



NEWBURY
RACECOURSE

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**TICKETING AND
ABANDONMENT POLICY
2024**

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1. INTRODUCTION

Newbury Racecourse host many events throughout the year, under extreme circumstances some events have to be abandoned either in advance of the event or on the day. The below details our policy on abandonment. This document also details our ticketing terms & conditions.

2. ABANDONMENT POLICY

Tickets

In the event of racing being abandoned refunds on the face value of general admission tickets purchased will be available as follows:

- a) abandonment before completion of the first race – full refund
- b) abandonment before completion of the third race – 50% refund
- c) abandonment thereafter – no refund

Newbury Racecourse will not refund the cost of racecard purchased on the day of racing in the event of abandonment.

In the instance of an abandonment Newbury Racecourse will contact the lead booker to arrange a refund or ticket exchange.

Depending on the volume of refund requests received, payments will aim to be processed within 28 days of abandonment, although that cannot be guaranteed.

Hospitality Boxes, Hennessy & Racegoers Restaurant

In the event of racing being abandoned refunds on Hospitality, Hennessy and Racegoers' Restaurant packages will be available as follows:

- a) Abandoned before gates open – full refund
- b) Abandoned before completion of the third race – 50% refund
- c) Abandoned thereafter – no refund

In the instance of an abandonment Newbury Racecourse will contact the lead booker to arrange a refund or exchange.

Depending on the volume of refund requests received, payments will aim to be processed within 28 days of abandonment, although that cannot be guaranteed.

3. HOW DO CUSTOMERS GET THEIR REFUNDS?

Those who have booked their general admission ticket or hospitality package in advance will receive an email with the option to request a ticket exchange or refund with all associated details included in this email.

Those who purchased a ticket at the gate on the day will need to post their ticket – along with their contact details, details of whether they'd like a ticket exchange or a refund and details of how they'd like to receive a refund (if the preferred choice) – to Ticketing Department, Newbury Racecourse, Racecourse Road, Newbury, Berkshire, RG14 7NZ.

4. ROLES AND RESPONSIBILITIES

On the day of an abandonment, the Operations Director/Safety Officer & CEO will brief Heads of Departments and Event Safety Teams, so that they can communicate to all employees on their role throughout the abandonment.

The Safety & Security Teams will be briefed and deployed to key areas to ensure the safe and efficient exit/evacuation of all customers on site. The key positions that will need to have robust security will be –

North Gate
East Entrance
West Gate
South Gate
Bookmakers Gate

The Safety Officer will instruct the PA system controller to announce the correct message in relation to the abandonment and it will be displayed on the big screen.

5. TICKETING TERMS & CONDITIONS

Admission to the Racecourse is by one ticket per person. No entry will be granted without a ticket. Premier Enclosure customers are required to wear their swing badge at all times and retain their scanned ticket. Grandstand Enclosure customers are required to retain their scanned ticket as proof of entry. Your ticket will state the area you have purchased to enter. Please note that tickets purchased from unofficial sources will be void and therefore not accepted. Badges, Privileged Access Swipe System (PASS) Cards, tickets and other entitlements to enter the Racecourse are non-transferable. They may not be transferred, sold, offered for sale, coupled or bundled with any other product or services or used for any commercial or promotional purpose whatsoever without our consent (which we may withhold in our absolute discretion). For the avoidance of doubt, only badges, PASS Cards, tickets and other entitlements to enter the Racecourse which are purchased from a supplier authorised by the Executive will be valid. Any Attendee holding any badge, PASS Card, ticket or other entitlement purchased from an unauthorised supplier may be refused entry to the Racecourse. All badges, PASS Cards, tickets and other entitlements issued by us or on our behalf shall remain our property at all times. We reserve the right to require the immediate return of all badges, PASS Cards or tickets at any time. These Conditions apply to all Attendees irrespective of whether or not an Attendee has paid for admission and whether or not an Attendee has been issued with a badge (of any type), PASS Card or other ticket, document or entitlement to enter the Racecourse. We are entitled to impose these Conditions of entry on badgeholders, PASS Card holders and all other Attendees in addition to any terms and conditions to which a badge, PASS Card or other entitlement may have been issued or granted. Holders of badges, PASS Cards or other entitlement may only enter the Racecourse subject to these Conditions. In the event of any inconsistency between these Conditions and any terms and conditions upon which any badge, PASS Card or other entitlement has been issued these Conditions will prevail. No refund shall be given in respect of any unused part of any badge or other entitlement. Any Attendee (including any Member) holding any badge, PASS Card, ticket or other entitlement will be admitted only on presentation of the relevant badge, PASS Card, ticket or other entitlement. Any Attendee who fails to bring his or her badge, PASS Card, ticket or other evidence of entitlement to a fixture will only be admitted on payment of the full daily admission price for the relevant enclosure (if any) applicable on the day. Attendees must ensure that badges are securely attached to their clothing on racedays and visible at all times and otherwise show badges, PASS Cards, tickets and other entitlements to officials at any time upon request.

6. LOST OR STOLEN TICKETS

Newbury Racecourse will not post out duplicate tickets to protect racegoers 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, for 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. We accept no responsibility for lost or stolen badges, PASS Cards, tickets or other entitlements. The Racecourse has no obligation to replace a lost or stolen badge, PASS Card, ticket or other entitlement. In the event that we decide to replace a lost or stolen badge, PASS Card, ticket or other entitlement we may charge a fee to do so.