-Ticket or otherwise) valid for the day of your visit.
- From time-to-time, The Savill Garden may be forced to amend or cancel advertised events. If the ticket holder is coming for a specific event or garden feature, they must check the website before they visit to check if there have been any event changes or cancellations.

12. The Savill Garden Rules

We reserve the right, in our absolute discretion, to refuse entry to or to remove from The Savill Garden, any person. This includes, but is not limited to, a person who:

- Has behaved in a manner which, in our opinion, has, or is likely to, adversely affect the plant collection in The Savill Garden or the safety or enjoyment of other visitors.
- Has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner that may provoke a breach of the peace.
- Is or appears to be under the influence of drugs or alcohol.

It is prohibited to take the following into The Savill Garden:

- Any weapons, fireworks, smoke bombs, glass bottles, blades, flammable liquids or other items that may cause injury.
- Skateboards, rollerblades, roller-skates, bikes, scooters and other forms of personal transport (excluding those for disabled visitor access such as wheelchairs and personal mobility vehicles).
- Balls, frisbees, balloons or any other similar item.
- Pets or animals of any nature (except registered support dogs).
- Musical instruments and sound systems, without prior written agreement.
- Picnics - including drinks and food in disposable wrappers

To make the garden enjoyable and safe for everyone we ask visitors to The Savill Garden to please:

- Avoid standing in any planted areas.
- Respect the plant collections by avoiding pulling, digging, removing or tearing plants or trees.
- Keep mobile telephone volumes low.
- Respect other visitors by not playing music through any device that others visitors can hear.
- Not throw any article which could cause injury or annoyance to visitors.

Adhere to signage throughout The Savill Garden.

13. Plants on show

The planting displays at The Savill Garden are dependent on weather, temperatures and other natural conditions. Therefore, we cannot guarantee which plants will be looking their best at the time of the visit. If the ticket holder is visiting to see a particular plant, please see our website for 'Plants in Season'.

14. Photography and Filming

You may film or take photographs within The Savill Garden for domestic personal use only. If you wish to film or take photographs of or within The Savill Garden for public broadcast, commercial purposes or for student projects, you must obtain our prior written consent.

From time-to-time, we (or other authorised parties) may carry out photography and/or video recording and/or other monitoring (including by CCTV cameras) in The Savill Garden, which may feature visitors. By accepting these terms, you agree that we (or any authorised party) may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with us (or such authorised party as the case may be). You agree also that these images may be used to monitor security and safety within The Savill Garden.

15. Data Protection

In supplying e-Tickets under these terms, we will collect, use, store and disclose your personal details in accordance with our [Privacy Policy](#).

16. Other important terms

If you need to contact us, or if you wish to give feedback about your experience of purchasing e-Tickets, please use the contact details provided at the start of these terms.

We reserve the right to amend these terms at any time. You will be subject to the terms in force at the time that you enter into a contract with us, unless any changes to these terms are required to be made by law or government authority.

If any of these terms are deemed invalid, void, or for any reason unenforceable, that specific term will be deemed severable and will not affect the validity and enforceability of any remaining term.

These terms shall be governed by the laws of England. Each party submits to the exclusive jurisdiction of the Courts of England.