



**TERMS AND CONDITIONS AND  
CANCELLATION POLICIES FOR PARTY IN  
THE PADDOCK LIVE MUSIC EVENTS 2014**

These terms and conditions and cancellation policies are applicable to racing and live music events at Newbury Racecourse, advertised as 'Party in the Paddock'. For all racing events please refer to the general terms and conditions.

## **PARTY IN THE Paddock CANCELLATION POLICIES**

All bookings require full pre-payment at time of booking, we regret we are unable to confirm any bookings without full payment. Bookings are non-refundable and non-transferable.

## **THE BEACH BOYS AT PARTY IN THE Paddock, SATURDAY 19 JULY 2014**

The event advertised as 'The Beach Boys at Party in the Paddock' comprises two separate parts included in one ticket price: Racing and Concert. The full value of each, relating to adult tickets, is detailed below (disregarding any promotions or early booker discounts):

### **Racing is valued at:**

Grandstand Enclosure entry: £20. Premier Enclosure entry: £30

### **Concert is valued at:**

Standard (non-Golden-Circle) viewing: £10. Golden Circle viewing: £20

### **Abandonment / Cancellation**

Part of the booking process requires the payment of a £2 Handling and Facility Fee per transaction. The facility part of this fee guarantees the customer a refund on the concert part of the event, should musical act advertised as 'The Beach Boys' not appear for any reason.

The abandonment policy for the event covers five eventualities:

- a) In the event that both racing and the concert are cancelled before the first race, a full refund for the amount paid for each event ticket will be given.
- b) In the event that only The Beach Boys concert is cancelled, the amount that was paid for the concert part of the ticket will be refunded (either £10 or £20).
- c) In the event that racing abandons before the first race but the concert proceeds – the full amount that was paid for the racing part of the ticket will be refunded (either £20 or £30).
- d) In the event that racing abandons after the first race but before the completion of the third race, 50% of the amount that was paid for the racing part of the ticket will be refunded (either £10 or £15).
- e) In the event that racing abandons after the completion of the third race and the concert proceeds, no refund will be given.

**Members:** No refund for the value of the concert or raceday will be given to those with Annual Membership badges, Big Races, Flat Season or Club 24. Those with any of the above badges who have purchased the Golden Circle upgrade will be entitled to a refund to the amount of £10.

## **LADIES DAY WITH ANNIE MAC & PETE TONG, SATURDAY 16 AUGUST 2014**

The event advertised as Ladies Day with Annie Mac & Pete Tong comprises two separate parts included in one ticket price: Racing and Concert.

The 'concert' is defined as the performance of **either** Pete Tong or Annie Mac. If one artist appears and the other does not for any reason – the concert will be deemed to have gone ahead.

The full values of the racing and concert, relating to adult tickets, are detailed below (disregarding any promotions or early booker discounts):

### **Racing is valued at:**

Grandstand Enclosure entry: £20. Premier Enclosure entry: £30

### **Concert is valued at: £10**

### **Abandonment / Cancellation**

Part of the booking process requires the payment of a £2 Handling and Facility Fee per transaction. The facility part of this fee guarantees you a refund on the concert part of the event, should **both** of the musical acts, Annie Mac and Pete Tong not perform for any reason.

### **Abandonment / Cancellation**

The abandonment policy for the event covers six eventualities:

- a) In the event that both racing and both Annie Mac and Pete Tong are cancelled before the first race, a full refund for the amount paid for each event ticket will be given
- b) In the event that both Annie Mac & Pete Tong are cancelled, the amount that was paid for the concert part of the ticket will be refunded.
- c) In the event that either Annie Mac or Pete Tong does not perform and the other does, the concert will be deemed have gone ahead and no refund will be given.
- d) In the event that racing abandons before the first race but the concert proceeds – the full amount that was paid for the racing part of the ticket will be refunded (either £20 or £30).
- e) In the event that racing abandons after the first race but before the completion of the third race, 50% of the amount that was paid for the racing part of the ticket will be refunded (either £10 or £15).
- f) In the event that racing abandons after the completion of the third race and the concert proceeds, no refund will be given.

**Members:** No refund for the value of the concert or raceday will be given to those with Annual Membership badges, Big Races, Flat Season or Club 24.

## **TERMS AND CONDITIONS OF ENTRY**

### **Admission**

Admission to racecourse is by one ticket per person (children also require a ticket prior to the day) to each enclosure. This must be brought with you on the day in order to gain entry. No entry will be granted without a ticket. On arrival to the course and throughout your day, please ensure your ticket is worn at all times.

Your ticket will state the area you have purchased to enter – Premier and Grandstand Enclosures (Combined Enclosure may apply for selected dates). In accordance with our terms and conditions please note that tickets purchased from unofficial sources will be void and therefore not accepted for admission.

### **Lost/Misplaced Tickets**

Newbury Racecourse will not post out duplicate tickets. This is for our customers own security to protect them against ticket fraud. Duplicate tickets will need to be collected on the day in person, whereby formal ID will be required. Please inform our Racing Sales team prior to the day should you require duplicate tickets to be arranged.

Please ensure great care is taken of your ticket/s once you are on course. Due to security reasons we are unable to re-print or replace tickets if your ticket is lost, stolen or misplaced. A new ticket would be required to be purchased at the full published price.

**Special Offers & Group Discounts** - All special offers and group discounts must be booked seven full days prior to the raceday.

### **Under 18s Concert Refund (Applicable to 19.7.14 ONLY)**

Should parents wish to bring their child racing and not stay for the Party in the Paddock concert, Newbury Racecourse will refund the full cost of the child's ticket. Refunds will be allocated to customers who leave via the Premier or Grandstand exits no later than 15 minutes after the last race. You will need to surrender your ticket on exit and the refund will be issued in cash.

### **Restaurant Bookings**

All restaurant bookings require full pre-payment at time of booking, we regret we are unable to confirm bookings without full payment. Restaurant bookings are non-refundable however can be transferred, subject to availability if cancelled at least five working days prior to raceday.

Cancellations must be placed in writing or via email to [info@racecoursenewbury.co.uk](mailto:info@racecoursenewbury.co.uk). If you wish to transfer your booking availability will be checked, but not guaranteed. Should you select a date in an alternative price bracket the difference will be charged or refunded accordingly.

### **Dress Code: Premier Enclosure, Hospitality & The Hennessy**

Racegoers are encouraged to wear smart attire; gentlemen are asked to wear a collared shirt, although a tie is not essential. Smart denim and long, tailored shorts are acceptable. No sports shorts, T-shirts, vests, sports/supporter shirts, tracksuits or sportswear (including trainers) are permitted. \*No rips or tears

**Dress Code: Grandstand Enclosure & Racegoers Restaurant** Racegoers are encouraged to dress smartly. Smart denim\* and long, tailored shorts are acceptable, however no sports shorts, vests, sports/supporter shirts or tracksuits are permitted. \*No

rips or tears

**Food & Drink** Food & drink is not permitted into either the Premier or Grandstand enclosures, however you may picnic by your car.

### **Challenge 25**

Newbury Racecourse operates a Challenge 25 and wrist banding policy in all areas. Racegoers lucky enough to look under 25 will be unable to purchase alcohol without a wristband, these are redeemable at the racecourse with either a valid passport, driving license or pass card. We advise obtaining your wristband upon arrival. Newbury Racecourse reserves the right to refuse service of alcohol.

### **Searching**

It is a condition of entry to the Racecourse that each spectator shall allow all bags and containers of any description in their possession to be made available for searching by a steward at the point of entry to the Racecourse and at any time thereafter.

Mandatory bag searches will take place upon entry to the ground and are a condition of entry. No alcohol or food, other than for medical conditions may be brought into the Racecourse. In addition, no glass bottles or cans, even those containing water or soft drinks, can be brought into the ground. The complete ban on the importation of alcohol will also apply to members' areas and all tickets are purchased on this understanding. Entry to the venue will not be permitted to persons bearing dangerous weapons, fireworks / explosives, smoke canisters, incendiary devices, flares, klaxons, megaphones and compressed air or gas operated horns, whistles, drums or musical instruments, balls, frisbees and similar items, non - accredited equipment, mace compressed gas containers or any other objects or items which may be offensive, disruptive, dangerous or likely to infringe on any party's safety or security.

Flags or banners containing poles or sticks and banners that could severely restrict the view of or be construed as offensive to other spectators are not permitted. Abusive behaviour, foul or abusive language or the throwing of any article will not be tolerated under any circumstances.

The Racecourse reserves the right to eject spectators who are in breach of these terms and conditions.

### **Drugs**

We reserve the right to refuse you entry to and/or eject you from the Racecourse in reasonable circumstances including without limitation for health and safety or licensing reasons; you behave in a manner which has or is likely to affect the enjoyment of other persons at the Racecourse; if you are found in possession of any prohibited item or substance; if in our reasonable opinion you are acting under the influence of alcohol or drugs; if you fail, when required, to produce proof of identity or age; or if your ticket is void.

### **Racecard**

The content of the racecard is for information only and, as far as is reasonably practical, are accurate at the time of going to press. Newbury Racecourse plc reserves the right to amend the programme due to unforeseen circumstances.

### **The White Room**

The after party in the Hampshire Stand operates a strictly over 18's policy, applicable from after the last race. The challenge 25 and wrist banding policy also apply for the consumption of alcohol. Newbury Racecourse reserves the right to refuse entry to those under the influence of alcohol.

## **Betting Manager**

The Betting Manager is situated in the Nursery Lawn area adjacent to the portacabins. Customers of the Boards and Rails bookmakers should check their itemised tickets immediately on receipt, as mistakes cannot be rectified after the "off". Customers are reminded to retain all betting tickets until after the weigh-in, as immediate payment will be made only on production of the original ticket. All tickets will remain valid for one month.

## **Communications**

The use of all types of communication equipment is strictly controlled at all racecourses. Members of the public may not use two-way radios, scanning receivers etc., for any purpose. Mobile telephones may not be used in or near any designated betting area, or for off-course betting purposes. Further details are available from the racecourse office.

## **Dogs**

Racegoers are reminded that dogs are not allowed on site, with the exception of registered guide dogs. Water is available at the main reception. We strongly recommend guests do not bring their animals and leave them in the car. On a day where the temperature can reach 22°C/72°F outside, the temperature inside a car can soar to 47°C/117°F within 60 minutes (RSPCA). We brief our car park attendants to be vigilant of animals being brought on site and should we see animals in distress the vehicle will be reported to the RSPCA and potentially the Police, who reserve the right to force entry into any car to release an animal suffering.

## **First Aid**

There are two First Aid Centres on the racecourse. One is in the Grandstand Enclosure adjacent to the Silver Ring entrance. The other can be found in the Premier Enclosure at the Main Entrance.

## **Horse Welfare**

The welfare of horse and jockey is our top priority. We do everything we can to minimise the chances of horses incurring an injury. A team of veterinary surgeons is present at every meeting ensuring the safety of the horse. It is our policy to erect green screens around any horse requiring veterinary attention. These provide privacy and a calm environment for the vets and connections while the horse is attended to.

## **Photography**

Our Official Photographer is Gavin James. Should you wish to purchase photos he can be contacted on 01672 515587. At the majority of our meetings the official racecourse photographer will be taking crowd scenes for use in our promotional and marketing material. If you do not wish your photograph to be taken, please make the photographer aware. Whilst photography on the track is strictly forbidden racegoers may take photographs for private use from within the enclosures: flashes are not allowed. Press and commercial photographers should apply to the racecourse press office on 01635 40015 at least 7 days before the meeting for accreditation. The attention of all press and professional racing photographers is drawn to the jockey club instruction no. HRAG15.2.