

# **TERMS AND CONDITIONS**

## **Tickets for Racemeetings (scroll down to 11 for Music and 12 for Other Events)**

1. Once tickets have been purchased, no refunds will be given, with the exception of racing being abandoned. Please see paragraph 10.
2. Tickets are not to be resold under any circumstances.
3. Tickets can be booked up to 10am the day before racing. Please ensure to bring your eTicket (printed or displayed on your mobile device) with you to gain access to the Racecourse. Packages with the option of postage will only be sent if booked more than 7 working days before the fixture.
4. All items posted are the responsibility of the purchaser. The racecourse will not accept liability for items not received.
5. Replacements will not be issued for lost, stolen or defaced tickets.
6. Taunton Racecourse reserves the right to refuse admission to anyone and to remove any person from the Racecourse without assigning a reason for so doing and do not accept responsibility for loss or damage to persons or their property.
7. Dogs are welcome into the centre of the course but must be on a lead and under control at all times. With the exception of guide dogs, no dogs are permitted on the grandstand side of the course.
8. No food or drink (alcoholic and non-alcoholic) is to be brought into the Racecourse enclosures on any occasion. The Racecourse reserves the right to ask persons found to be in breach of this policy to dispose of any such products.
9. Amateur photography is permitted at the Racecourse in all areas normally open to the public. You may use mobile devices and point-and-shoot or compact cameras to capture images for your own private and domestic use (but you shall not use professional level photography or filming equipment). The following rules apply:
  - (a) encroachment on the racing surface is strictly forbidden;
  - (b) flash photography is strictly forbidden; and
  - (c) you must not allow a third party to use such images for any commercial purpose and will notify the Operator immediately if you become aware of any unauthorised use of those images.

If you wish to use high-quality photography equipment please contact the racecourse to complete the relevant form.

10. In the event of racing being abandoned, refunds on tickets purchased will be made as follows:

- abandonment before completion of the 1st race - full refund
- abandonment between conclusion of the 1st and 3rd races - 50% refund
- abandonment thereafter - no refund

Refunds cannot be issued on the day itself. All refunds must be claimed within 28 days of the racemeeting. Racegoers should send their ticket with full name and address details to Taunton Racecourse, Orchard Portman, Taunton, Somerset TA3 7BL. eTickets purchased online in advance will be refunded automatically to the credit/debit card used in the purchase.

## **11 Terms and Conditions for Music Events**

11.1 This is a standing only event.

11.2 Starting and finishing times are subject to change up to the event date - we will update you of changes.

11.3 LHG Live Ltd reserves the right to alter the show content at short notice. In the event of this happening, no refunds will be issued or exchanges offered.

11.4 This event may be filmed and/or photographed. Attendance at our events affirms your consent to be used as a member of the event audience.

11.5 No professional cameras, video cameras or audio recording devices

11.6 No food or drink - there will be various food outlets available.

11.7 Any form of chair including deckchairs, camping chairs, folding chairs, gazebos, picnic blankets and tents are prohibited.

11.8 No illegal substances can be brought into the site - anyone caught with illegal substance(s) will have their ticket made invalid and be reported to the relevant authorities, no refunds will be given.

11.9 Please follow the instructions of the venue and event staff. Guests that cause a disturbance to others, or fail to follow the instructions of the event staff may be forcibly removed from the event without refund.

11.10 Guests are responsible for the security of all of personal belongings.

11.11 The event venue operators, organisers, promoters, and artists cannot be held responsible for lost, stolen or damaged property, nor accidents resulting in injury occurring anywhere in, or outside, the venue during the event regardless of fault or reason, unless through the gross negligence of the offending party.

11.12 Children aged 16 and under must be accompanied by an adult at all times.

11.13 No umbrellas permitted.

11.14 No dogs are permitted, except assistance dogs.

11.15 No gazebos or tents.

11.16 Tickets - Exchanges and Refunds

We can't offer any exchanges or refunds. Please note: before buying tickets it's really important to double check all the event details and make sure you're 100% happy before going ahead.

By purchasing a ticket you, and all persons accompanying you agree to the aforementioned terms and conditions. LHG Live hold the right to change these terms and conditions at any given time, you will be notified of any changes.

11.17 All car parking £10 per car payable on the day of the event

11.18 If you consider that because of a disability you are unable to attend a concert alone, you may request a concession ticket for a Personal Assistant, providing you are entitled to the higher level of either disability living allowance, (DLA) or attendance allowance, (A/A), or the enhanced rate of personal independence payment, (PIP).

11.19 Accessible tickets for this concert will be available on a first come first served basis.  
Contact Ticketmaster 0800 988 4440

## **12 Tickets for Other Events (Excluding racing and music events)**

12. Once tickets have been purchased, no refund will be given and tickets are not to be resold under any circumstances. Any tickets/packages with the option of postage will be posted 7-10 days prior to the event by standard mail and are the responsibility of the purchaser. Tickets can be sent by recorded delivery at an additional cost. The organisers reserve the right to ask for proof of age at the entrance gates for any child tickets sold.

## **13 Discount Codes**

13.1 Discount codes are not valid in conjunction with any other promotion. Offer is not valid on sale items or other discounted items.

13.2 Only available online and no adjustment to prior purchases.

13.3 We reserve the right to amend or withdraw promotions at any time and for any reason without prior notice.

13.4 Only one promotion code can be used per order.

13.5 Discount codes found on promotional adverts/leaflets may only apply to items advertised on promotional adverts/leaflets.

## **14. Privacy Policy**

### **14.1 Introduction and General Terms**

Taunton Racecourse is committed to protecting your personal information when you are using our services. We want our services to be safe and enjoyable environments for our customers. This Privacy Policy relates to our use of any personal information you provide to us through the Taunton Racecourse website.

In order to provide you with the full range of services, we are sometimes required to collect information about you.

This privacy policy explains the following:

- what information Taunton Racecourse may collect about you;
- how Taunton Racecourse will use information we collect about you;
- whether Taunton Racecourse will disclose your details to anyone else;
- your choices regarding the personal information you have provided to us;
- the use of cookies on the Taunton Racecourse website and how you can reject these cookies.

As set out above, Taunton Racecourse is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 (these laws are referred to collectively in this Privacy Policy as the "data protection laws").

The website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including cookies, and we urge you to review them. They will govern the use of personal information you submit or are collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

#### **14.2. What information will Taunton Racecourse collect about me?**

We may ask for personal information about you. This can consist of information such as your name, e mail address, postal address, telephone or mobile number. Different web-pages may ask for different personal information.

By entering your details in the fields requested, you enable Taunton Racecourse to provide you with the services you select.

Taunton Racecourse also uses cookies and collects IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet). We use analysis software to look at IP addresses and cookies for the purpose of enhancing your user experience. This information is not used to develop a personal profile of you and the log files are regularly purged.

#### **14.3. How will Taunton Racecourse use the information they collect about me?**

Taunton Racecourse will use your personal information for a number of purposes including the following:

- For providing services to you in the way of sending goods to your address.
- IP addresses are used to identify the location of users, the number of visits from different countries and also to block disruptive use; and
- to analyse and improve the services offered on Taunton Racecourse e.g. to provide you with the most user-friendly navigation experience.

Where Taunton Racecourse proposes using your personal information for any other uses we will ensure that we notify you first. You will also be given the opportunity to withhold or withdraw your consent for your use other than as listed above.

#### **14.4. When will Taunton Racecourse contact me?**

Taunton Racecourse may contact you:

- in relation to the order you have placed on the website to ensure that Taunton Racecourse can deliver the services to you;
- where you have opted to receive further correspondence;

#### **14.5. Will I be contacted for marketing purposes?**

Taunton Racecourse won't contact you for marketing purposes, or promote new services to you unless you specifically agree to be contacted for these purposes.

#### **14.6. Will Taunton Racecourse share my personal information with anyone else?**

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies).

#### **14.7. Changes to Privacy Policy**

This privacy policy may be updated from time to time so you may wish to check it each time you submit personal information to any Taunton Racecourse website.

#### **14.8. Contacting Taunton Racecourse about this Privacy Policy**

If you have any questions or comments about this Privacy Policy please contact;

Lucy Waldron

Taunton Racecourse

Orchard Portman

Taunton

Somerset

TA3 7BL

E.MAIL: info@tauntonracecourse.co.uk

TELEPHONE: 01823 337172

**15. For full terms of use please visit <http://tauntonracecourse.co.uk/wp-content/uploads/2017/07/termsfuse.pdf>**