



LONGSTOWE HALL

Longstowe Hall Gardens - Tickets Terms and Conditions

In purchasing your tickets, you hereby agree to the following terms:

Booking:

All purchases are final.

Due to the nature of our garden open days and our booking systems we regret that you will not be able to amend or be refunded for your booking once it has been made, except in the unlikely instance where we have had to cancel an open day or close the estate. In these instances, we will contact ticket holders affected.

Tickets cannot be exchanged for alternative open days, except in the unlikely instance where we have had to cancel an open day or close the estate.

Tickets are not available at the gate. Please book online at <https://longstowehall.co.uk/gardens>

Please bring proof of your ticket purchases and your ticket with you.

Longstowe Hall retains the right to change details of garden open days and open areas of the estate where deemed necessary. Where possible, we will endeavour to let ticket holders know of this in advance.

Admission:

Children aged 16 years and under must be accompanied by a responsible adult.

Longstowe Hall reserves the right to refuse admission or to eject a ticket holder for behaviour we deem to be damaging or irresponsible to our other ticket holders, our staff, or the estate.

Car parking and personal belongings:

Vehicles parked at a Longstowe Hall are done so at the owners own risk. Longstowe Hall cannot be held responsible for loss or damage to personal belongings whilst on the estate.

General:

Assistance dogs only are permitted in the gardens and park.

No picnics, ball games, cycling.

No drones

Please do not disturb or feed the wildlife on the estate

Please do not pick any of the flowers or shrubs on the estate

Discrimination:

It is the policy of Longstowe Hall not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability.

Statutory requirements

Longstowe Hall is subject to statutory controls, including those relating to fire, licensing, health, hygiene and safety. These must be observed by all visitors.

Data protection:

Longstowe Hall will not sell, trade or pass on your contact details to any other third parties. We do not retain payment information.

In order to process your booking, your Personal Information and payment details may be passed to third party service providers and, where we are lawfully requested to do so, regulatory authorities. Such third party service providers will have access to the Personal Information needed to perform the relevant service. They may not, however, use your Personal Information for any other purposes and are required to process your Personal Information in accordance with the Data Protection Act 1998. For your protection we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

Comments and complaints:

Any comment or complaint about your experience, should be made at the time of your visit to the Duty Manager or by email to info@longstowehall.co.uk

These terms will be construed in accordance with English law.

Version1.0 - May 2022