



TICKET PROTECTION

TERMS AND CONDITIONS



Effective date: 1st October 2026

These Terms and Conditions ("Terms") apply to the Ticket Protection product ("Ticket Protection") purchased in connection with an eligible event ticket. Ticket Protection is provided by **Newbury Racecourse** ("we", "us", or "our").

By purchasing Ticket Protection, you confirm that you have read and agree to these Terms.

1. What Ticket Protection provides

Ticket Protection gives you the right to claim a **credit** ("Credit") towards a future purchase from Newbury Racecourse if you are unable to attend an eligible event due to any reason.

Ticket Protection does not provide a cash refund of the ticket price.

2. Purchasing Ticket Protection

Ticket Protection **must be purchased at the time of the original ticket purchase.**

Ticket Protection cannot be added, purchased, or applied retrospectively to a ticket after the original ticket transaction has been completed.

Ticket Protection applies only to the ticket(s) for which it was purchased and cannot be transferred, sold, or assigned separately from the relevant ticket unless we expressly agree otherwise.

The price of Ticket Protection will be displayed at the time of purchase.

The cost of Ticket Protection itself is **not included in any Credit** subsequently issued following an approved claim.

3. Eligibility

Ticket Protection is available only for events and tickets expressly identified as eligible at the time of purchase.

We reserve the right to determine which events, ticket types, products, or purchases are eligible for Ticket Protection.

Where Ticket Protection is purchased for multiple tickets, each ticket will be subject to these Terms.

4. When you can claim

You may make a claim if you are unable to attend the event for which ticket protection has been purchased and notify us before gates open.

We will assess claims in accordance with these Terms.

5. Claim notification deadline

To be eligible for Credit, you must notify us that you are unable to attend **before gates open on the day of the event for which your ticket(s) is valid.**

Claims first notified after the gates have opened will not be eligible for Credit, regardless of the reason for non-attendance, unless we expressly agree otherwise.

For the avoidance of doubt, the relevant deadline is the **scheduled gate opening time**, not the advertised event start time.

You should notify us as soon as you know that you will be unable to attend and should not wait until immediately before the gates open.

6. Making a claim

You can claim your credit online via your ticketing account, you do not need to contact Newbury Racecourse directly.

We may reject a claim where:

- it is submitted after the applicable deadline;
- the information provided is incomplete or inaccurate;
- the claim does not meet the requirements of these Terms; or
- we reasonably believe the claim is fraudulent, dishonest, or misleading.

7. Credit

If your claim is approved, we will issue you with Credit.

Unless otherwise stated at the time of purchase:

- the Credit will be equal to **100% of the eligible ticket price;**
- the Credit **will not include the cost of Ticket Protection;**
- the Credit may be used towards the purchase of **any product available from Newbury Racecourse;**
- the Credit must be redeemed within **24 months from the date on which it is issued;**
- the Credit will expire automatically at the end of the 24-month period;
- the Credit is not exchangeable for cash;
- if the new purchase costs more than the Credit, you must pay the difference; and
- no cash or further credit will be provided for any unused balance.

For example, if an eligible ticket costs £100 and Ticket Protection costs £10, an approved claim will result in Credit of **£100**, not £110.

The 24-month redemption period begins on the date the Credit is issued following approval of the claim. It does not begin on the date the original ticket was purchased or the date of the event.

8. Using the Credit

The Credit may be used towards the purchase of **products available from Newbury Racecourse**, subject to any product-specific restrictions communicated at the time of redemption.

Unless we expressly permit otherwise, the Credit:

- is personal to the original Ticket Protection purchaser;
- cannot be sold, transferred, or exchanged for cash;
- cannot be redeemed after its expiry date;
- cannot be used to purchase Ticket Protection itself;
- cannot be combined with another credit, voucher, or promotional offer unless we expressly permit this; and
- may be cancelled if obtained or used fraudulently.

Any unused Credit remaining after the expiry of the 24-month redemption period will be forfeited.

9. Multiple tickets

Where Ticket Protection has been purchased for multiple tickets, a claim may only be made in respect of all tickets, subject to these Terms.

Credit will be calculated by reference to the eligible ticket(s) covered by the approved claim and will not include the cost of Ticket Protection.

10. Event cancellation or postponement

Ticket Protection is intended to cover circumstances where you are unable to attend an event and does not replace or limit any statutory rights you have regarding event cancellation or postponement.

11. Fraud and misuse

We reserve the right to investigate claims and request reasonable supporting evidence.

If we reasonably believe that a claim is fraudulent, dishonest, misleading, duplicated, or otherwise made in breach of these Terms, we may reject the claim and, where appropriate, cancel any Credit already issued.

Fraudulent use may also be reported to the relevant authorities.

12. Cancellation of Ticket Protection

Where applicable law gives you a right to cancel your purchase of Ticket Protection, you may exercise that right in accordance with the applicable cancellation terms.

13. Changes to these Terms

We may update these Terms from time to time.

The Terms applicable to your Ticket Protection will generally be those in force when you purchase Ticket Protection, except where a change is required by law or is necessary to reflect changes to our services, provided that such changes do not unlawfully reduce your rights.

Where required, we will notify you of material changes.

14. Personal information

We will process personal information provided in connection with Ticket Protection and any claim in accordance with our **Privacy Policy**.

Where supporting evidence contains personal or sensitive information, we will use it only as reasonably necessary to assess and administer your claim and for related legal, regulatory, fraud-prevention, and customer-service purposes.

15. Liability

Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited.

Subject to this, we will not be responsible for indirect or consequential loss arising from your inability to use Ticket Protection or Credit.

Nothing in these Terms affects your statutory consumer rights.

16. Governing law

These Terms and any dispute or claim arising from them are governed by the laws of **England and Wales**, unless applicable consumer law in your place of residence requires otherwise.

The courts of **England and Wales** will have jurisdiction, subject to any mandatory rights you may have under applicable consumer law.

17. Contact us

If you have questions about Ticket Protection or your claim, please contact:

Newbury Racecourse
info@newburyracecourse.co.uk
www.newburyracecourse.co.uk
Racecourse Road, Newbury, Berkshire, RG14 7NZ

18. Important information

Ticket Protection is a contractual product providing a right to Credit in accordance with these Terms. **It is not insurance unless expressly stated otherwise.**

In particular:

- Ticket Protection **must be purchased with the original ticket purchase** and cannot be added retrospectively.
- You must notify us that you cannot attend **before the gates open on the day of the event.**
- Claims notified after the gates have opened are not eligible for Credit, subject to any rights we may be required to provide by law.
- The cost of Ticket Protection **is not included in the Credit.**
- Approved Credit can be used on **any product available from Newbury Racecourse.**
- Credit must be used within **24 months of the date it is issued**, and any unused balance will then expire.

Newbury Racecourse reserves the right to verify claims and request reasonable supporting evidence in accordance with these Terms.