



ASHRIDGE HOUSE

Public Event Terms & Conditions

Definitions

In these terms and conditions, the following words shall have the following meanings:

- 'Ashridge House', 'Us' or 'We' means Ashridge Executive & Organisation Development Limited
- 'Event' refers to ticketed events hosted by Ashridge House
- 'Site' refers to Ashridge House, Ashridge, Berkhamsted, Hertfordshire, England, HP4 1NS.
- 'Ticket provider' refers to 'Design My Night', a third party bookings processor.
- 'Payment processor' refers to 'Stripe', a digital payment processor.

Contract

By purchasing a ticket through Ashridge House/Ticket Provider's website you irrevocably agree to these terms and conditions. Ashridge House reserves the right to make alterations to the Event at any time and without notification.

Amendments to Terms

Ashridge House may amend these terms and conditions at any time. You should therefore verify this page regularly and review the full terms and conditions when making a booking. Your continued use of the website constitutes your agreement to these terms and conditions as amended.

Tickets & Payment

Tickets are offered subject to availability. Tickets can be purchased online in advance via our website. Tickets will not be available on the door. All guests attending must bring a valid printed or digital ticket to be displayed on entry.

Failure to do so will mean you will not be able to enter the event.

Please ensure you arrive on the correct date and time displayed on your ticket for the correct event.

Ashridge House reserves the right to refuse entry to anyone who does not have a valid ticket.

Cancellation

Though Ashridge House is unlikely to cancel an event, we reserve the right to do so for any reason. Events will not be cancelled due to poor or inclement weather, unless advised to do so by an official body. If it is necessary for us to cancel, we will notify guests using the email used to book the tickets and post a notification on our website or via social media or by a combination of the above. A full refund will be offered if we cancel the Event.

Ashridge House will not be held liable for any incidental costs that occur as a result of cancellation including but not exclusive to costs relating to: travel, hotel, restaurants or food and drink purchases. Ashridge House reserves the right to cancel the Event, in its entirety or part thereof, for any reason.

Tickets & Refunds

Tickets are emailed to guests. A booking confirmation email will be sent at the time of booking and this booking confirmation email serves as the ticket for this event. We do not post tickets or booking confirmations. We cannot guarantee entry without the original purchase reference number and e-ticket. Tickets are sold for use by the buyer only (and their party) and are not for resale for commercial gain by the holder. We reserve the right to cancel tickets and refuse entry where this condition is breached, or where we have reason to suspect there is a breach.

We are not able to offer exchanges or refunds once tickets have been purchased.
We are also not able to offer refunds/duplicates on unwanted/lost tickets.

Covid-19

Your booking must comply with the current Government guidance around Covid-19 applicable to England. Tickets are non-refundable if you are unable to attend due to becoming infected with Covid-19, have been in close contact with someone infected with Covid-19, and/or are self-isolating, or have symptoms of Covid-19.

Tickets are non-refundable in the event of a national lockdown.

Outdoor Events: Site, Garden and Grounds

If the Event takes place outdoors around the grounds and gardens of Ashridge House, parts of the garden may be muddy and wet - we advise that these areas are not suitable for regular pushchairs and suggest alternative ways to carry infants when accessing these areas. No animals may be brought on Site unless they are trained and approved service dogs, unless otherwise stated for a specific event. There may be themed props and/or equipment around the grounds of Ashridge House, and though every precaution has been made to ensure their safety, we ask that attendees of the event do not touch or interfere with such props and equipment as this could compromise their safety.

Weather

For events that are held outside with no access to the buildings at Ashridge House, adverse weather conditions will not be considered a valid reason for cancellation unless they are considered to be a safety risk to guests, staff, or equipment. Guests should always dress with the weather and time of year in mind. Guests who are unable to attend or who choose not to attend the Event because of predicted or actual weather are not eligible for a refund if the event goes ahead.

Guest property

Vehicles and guests' property are brought on to the Site at your own risk. Ashridge House does not accept responsibility for any loss, damage or theft of any item. Ashridge House will not be held responsible for any damage or loss of guests' property howsoever caused.

Marketing & Event Photography

Marketing emails will only be sent to individuals who have specifically given their permission to receive such offers from Ashridge House and third parties. All customers have the choice to opt-in or unsubscribe, from marketing emails and other communications at any time. Our mailing lists and customer information is not for sale however may be used by our partners and sponsors. By opting in to our marketing policy you agree to this. We reserve the right to contact all guests with event specific information in order to fulfil our contractual and business obligations in line with the Data Protection Act 2018.

Images from the Event may be used for promotional materials, publications, articles and for publicity/marketing purposes. We reserve the right to use any images from the Event for social media, for promotional use or business purposes for Ashridge House in any form or media. By attending our event you consent to being featured in our event photography.

Confidentiality

Your personal information will be handled with the utmost confidence. Ashridge House will adhere to all UK data protection, data transfer, data retention, and confidentiality regulations and always stores data sent to us in a secure manner. All personal and sensitive information that you send to us or forms part of our communications, will be kept confidential.

Legal Liability

Ashridge House takes every effort to ensure that information contained on its website is accurate. However, no liability is accepted arising from reliance upon information contained on these pages or any other information accessed via this website.

We have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity. As required by law, our liability is not limited in the event of death or personal injury caused by our negligence or in relation to fraud or fraudulent misrepresentation.

Force Majeure

While every effort will be made by Ashridge House to fulfil your order, where accepted, the full performance of this contract is subject to variation or cancellation by Ashridge House consequent upon an act of God, war, strikes, riots, lock-outs or other labour disturbances, pandemic, epidemic, significant worsening of the situation relating to the COVID-19 virus, fire, flood, restrictions of the use of transport, fuel or power, requisitioning, shortage of material or transport or labour or any other cause beyond the control of Ashridge House. In the case of extreme bad weather conditions, Ashridge House reserves the right to cancel the event and offer an alternative date.

H&S at outdoor events

Visitors who drive to Ashridge House will be asked to walk from the car park along the path to the start of the Event commencing in the grounds at Ashridge House.

Every effort is made to ensure that all events are accessible, but there may be areas that are not be suitable for all wheelchairs, pushchairs and buggies.

Keep your children with you at all times and ensure they do not wander into unattended or unauthorised areas of the Grounds.

There is no shelter for outdoor events.

Please make sure you wear appropriate clothing and footwear.

No naked flames (e.g. candles, night lights, flares or lanterns) are allowed.

Registered disability assistance dogs are allowed, other dogs are not allowed.

Please do not leave any belongings unattended at any time.