

## Terms and Conditions

### Overview

- For the purposes of these Terms and Conditions, “Nottingham Castle Trust” means Nottingham Castle Trust, incorporated and registered in England and Wales with company number 08764337 and charity number 1177745 and whose registered office is at Lenton Road, Nottingham, NG1 6EL.

### Effect of agreement

- Nottingham Castle Trust intends to rely upon the written terms set out here. If you require any changes, please make sure you ask for these to be put in writing. In that way, we can avoid any problems surrounding what Nottingham Castle Trust and you the Customer is expected to do.
- The Terms and Conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or their subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.
- None of the Terms shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a party other than you or Nottingham Castle Trust.

### Entry

- Admission is only with a valid pre-booked timed entry ticket. Please ensure you arrive on time for your entry slot as we cannot guarantee entry if you are late.
- When collecting tickets from the admission desks at Nottingham Castle you must produce the booking confirmation issued when your tickets were booked online.
- Safety measures are always to be adhered to.
- All children under the age of 12 years must always be accompanied by a responsible person aged 18 or over.
- Visitors with disabilities will be charged the concession rate and can be accompanied by one assistant free of charge upon request.
- Visitors are admitted on condition that, if requested to do so, they consent to security checks on themselves and/or their belongings. Management reserve the right to confiscate any item deemed as unsuitable or unsafe for use within the Castle grounds
- Photography for commercial use is not permitted without the expressed permission of Nottingham Castle Trust.
- Nottingham Castle Trust will not tolerate physical or verbal threats towards its staff and operate a complete zero tolerance policy. Any visitors behaving inappropriately will be denied access to or told to leave the site immediately without refund being made.
- Smoking and vaping is strictly prohibited both indoors and outdoors across the whole site.
- All dogs must always be kept on a lead. Assistance dogs are allowed in all areas across the site. Well behaved pet dogs are only allowed in the Visitor Centre; outdoors, excluding the play area, and the outside café seating areas.

### Robin Hood Gallery, Cave Tours and other Events

- Admission is only with a valid pre-booked ticket.
- When collecting tickets from the admission desks at Nottingham Castle you must be able to produce to Nottingham Castle Trust staff the produce the booking confirmation issued when your tickets were booked online.

- Admission tickets are non-refundable and non-transferable.
- We are unable to give refunds for unattended bookings.
- Admission tickets purchased online are only valid for use on the date and time shown,
- Admission tickets purchased online are only valid for the specified number and type of persons as stated on the tickets.
- It is the responsibility of the ticket holder to check the ticket before arrival. It may not be possible to rectify errors on the day of the visit.
- Children under 5 are free but require a ticket and must be accompanied by a paying adult
- Tickets must be printed on paper with a fully legible barcode or shown on a smartphone. It is the responsibility of the customer to ensure that smartphones are fully charged and able to correctly present a digital ticket.

### **Gift Vouchers**

- Gift Vouchers are valid for 12 months from the date of issue.
- Gift Vouchers cannot be exchanged for cash.
- Please redeem online at [www.nottinghamcastle.org.uk](http://www.nottinghamcastle.org.uk). If unsuccessful, email [hello@nottinghamcastle.org.uk](mailto:hello@nottinghamcastle.org.uk) at least 48hrs in advance of your preferred visit date.
- Gift Vouchers may be exchanged for admission tickets of equivalent value or of higher value, on payment of the difference. No change will be given.

### **Refund policy**

- Tickets are non-refundable, but we understand that sometimes circumstances change. If you are no longer able to visit us on the date that you have booked, we politely request that where possible, you reschedule your booking by contacting us at [bookings@nottinghamcastle.org.uk](mailto:bookings@nottinghamcastle.org.uk).
- Please note that in the event of forced closure, the above will not apply.
- If you wish to contact us for any other reason, i by e-mailing us at [hello@nottinghamcastle.org.uk](mailto:hello@nottinghamcastle.org.uk) or in writing to the address provided. We will reply to your complaint within 7 days.
- If we have to contact you or give you notice in writing, we will do so by e-mail or by pre-paid post to the address you provide to us.
- If you are a consumer, you have a legal right to cancel the Contract between us under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 during the period set out below. This means that during the relevant period if you change your mind or decide for any other reason that you do not want a ticket, you can notify us of your decision to cancel the Contract between us and receive a refund. Advice about your legal right to cancel this Contract is available from your local Citizens' Advice Bureau or Trading Standards office.
- Your legal right to cancel a Contract starts from the date of the Acceptance Email (the date on which we e-mail you to confirm our acceptance of your Ticket order), which is when the Contract between us is formed. Your deadline for cancelling the Contract is any time within 14 working days beginning on the day after you receive the Acknowledgement Email.
- If you cancel your Contract we will refund you, no later than 14 days after you inform us of your decision to cancel the Contract, the price you paid for the Tickets.
- We will refund you on the credit card or debit card used by you to pay. If you used vouchers to pay for the ticket, we may refund you in vouchers.
- In the event that entry to Nottingham Castle is not possible due to reasons outside of our reasonable control we shall not be responsible for any travelling costs you may incur. An event outside our reasonable control means any act or event including without limitation fire,



explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

### **Personal information**

- You may provide certain personal details to us when you contact us via the Site, such as your name, your email address, and your geographic address. We will use this information in accordance with our privacy policy.

### **Donations**

- If you choose to donate to Nottingham Castle Trust or support an appeal, many thanks for supporting us.

### **Company Registration Details**

**Registered in at Companies House, Cardiff.**

**Registration Name:**

Nottingham Castle Trust

**Registered Office:**

Nottingham Castle Museum & Art Gallery  
Lenton Road  
Nottingham  
United Kingdom  
NG1 6EL

**Registration Number:** 08764337

**Registered with the Charities Commission for England and Wales**

**Registration Name:** Nottingham Castle Trust

**Charity Number:** 1177745

**Registered for VAT with HM Revenue and Customs**

**VAT number:** GB 348123213

**Nottingham Castle Trust reserves the right to change terms and conditions at any time.**

