



TICKET DISCLAIMER

Refunds and Duplicates

No duplicate tickets will be issued or any refunds made in respect of any lost, forgotten, defaced, unused or surplus car or campsite passes, admission tickets or members wristlets. Tickets are not transferable.

Please be aware that an admin fee of £5 will be charged by the box office provider should you wish to cancel your ticket order.

Cancellation or Abandonment of the Event

Unused tickets will only be refunded if the event is cancelled or abandoned before the end of the competition at the decision of the Organisers. **No refunds will be made at the event.**

Prepaid tickets will be refunded in full in respect of any day that is wholly abandoned before the start of that day's competition. In respect of tickets covering the whole period of the event (season and campsite passes), the following proportions will be refunded:

Cancelled before start of Wednesday activities	100%
Cancelled before start of Thursday activities	85%
Cancelled before start of Friday activities	80%
Cancelled before start of Saturday activities	60%
Cancelled before start of Sunday activities	20%

The Organisers will endeavour to make all refunds within 14 days of the cancelled event and if this is not possible, will contact the customer to advise them of the process.

Any requests for refunds for any reason other than full event cancellation should be made in writing and enclosing unused tickets to The Blenheim Palace International Horse Trials Office, Blenheim Palace, Woodstock, Oxon OX20 1PS within 14 days of the final date of the event. The Organisers will have no liability or responsibility of any nature in respect of any requests made after that time.

Data Protection

Blenheim Palace International Horse Trials aims to set best practice in implementing the Data Protection Act. As part of our service we would like to advise that details of your transaction will be retained on our database. We will contact you with details of offers, booking information and details from associated parties. If you do not wish for your details to be used in this way, please advise us by emailing info@blenheimhorse.co.uk and indicate that you are not happy for us to do so.

Disclaimer of Liability & Reservation of Rights

Save for death or personal injury caused by the negligence of the Organisers or anyone for whom they are in law responsible, neither the Organisers, Sponsors, The Trustees of the Blenheim Palace Estate or British Eventing Ltd, nor any agent, employee or representative of these bodies accepts any liability for any accident, loss, damage, injury or illness to spectators, dogs, horses, owners, riders, grooms, exhibitors, land, vehicles, their contents and accessories or any other person or property whatsoever, whether caused by their negligence, breach of contract or in any other way whatsoever.

The Organisers advise that due to uneven and, in parts, steep terrain of the event site, it may be at times difficult for spectators to move around freely and easily. As a result of which it may not be suitable for those who suffer certain medical conditions. All spectators enter the event at their own risk and are advised/urged to wear suitable footwear. At all times spectators are expected to comply with any instruction given by the Organisers, either by means of the public address system or directly by its representatives. The Organisers reserve the right to vary the content of the event without being obliged to advise such changes, refund monies, or exchange tickets. Further the Organisers reserve the right to refuse admission to the event to any person or to withdraw permission at any time to remain in the grounds, and shall not be required to give any reason for such action. No re-admission is permitted and tickets are non-transferable.

As a condition of sale, ticket holders consent to being filmed or sound recorded for TV, video, DVD, webcast or other public broadcast as part of the audience or by security CCTV.

Organisers

The Organisers are the Committee of the Blenheim Palace International Horse Trials. Blenheim Palace International Horse Trials is a sub division of British Eventing Ltd. VAT number 670 9718 05.