

## Terms and Conditions

These terms and conditions apply to all visitors who enter Trentham's Gardens, Lake and adventure Play.

1. All visitors entering the Gardens/Lake and Adventure Play must have a valid entrance ticket.
2. Before purchasing tickets, please carefully review individual selection. Once purchased, tickets cannot be exchanged, refunded or returned.
3. If tickets are ordered by telephone, through the Internet or by post, please allow sufficient time for delivery of your tickets. For delivery of tickets by post, tickets must be booked at least 5 working days in advance. For collection of tickets on the day of the visit at our Italian Gardens entrance, tickets may be booked up to 2 working days in advance.
4. Visitors are advised to check their tickets and change, if appropriate, upon receipt.
5. Please keep tickets in a safe place as no duplicate tickets will be issued to replace lost or stolen tickets.
6. Tickets are not transferable and accordingly may not be sold or passed to any third party.
7. All major credit and debit cards are accepted (VISA, MasterCard, Maestro).
8. All prices are correct at the time of publishing. However, they are subject to change without prior notice.
9. A child is aged between 5 and 15 years inclusive. An adult is aged 16 years and over. A senior citizen is aged 60 years and over. Under 5s go free.
10. Children aged 15 years and under must be accompanied by an adult, aged 16 years and over.
11. Parties of 12 or more persons constitute a group. Additional products are available for group bookings. Group tickets must be bought in advance either on the website or by telephoning – 01782 645 223. School and college groups can make arrangements by telephoning the same number. Garden Tea Room Group Booking - Please state any special dietary requirements at time of booking.
12. Tickets purchased in advance cannot be used in conjunction with any voucher, promotion, special offer or inclusive travel package. Promotional vouchers can only be used when purchasing a ticket at the ticket office on the day of the visit.
13. Visitors who wish to collect their tickets on the day of their visit will need to quote their name and booking reference (provided to them at the time of purchase) in order to collect tickets. Credit card holders must be present with their credit card when collecting tickets.



14. Visitors are reminded that for technical, operational and/or meteorological reasons, some facilities may be removed or closed or entertainment cancelled and/or altered at any time. Trentham Leisure reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
15. Tickets do not entitle holders to entry to special events, unless tickets for a specific event have been purchased.
16. Trentham allows photography and use of video / recording equipment within the Italian Gardens, except for on special events days, for personal use only. Permission for reproduction for any other reason, commercial or otherwise, needs to be gained in advance from Trentham on 01782 657 341.
17. Trentham reserves the right, in its absolute discretion, to refuse entry or admission to or remove from Trentham any visitor.
18. On-site car parking is not guaranteed for pre-booked ticket holders and may be chargeable.
19. The booking reference is confirmation of acceptance of the booking.

For information about a purchase you have made, please call the Gardens entrance on 01782 646 646

### Additional Terms and Conditions –

#### JOINT TICKETS

1. The visitor is allowed 1 entry into each individual attraction.
2. Joint tickets will expire on 1st usage.
3. Joint ticket validity from date of purchase to Dec 31<sup>st</sup> 2010
4. Visitors must have Part A and Part B of each attraction ticket for the ticket to be valid.
5. All opening times/dates and general info are displayed on the individual attractions website and may subject to alteration at any time – Please view these websites before your visit.

#### OPEN AIR EVENTS / CONCERT:

1. Seating is not provided; please check in advance if it is advised to bring garden chairs and rugs
2. The management reserve the right to change the programme or events without prior notice
- 3 In the event of inclement weather every effort will be made to present the show
4. Barbeques and garden flares are not permitted. Marquees and gazebos are allowed at the discretion of the event organiser.
5. Trentham prohibits photography and use of video / recording equipment within the Italian Gardens on special events