

GLAMIS COUNTRY FAIR AND HORSE TRIALS

2nd - 4th AUGUST 2019

TICKET TERMS AND CONDITIONS

1. Advance e-tickets are only available online and there is no postal or telephone alternative.
2. Tickets are non-refundable and this also includes refunds on unused tickets.
3. E-tickets will need to be either printed or shown on a suitable mobile device.
4. Any tickets for multiples of people will require all persons to arrive at the gate together, as the barcode can only be scanned once.
5. The barcode on each ticket can only be scanned once. Anyone subsequently presenting the same barcode will be charged at full gate price or refused entry.
6. If any day of the show is cancelled, ticket refunds will be issued in respect of any day that is cancelled prior to the start of that day's scheduled timetable. Tickets covering multiple days will be deemed to have an equal value on each day. If the show has started, tickets for that day will not be open to refunds. Refunds may take up to 14 days to process. If after that time you have not received a refund you believe you are entitled to, please email info@glamiscountryfair.co.uk stating clearly the name and email address of the person who placed the order and an order number where possible.
7. The organisers reserve the right to change the published programme in order to accommodate any safety issues arising during the event. Refunds will not be given on tickets if any one part of the event is cancelled.
8. Refunds will NOT be issued at the event and any request for a refund should be addressed via email to info@glamiscountryfair.co.uk stating clearly the name and email address of the person who placed the order and an order number if possible. Please allow 7 days to receive a response.
9. If you wish to leave the show site (for example to return to your car) it is your responsibility to ensure you receive a pass back in from gate staff to avoid being charged for re-entry.
10. Members of British Eventing are entitled to free entry to the event on production of a valid BE membership card. This will only cover the member stated on the card. Refunds will not be issued in respect of forgotten or lost cards.

DISCLAIMER OF LIABILITY & RESERVATION OF RIGHT

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, Glamis Country Fair and Horse Trial Limited, the British Equestrian Federation, British Eventing, Glamis Castle, nor any agent, employee or representative of these bodies accepts any liability for any accident, loss, damage, injury, illness to horses, owners, riders, grooms, spectators, sponsors, dogs, exhibitors, land, cars, 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 reserve the right to refuse admission to Glamis Country Fair and Horse Trials to any persons or to withdraw permission at any time to remain in the grounds and shall not be required to give any reason for such action.

These Terms and Conditions are subject to change from time to time without notice, at the discretion of the Organisers.