



## Terms & Conditions 2025

### Admission Tickets, Car Passes and Badges Terms and Conditions

#### Refund Policy 2025

Refunds will not be issued for surplus, unused or tickets purchased in error (including car passes, admission tickets and Members' badges).

#### Grandstand Tickets

All refund requests must be applied for in writing to [boxoffice@burghley.co.uk](mailto:boxoffice@burghley.co.uk).

Refund requests received before 31st July 2025 – will be voided immediately, and the seats will be put back on sale, if they are re-sold, refunds will be processed within 10 working days, subject to an admin charge of 10% of the total ticket price.

Refund applications received after 1st August 2025 - will be voided immediately and the seats will be put back on sale, if they are re-sold, refunds will be processed by the 30th September 2025, subject to an admin charge of 10% of the ticket price.

#### Grandstand Seats/Camping Site Pitches

We reserve the right to allocate alternative Grandstand seats and Camping Site Pitches to those requested.

#### Lost or Forgotten Tickets

If, in advance of the event you have lost or mislaid your tickets please contact the box office quoting your order number where a duplicate can be issued. Please note that **original tickets associated to the order will be voided immediately.**

In the event that you discover you have lost your tickets during the event please visit the on-site box office as soon as possible and speak to a member of staff.

#### Online Orders

Please check your booking before completing the order and please check your tickets on receipt, as mistakes cannot always be rectified.

Unless notification of your order is received from Burghley Horse Trials, no booking is confirmed.

All postal items will be sent via Royal Mail First Class Signed For. It is the responsibility of the purchaser to provide the correct address for delivery and ensure that they can take receipt of the order.

It is the responsibility of the ticket purchaser to print or download their tickets. It is not the responsibility of Burghley Horse Trials to download or print these for you. Please do this prior to arrival on event to ensure an efficient entry and in case of unreliable connectivity on site.

Each booking will be subject to a £2.50 booking fee.

All Tickets are issued with a unique QR code, which will be scanned once per day for entry to the Event. Please keep these safe. Photographed or duplicate copies of tickets will not be accepted and may result in you being turned away or having to buy additional tickets at the gate.

It is the responsibility of the customer to inform the Organiser of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers ordering online is by email, so care should be taken to provide a current, valid email address.

### **Restaurant Terms and Conditions**

We regret we are unable to reserve or allocate specific tables within the restaurant.

Please note that in order to accommodate the restaurant sittings throughout the day, you will have your table for a maximum of 1 hour for breakfast and 1.5 hours for lunch, from your reservation time. We would respectfully request that you arrive promptly to allow sufficient time to enjoy your meal. Tables can only be held for 15 minutes before being released and we cannot guarantee accommodating late arrivals.

Please note that full payment for your food package will be taken at the time of booking. You will be able to order and pay for drinks on the day. We are happy to amend the date/time of your reservation, subject to availability.

**Refunds are not offered for cancellations or no shows.**

### **Allergy Information**

Please advise the waiting staff of any special dietary requirements. If you have a food allergy, intolerance, or coeliac disease, please speak to the staff about the ingredients in your food and drink before you order.

Where possible, our trained staff will advise you on alternative dishes.

### **Complaints Procedure**

Should you find something unsatisfactory please inform the manager in the restaurant on the day, our experienced team are on hand to resolve any issues.

Thank you for your booking, we look forward to seeing you at Defender Burghley Horse Trials.

### **Cancellation or Abandonment of the Event**

In the event of cancellation or abandonment of the Event, money paid in respect of advance bookings or a logical proportion thereof, will be refunded on the return to the Box Office of tickets/passes which could not be used because of cancellation or abandonment. Refunds will only be made in respect of any day that is wholly abandoned before the start of that day's competition. In respect of items covering the whole event (membership, caravan membership, season tickets etc) the following proportions will be refunded: cancelled before Thursday starts 100%; before Friday 85%; before Saturday 60%; before Sunday 15%. Please send badges/tickets and car park pass stating full name and address of sender and, if different from that of sender the full name and address of the purchaser to: The Box Office, Burghley Horse Trials, Barnack Road, Stamford, Lincolnshire, PE9 2LH.

To be valid, requests for refunds must be received in writing by the Burghley Horse Trials Office, Barnack Road, Stamford, PE9 2LH no later than 30 September 2025. Burghley Horse Trials Ltd will have no responsibility or liability of any nature in respect of any request received after that time.

## **Data Protection**

Burghley Horse Trials Ltd aims to set the best practice in implementing the current data protection legislation. As part of our service to you, we would like to advise you that the details of your transaction will be retained on our database for a period of three years after your booking. This is to facilitate future bookings.

If you would like your details deleted from the Burghley Horse Trials database please submit your request in writing to Burghley Horse Trials Office, Barnack Road, Stamford, Lincolnshire, PE9 2LH or email [horsetrials@burghley.co.uk](mailto:horsetrials@burghley.co.uk).

For further details of our Privacy Policy please [click here](#).

## **Disclaimer of Liability**

Save for the death or personal injury caused by the negligence of the Organisers or anyone for whom they are in law responsible, neither the Organisers, Burghley Horse Trials Limited, British Eventing Limited, the Trustees of Burghley House Preservation Trust, nor any agent, employee or representative of these bodies accepts any liability for any accident, loss, damage, injury or illness to horses, owners, riders, grooms, exhibitors, spectators, dogs, 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 shall not be liable in respect of any loss or damage whatsoever arising from the abandonment, cancellation or postponement of The Defender Burghley Horse Trials, or any such eventuality.

All badges, car park labels and hospitality packages are sold subject to the Organisers reserving the right to refuse admission to Burghley Park to any person, or to withdraw permission at any time to remain in the Park, and they shall not be required to give any reason for such action.

## **Photography**

The organisers maintain the right to use images, photographs and footage taken by their contracted photographers, videographers, and employees at the event without informing or recompense to event participants or visitors. These images can be used for promotional purposes as undertaken by the organisers and their partners, which will cover a range of possible uses including advertising press and media, printed information items, editorial coverage and any other promotion directly related to the event or its sponsors.

## **Drones**

Drones are not permitted in any area of the event at any time.