

NOTTINGHAM CASTLE

Overview

- These are the Terms and Conditions on which we supply admission tickets, castle cave tour tickets and event tickets (to you through our online booking system available at <https://accessvam.accesscloud.com/NottinghamCastleBookings/> ("Website").
- Please read these terms carefully before you submit your order for admission tickets, castle cave tour tickets and event tickets. These terms tell you who we are, how we will provide admission tickets, castle cave tour Tickets and event tickets, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

Information about us and how to contact us

- For the purposes of these Terms and Conditions, "Nottingham Castle Trust" ("we", "us", "our") 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. Our VAT number is GB 348123213.
- You can contact us by writing to us at hello@nottinghamcastle.org.uk.
- If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking
- When we use the words "writing" or "written" in these terms, this includes emails.

Our Contract with you

- You can place your booking through our Website. Upon selecting the tickets, you wish to purchase, you will be guided through the process of placing an order.
- Our acceptance of your order will take place when you receive an acceptance email from us, at which point a contract will come into existence between you and us.

Entry and tickets

- Admission is only with a valid pre-booked timed entry ticket for the specified number and type of persons stated. Please ensure you arrive on time for your entry slot as tickets are only valid for use on the date and time shown and we cannot guarantee entry if you are late. Any closures to the site or cancellation of events will be communicated on via our website and we advise that you check regularly prior to your visit for updates. If an event is cancelled we will circulate an email advising all those who have pre-booked of this.
- A separate ticket is required for entry to the Castle Cave Tours and for some events as advertised on our Website and/or the Castle at the time of your visit. Where a separate ticket is not required entry to the event is included in our general admission tickets.



- General admission tickets are non-refundable in any circumstances, and we are unable to give refunds for unattended bookings. As a charity we can only issue refunds for Cave Tours and event tickets in exceptional circumstances. This does not include inclement weather. We may, at our discretion, allow you to reschedule your booking, Please contact bookings@nottinghamcastle.org.uk as soon as possible to discuss this.
- 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.
- When collecting tickets from the admission desks at Nottingham Castle you must produce the booking confirmation issued when your tickets were booked online.
- Tickets purchased online may also be printed on paper with a fully legible barcode or shown on a smartphone. Where you choose this option, you are responsible for ensuring that smartphones are fully charged and able to correctly present a digital ticket.
- You must read and comply with all safety notices displayed in or around the site.
- All children under the age of 12 years must always be accompanied by a responsible person aged 18 or over.
- Children under the age of 5 may visit any of our sites, the Castle Cave Tours and/or any of our events for free, but they still require a ticket and must be accompanied by a paying adult.
- 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 reserves 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 or risking the health and safety of visitors or staff 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 and outdoor areas, excluding the play area and any outside café seating areas.
- We will not be responsible for any loss, theft or damage of your personal belongings, other than caused as a result of our negligence or other breach of statutory duty.
- 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. In such circumstances your ticket may be transferred to another date. Planned closures will be advertised on our website, so please check before you travel.



Eligibility for an Annual Season Pass

- All general admission tickets purchased to Nottingham Castle are eligible to be upgraded to a free Annual Season Pass.
- Each Annual Season Pass entitles the bearer to 12 months entry to Nottingham Castle from the date of purchase and may only be used by the named visitor.
- Children under the age of 5 go free and will not be issued an Annual Season Pass.
- Carers accompanying disabled visitors can access the site for free and will not be issued with an Annual Season Pass.
- Those in possession of a complimentary ticket will not be issued an Annual Season Pass (unless otherwise stated on the complimentary ticket).
- Visitors undertaking Group, Learning and Trade visits will not be issued with an Annual Pass
- Visitors using tickets purchased via third party sellers including online ticketing agents will not be issued with an Annual Pass.
- When a family ticket is purchased, a Family Annual Season Pass will be issued unless you specifically request individual passes.
- There may be occasions where the Castle, some exhibitions or some parts of the site will not be open to the holders of Annual Season Passes. Please ensure you have checked the website before your visit to confirm that the Castle is open to Annual Season Pass holders, and you are aware of any closures to all or part of the site.
- The Annual Season Pass does not include admission to the Castle Cave Tours or out of hours ticketed events, e.g. Theatre and Open Air Cinema. Please see our website for a list of such events.
- Nottingham Castle Trust reserves the right to close the museum to Annual Season Pass holders on up to 5 days per year.
- Annual Season Passes are non-transferable and may not be exchanged or refunded.
- If an Annual Season Pass is lost it will not be replaced.

Using your Annual Season Pass

- To validate an Annual Season Pass, please present your booking confirmation at the Visitor Centre where you will be issued with an Annual Season Pass. Each entrance ticket must be completed with the name of the visitor and signed where indicated while on site.
- Should Annual Season Pass holders wish to pre book this can be done via the website by booking a "Season Pass Holder Return Visit". This will generate a booking confirmation to facilitate entry to Nottingham Castle. Annual Passes can also be shown at the Visitor Centre to gain access on the day subject to availability.



- On arrival at the Visitor Centre, Annual Season Pass holders must show their pass and also present their booking confirmation if they have pre-booked. Periodically they may be requested to produce an additional form of ID demonstrating name and signature.
- Annual Passes do not allow fast track entry or guarantee entry to Nottingham Castle on busy days.

Gift Aid

- Nottingham Castle Trust would be very grateful if you are willing to Gift Aid the price of your general admission ticket to support our charitable work.
- Choosing to Gift Aid your general admission ticket will not cost you any more, but enables Nottingham Castle Trust, to benefit from an additional 25p from the UK Government for every £1 of your admission.
- If you agree to Gift Aid your general admission as part of purchasing tickets online then, in making this donation, you confirm that these tickets have been purchased for you and your family and that you are a UK taxpayer and have accepted that if you pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all your donations then it would be your responsibility to pay any difference.

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. If unsuccessful, email 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.

Price and Payment

- The price of the ticket (which includes VAT) will be the price indicated on the booking page when you place your order. Prices are in UK Sterling. We use our best efforts to ensure that the price of the ticket advised to you is correct.
- Any concession available on a ticket shall be stated on the Website. Once an order is placed you cannot apply a concession retrospectively. We reserve the right to refuse to apply a concession if you do not provide sufficient proof of your eligibility for a concession. We reserve the right to charge the applicable full standard admission or event price to any person not able to validate their entitlement to a concession admission or event ticket.
- We accept most major credit and debit cards with our payment gateway.
- Group bookings of more than 15 people are entitled to a discount.

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, we would like to thank you for supporting us.

Other important things

- We accept liability for: (a) the injury to or death of person caused by our negligence and/or the negligence of our employees, agents or sub-contractors; (b) any other matters which we cannot by law restrict or exclude.
- We will be responsible for: (a) loss or damage that is foreseeable as a result of our breaking this contract or failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract for the purchase of your tickets was made, both we and you knew it might happen; and (b) the reasonable cost (subject to fair wear and tear) of either replacing or repairing any property which is lost or damaged because of negligence by us, our employees, agents or sub-contractors (but not any other third party).
- Subject to the first paragraph of this clause, we will not be responsible for (a) any losses which are not caused by any breach by us; (b) business or trade losses (including, without limitation, loss of profits); and/or (c) losses or damages caused by events beyond our reasonable control. Nothing in these Terms and Conditions will affect your legal rights. For further information about your legal rights, please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.
- We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- Each clause of these terms operates separately. If any court of relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.
- These terms are governed by English law and you can bring legal proceedings in respect of the tickets sold in the courts of England and Wales. Alternatively, if you live in Scotland you can bring such legal proceedings in the Scottish courts or if you live in Northern Ireland you can bring them in the Northern Irish courts, instead.

Nottingham Castle Trust reserves the right to change these Terms and Conditions at any time.

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