

Ticket purchases

Terms & Conditions for entry tickets and events/services - May 2023

These terms apply to the sale and issue of tickets for entry to The Savill Garden, Adventure Play, and events/services held at The Savill Garden and The Savill Garden Visitor Centre which includes The Savill Garden Kitchen, The Gallery Café and The Potting Shed.

Please read these terms carefully before you submit your order to us. You must accept these terms before you can proceed with your purchase. Tickets are sold subject to the following terms and conditions. By purchasing or using a ticket, you agree to comply with these terms.

Tickets remain the property of Windsor Great Park at all times.

Ticket promotions

- For any promotions, discounts, or concessions, please read the applicable terms and conditions before purchasing tickets
- Promotions are redeemable at certain times and cannot be used in conjunction with any other offer or discount
- The Savill Garden, The Savill Garden Visitor Centre, Adventure Play, The Savill Garden Kitchen, The Gallery Café and The Potting Shed may decline any promotional voucher

Ticket purchase

- Ticket prices may change without prior notice and prices may vary through different sales channels
- Before purchasing a ticket, either online or at The Savill Garden Visitor Centre, please carefully review your selection and the details submitted. It is your responsibility to check prior to purchase that the information supplied to us is accurate in all respects
- Tickets purchased online (an "e-ticket") will be sent via email to the email address specified in your order
- If tickets are purchased on behalf of others, the buyer accepts these terms on behalf of those visitors and shall ensure these terms are complied with by each visitor in the group
- Once a ticket has been purchased, the specified date or period that the ticket is valid for cannot be changed

Using a ticket purchase online (an "e-ticket")

- You must present your e-ticket on arrival. You must either provide the purchase confirmation on a smartphone or a legible print-out
- We will request proof of eligibility for any discounted ticket rate or concession before redeeming an e-ticket
- We reserve the right to charge you for another ticket at the rate stated for any visitor that:
 - is not able to provide a valid e-ticket
 - has lost or deleted their e-ticket
 - is seeking to use a void e-ticket
- Your e-ticket is only valid on the date and time of redemption

Ticket resale

- Tickets cannot be resold, auctioned, donated (other than to the named gift recipient), or exchanged
- You must not use tickets as prizes in promotions, hospitality or travel packages, auctions, lotteries, or competitions (including charity auctions, lotteries or competitions) without our written consent
- We may refuse to sell or distribute tickets to individuals, companies, or agencies who we suspect have resold, or intended to resell tickets in breach of these conditions
- A 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
- We reserve the right not to refund void tickets

Refund policy

Tickets are non-refundable except in the following circumstances:

- The entirety of The Savill Garden and/or Adventure Play is closed on the date of your ticket
- The Adventure Play timeslot that you have booked has been cancelled
- The event that your ticket has been purchased for has been cancelled
- If a ticket has been booked for an Afternoon Tea, refunds will only be made if cancelled at least 24hrs prior to the booked date

Refund conditions

- Refunds will only be made to the original buyer of the tickets
- The maximum refund payable will be the face value of the ticket(s) for the date concerned
- In the event of a cancellation detailed above, you should email boxoffice@windsorgreatpark.co.uk. Wherever possible, and in accordance with the provisions above, we will make refunds as soon as reasonably possible to the original payment method
- Ticket holders will not be eligible for refunds if tickets were purchased from any source other than Windsor Great Park