



NEWBURY
RACECOURSE

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**TICKETING AND
ABANDONMENT POLICY
2022**

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1. INTRODUCTION

Newbury Racecourse have many events throughout the year, under extreme circumstances some events have to be abandoned either in advance of the event or on the day. The below details our policy on abandonment and refunding customers. This document also details our ticketing terms & conditions.

2. ABANDONMENT POLICY

Tickets

In the event of racing being abandoned refunds on admissions tickets purchased will be paid as follows:

- a) abandonment before completion of the first race – full refund
- b) abandonment before completion of the third race – 50% refund
- c) abandonment thereafter – no refund

Special Offers, Discounted Tickets and Entry Packages

For special offers and group discounted tickets, the face value price of the ticket will be refunded.

The admission element of any entry package is refundable. This is only a part refund as the ticket is discounted.

Complimentary tickets will be transferred to another raceday at the discretion of the CEO.

Newbury Racecourse will not refund the cost of racecard purchased on the day of racing in the event of abandonment.

For refunds, racegoers should send their tickets to:

Newbury Racecourse plc, The Racecourse, Newbury, Berkshire RG14 7NZ

Depending on the volume of refund requests, payments will aim to be processed between 7 and 14 days, although that cannot be guaranteed.

Hospitality Boxes, Hennessy & Racegoers Restaurant

In the event of racing being abandoned refunds on Hospitality, Hennessy and Racegoers packages purchased will be paid as follows:

- a) Abandon before the 1st race and before lunch has been taken – FULL REFUND*
- b) Abandoned before the 1st race but if lunch has been taken – 50% REFUND*
- c) Abandoned between 1st and 3rd race – 25% REFUND*
- d) Abandoned after 3rd race – NO REFUND

Client are also given the opportunity to transfer to an alternative race fixture.

Tickets and packages cannot be refunded on the day. Hospitality clients should send their tickets to the address below for a refund.

Newbury Racecourse PLC, The Racecourse, Newbury, Berkshire RG14 7NZ

Depending on the volume of requests, refunds will take between 7 and 14 days but this cannot be guaranteed.

Members

In the event of racing being abandoned refunds on full season memberships purchased will be paid as follows:

- a) Between 1-3 fixtures abandoned – NO REFUND
- b) Between 4-31 fixtures abandoned – PRO RATA REFUND

Abandonments are classed as fixtures that are abandoned before the completion of the first race.

All other membership products which include jumps season memberships, flat season memberships, corporate memberships, 18-24 memberships and resident memberships are non-refundable and non-transferable.

Membership refunds cannot be processed on the day of the event, and we request that full season members should send their refund request to

Newbury Racecourse PLC, The Racecourse, Newbury, Berkshire RG14 7NZ
membership@newburyracecourse.co.uk

Depending on the volume of requests, refunds will take up to 28 days but this cannot be guaranteed.

3. HOW DO CUSTOMERS GET THEIR REFUNDS?

If the Abandonment happened prior to the race event (i.e., the days before) then a refund will automatically be refunded to the customers via their original method of payment.

If the abandonment happens on the day of the event, the customer cannot get a refund on the day. Pre-booked tickets would get an automatic percentage refunded to them, whereas customers who have paid on the gates will be required to send their ticket in to the Racecourse and a refund will be processed on receipt of these.

4. TICKETING TERMS & CONDITIONS

Admission to the racecourse is by one ticket per person. No entry will be granted without a ticket. Premier Enclosure customers are required to wear their swing badge at all times and retain their scanned ticket. Grandstand Enclosure customers are required to retain their

scanned ticket as proof of entry. Your ticket will state the area you have purchased to enter. Please note that tickets purchased from unofficial sources will be void and therefore not accepted. Badges, Privileged Access Swipe System (PASS) Cards, tickets and other entitlements to enter the Racecourse are non-transferable. They may not be transferred, sold, offered for sale, coupled or bundled with any other product or services or used for any commercial or promotional purpose whatsoever without our consent (which we may withhold in our absolute discretion). For the avoidance of doubt, only badges, PASS Cards, tickets and other entitlements to enter the Racecourse which are purchased from a supplier authorised by the Executive will be valid. Any Attendee holding any badge, PASS Card, ticket or other entitlement purchased from an unauthorised supplier may be refused entry to the Racecourse. All badges, PASS Cards, tickets and other entitlements issued by us or on our behalf shall remain our property at all times. We reserve the right to require the immediate return of all badges, PASS Cards or tickets at any time. These Conditions apply to all Attendees irrespective of whether or not an Attendee has paid for admission and whether or not an Attendee has been issued with a badge (of any type), PASS Card or other ticket, document or entitlement to enter the Racecourse. We are entitled to impose these Conditions of entry on badgeholders, PASS Card holders and all other Attendees in addition to any terms and conditions to which a badge, PASS Card or other entitlement may have been issued or granted. Holders of badges, PASS Cards or other entitlement may only enter the Racecourse subject to these Conditions. In the event of any inconsistency between these Conditions and any terms and conditions upon which any badge, PASS Card or other entitlement has been issued these Conditions will prevail. No refund shall be given in respect of any unused part of any badge or other entitlement. Any Attendee (including any member) holding any badge, PASS Card, ticket or other entitlement will be admitted only on presentation of the relevant badge, PASS Card, ticket or other entitlement. Any Attendee who fails to bring his or her badge, PASS Card, ticket or other evidence of entitlement to a fixture will only be admitted on payment of the full daily admission price for the relevant enclosure (if any) applicable on the day. Attendees must ensure that badges are securely attached to their clothing on racedays and visible at all times and otherwise show badges, PASS Cards, tickets and other entitlements to officials at any time upon request.

5. LOST OR STOLEN TICKETS

Newbury Racecourse will not post out duplicate tickets to protect our customers against ticket fraud. Duplicate tickets will need to be collected on the day in person, whereby formal ID will be required. Please inform our Racing Sales team prior to the day should you require duplicate tickets to be arranged. Please ensure great care is taken of your ticket/s once you are on course, for security reasons we are unable to re-print or replace tickets if your ticket is lost, stolen or misplaced. A new ticket would be required to be purchased at the full published price. We accept no responsibility for lost or stolen badges, PASS Cards, tickets or other entitlements. The Racecourse has no obligation to replace a lost or stolen badge, PASS Card, ticket or other entitlement. In the event that we decide to replace a lost or stolen badge, PASS Card, ticket or other entitlement we may charge a fee to do so.