

Open Air Events/Concerts Terms & Conditions:

Purchasing/Collection:

- Advanced tickets are available during open hours until the day prior to event. After this time, advanced ticket prices are unavailable;
- All prices and information are correct at the time of publishing. However they are subject to change without prior notice;
- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled by Trentham (please see cancellation terms & conditions);
- Customers are advised to check their tickets upon receipt as mistakes cannot always be rectified;
- Tesco Clubcard Vouchers & Special Offer vouchers (i.e. Enjoy Staffordshire, 2 for 1, 10% etc) cannot be used against the purchase of an event ticket;
- When collecting tickets, please present the credit/debit card the tickets were originally purchased with as proof of identification.

Admission:

- A valid ticket is required on entry to the event. If this is not produced, or the ticket is defaced or altered, admission to the event will not be permitted. All tickets must be transferred for a wristband on the day of the event, wristbands must be worn throughout the duration of the event;
- Trentham reserves the right to refuse admission to an event, whose duty it is to take health and safety, environmental and security concerns into account and at their reasonable discretion may from time to time carry out security searches. Trentham reserves the right to refuse admission to any one on account of being (or appearing to be) under age, declining to be searched, abusive, threatening, drunken, other antisocial behaviour, or making unauthorised audio, video or photographic recordings. Trentham would advise customers that no refunds will be offered to customers who are refused entry or are asked to leave the Estate;
- Trentham reserve the right to refuse entry to, or confiscate items from customers who bring excessive amounts of alcohol to the Estate;
- Trentham prohibits photography and use of video/recording equipment within the Gardens during performances, unless for private use;
- Barbeques, garden flares, marquees, parasols, fishing umbrellas and gazebos are not permitted, unless otherwise stated;
- For safety reasons, visitors are asked not to stray off the lit paths when entering and exiting the event;
- Visitors are asked to report any injuries/incidents/accidents that occur whilst at an event to a member of staff at the time;
- For the visitors' and dogs' safety and comfort, dogs are not permitted to events.

Cancellation/Changes:

- Once tickets are bought, they are non-refundable and non-transferable;
- The management reserve the right to change the programme or events without prior notice. Trentham will endeavour to adhere to all timings advertised for all events, however this is not always possible;
- In the event of inclement weather, every effort will be made to present the show. Where there is inclement weather, and the show carries on as scheduled, no refunds will be offered due to the weather;
- In the event of the cancellation of an event, all customers will be offered the chance to visit on another date, and all tickets already purchased will remain valid. If an alternative date is not available or possible, the face value of the ticket will be refunded. Trentham will endeavour to contact all purchasers either by phone, e-mail or in writing (using the details provided at the time of booking) and advise them on the course of action. However, please note that it is the customer's responsibility to check whether the event is going ahead at the scheduled date or time, and Trentham cannot guarantee that they will inform the customer of any changes to the event date or time.

Annual Ticket Holders:

- Annual Ticket Holders are offered a discounted ticket for most events; this does not apply to guests or family members who do not have a valid Annual Ticket. All Annual Ticket Holders purchasing discounted tickets will need to provide their Annual Ticket upon request;
- To purchase a discounted event ticket, the Annual Ticket must be valid on the day of chosen performance.

General:

- Seating is not provided, it is advised to bring seating to the event;
- Visitors are advised to be aware that all concerts are open air. There is no cover provided;
- Alcohol brought to, or at, the event must only be consumed moderately and within the event area;
- Children under the age of 16 must be accompanied by a responsible adult of 18 years or over at all times;
- Events where an age restriction applies are clearly indicated on all promotional material, and during booking. Customers are advised to read all information which applies to the event which is being booked, and carry proof of age if appropriate;
- All general terms and conditions for the Estate are available upon request;
- We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force;
- If you require your tickets to be sent by post (recorded delivery), a postage and admin fee will apply.