

Windsor Great Park gift e-voucher/gift card



Purchase and redemption terms and conditions

From November 2023

Definitions

- “Data Protection Legislation” means the UK General Data Protection Regulation, the UK Data Protection Act 2018 and any relevant laws, regulations, and secondary legislation in the UK
- “Voucher/s” means Windsor Great Park gift e-voucher or gift card
- “You, your, buyer” means the person purchasing the gift e-voucher or gift card
- “Third party” means the person receiving the gift e-voucher/s or gift card/s
- “We, us, our” means The Crown Estate Commissioners on behalf of His Majesty acting in exercise of the powers conferred by the Crown Estate Act 1961, of 1 St James’s Market, London SW1Y 4AH

Purchasers should read and fully understand these terms and conditions. If you have any questions, please ask a member of staff, or [contact us here](#) before you proceed with your purchase.

1. Purchasing Windsor Great Park gift e-vouchers and gift cards

- 1.1 Windsor Great Park gift e-vouchers can **only** be purchased online at www.windsorgreatpark.co.uk/gifts. They cannot be purchased on any other website.
- 1.2 Windsor Great Park gift cards can **only** be purchased at The Savill Garden & Adventure Play Visitor Centre and Virginia Water Gift Shop. They cannot be purchased from any other retailer either in-store or online.
- 1.3 Vouchers cannot be used to purchase vouchers or be exchanged for cash.

- 1.4 Vouchers can be purchased with a minimum value of £1 (GBP) and a maximum value of £500 (GBP).
- 1.5 Vouchers purchased online will be sent by email to the email address specified in the order.
- 1.6 When vouchers are purchased for a third-party, the buyer accepts the terms and conditions on behalf of the third-party.
- 1.7 Discounts, including membership discounts, do not apply when purchasing vouchers.

2. Redeeming Windsor Great Park gift e-vouchers and gift cards

- 2.1 Windsor Great Park gift e-vouchers and gift cards can **only** be redeemed at:
 - The Windsor Great Park website, www.windsorgreatpark.co.uk
 - The Savill Garden & Adventure Play Visitor Centre and Virginia Water Gift Shop
- 2.2 Windsor Great Park gift e-vouchers and gift cards can **only** be exchanged for:
 - Membership either new or for the purpose of renewing
 - Adventure Play tickets
 - The Savill Garden tickets
 - All retail items from The Savill Garden Gift Shop & Plant Centre, Adventure Play and Virginia Water Gift Shops
 - And, when redeemed online at www.windsorgreatpark.co.uk, Afternoon Tea at The Savill Garden Kitchen
- 2.3 Vouchers **cannot** be used for any catering unless specified or for car parking. Other exclusions may apply.
- 2.4 Vouchers can be redeemed in full or in part across multiple transactions.
- 2.5 Vouchers cannot be used to purchase vouchers or be exchanged for cash.
- 2.6 We do not give change or refunds on vouchers.

- 2.7 Where goods you have purchased with a voucher are subsequently exchanged for goods of a lower price or returned, monies owing will be refunded to a gift e-voucher or gift card.
- 2.8 If you return an item bought online using a gift e-voucher or gift card, usually we'll refund the amount to an e-gift voucher. You can also return the item in store. This does not affect your statutory rights.
- 2.9 We reserve the right to refuse to accept a gift e-voucher or gift card which we deem to be tampered with, duplicated or which otherwise is suspected to be affected by fraud.
- 2.10 If you are using a gift e-voucher or gift card online and the total order value is less than the value of the voucher, any balance will remain on the voucher and may be applied to future purchases, provided that the voucher has not expired.

3. Validity

- 3.1 Gift Vouchers are valid for 365 days from the date of purchase and cannot be redeemed after the expiry date. The expiry date is printed on the gift e-voucher itself and a receipt will be issued when purchasing a gift card with the purchase date and expiry date on it.
- 3.2 Expired, unused or partially used vouchers cannot be extended beyond the expiry date.
- 3.3 We will not refund any balance remaining and we will invalidate the card.

4. General

- 4.1 Please protect your voucher and treat it as cash; we cannot replace lost, stolen, or damaged vouchers.
- 4.2 It is important to note that we will never call you to ask you to reveal your voucher number.
- 4.2 We will comply with all applicable requirements of the Data Protection Legislation in respect of these terms and conditions and will process all personal data (which has the meaning given to it in the applicable Data Protection Legislation) in accordance with the applicable Data Protection

Legislation. Please refer to our website to view our privacy statement and fair processing notice.

- 4.3 These terms shall be governed by the laws of England. Each party submits to the exclusive jurisdiction of the Courts of England. 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.
- 4.4 We reserve the right to amend the gift card and e-gift card terms and conditions from time to time, where we consider it reasonable and necessary to do so.