

Terms & Conditions

Grosvenor Shows Ltd reserves the right to:

- make reasonable necessary alterations to the advertised event content and timings without obligation to refund or exchange tickets. Please check details such as timings prior to visiting as these may be subject to late changes.
- cancel or abandon any event without notice and without liability for compensation or damage other than up to a maximum of the ticket price (if an event is cancelled in advance we will make reasonable attempts to contact you using the e-mail address provided).
- Refuse admission to the event if you cannot produce a valid ticket to attend the event. Removing parts of, defacing or otherwise altering your ticket may render it void.
- Use photographs or recordings taken at the event, in which you may be part of the audience, without being obliged to provide payment.
- refuse admission to, or remove you from the venue without a refund, under reasonable circumstances, such as the refusal to comply with security checks or if we consider that your behaviour may adversely affect other people's enjoyment of the event.
- confiscate prohibited items, such as items that may potentially be used as a weapon

Payment

All prices are in UK Pounds Sterling, inclusive of UK VAT (where applicable) at the current rates.

Children under the age of 8 do not require a ticket. The senior citizen rate applies to anyone over the age of 60. A person who is registered disabled is entitled to the senior citizen rate, as is the carer for anyone accompanying a disabled person, but please note that both persons will each require a ticket.

If you have overlooked a special rate for a particular ticket, Grosvenor Shows Ltd cannot offer the special rate retrospectively once your order has been placed.

We will send you an order acknowledgement email detailing the products you have ordered. This is not an order confirmation or order acceptance from Grosvenor Shows Ltd.

Order acceptance will take place on the despatch to you of the products ordered unless we have notified you that we do not accept your order.

Non-acceptance of an order may be a result of one of the following:

- The product you ordered being withdrawn from sale.
- Our inability to obtain authorisation for your payment.
- The identification of a pricing or product description error.

The total cost of your order is the price of the tickets ordered plus a booking fee. Payment can be made by any of the methods specified in the payment section of this website and payment will be taken securely by Payment Sense. If you are ordering from outside the UK then your credit/debit card issuer will usually convert the UK pounds amount into your account currency at their nominated exchange rate and may add charges.

By submitting your order you confirm that the credit or debit card that is being used is yours.

All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery.

Grosvenor Shows Ltd cannot refund tickets unless an event is cancelled or rescheduled so please check your ticket carefully on receipt and contact us immediately if you have any queries. We are not liable for lost, destroyed or stolen tickets and cannot replace them.

Tickets are not transferable and their resale for profit or commercial gain (except by us) or use in promotions or packages without the express permission of Grosvenor Shows Ltd is prohibited and may render them void.

Tickets are not allocated to specific days of the event and are valid for any **one** day of the event. A ticket is required for each day on which you wish to visit. Your ticket must be given up on entry.

Refusal of Transaction

We reserve the right to withdraw any products from this website at any time and/or remove or edit any content on this website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from this website.

Returns / Exchange Policy

Tickets are non-refundable. Grosvenor Shows Ltd cannot refund tickets unless an event is cancelled or rescheduled so please check your ticket carefully on receipt and contact us immediately if you have any queries. We are not liable for lost, destroyed or stolen tickets and cannot replace them.

Tickets are not transferable and their resale for profit or commercial gain (except by us or our authorised agents) or use in promotions or packages without the express permission of Grosvenor Shows Ltd is prohibited and may render them void.

If you have received the incorrect tickets and this is an error on the part of Grosvenor Shows Ltd, we are happy to exchange them for the correct tickets.

Delivery

Your tickets would normally be posted to you and should arrive within 10 days of placing your order, although delivery may take longer during busy periods. If you have not received your order after 10 days please contact us on 01406 372600. A 50p postage fee is charged per order (not per ticket) and will be added at the point of payment.