

## **Stody Estate Limited Terms & Conditions**

We hope you find the information below helpful in terms of the way we operate and our terms and conditions. To find out how we are compliant when handling your personal data, please read our [Privacy Policy](#).

Please read these terms and conditions carefully before buying tickets to our events.

### **Refunds and exchanges**

Event tickets cannot be refunded or exchanged after purchase unless an event is cancelled or postponed. In the event of cancellation only the face value of the ticket is refundable.

Refunds are normally issued within 28 working days of cancellation.

In the event of postponement your tickets will be valid for the new date. If you cannot attend on the new date a full refund of the face value of the ticket will be given within 28 working days.

In the event of cancellation or postponement, travel or accommodation costs are non-refundable. If an event is cancelled or postponed and the tickets have not been sold to you by Stody Estate, requests for refunds should be directed to the relevant ticket seller.

Tickets are personal to the holder and are non-transferable.

Tickets are specific to the event and date they were originally booked for. Tickets cannot be transferred to another date or event at Stody Lodge Gardens or any other venue.

It is your responsibility to check all personal details are correct when purchasing your tickets and that they are for the correct date and event. Tickets will not be refunded, compensated or transferred if this is incorrect.

Pre-purchased tickets must be clearly presented at the entrance to the venue, either printed on paper or downloaded on an iPhone or similar iOS device. Entry will not be permitted without clear evidence of ticket purchase from TicketSource.

### **Other things to keep in mind:**

Stody Estate Ltd shall not be responsible for loss or damage to personal property brought to the venue.

By attending the event, ticket holders consent to being recorded, filmed or photographed as part of the audience. In accordance with our [Privacy Policy](#), photographs and videos may be taken at our events for use on social media and websites for the purposes of event marketing and in press releases. Attendees will be given the opportunity of not participating in these photographs or videos.

Stody Estate Ltd reserves the right to refuse entry or remove you from the premises if you:

# TERMS & CONDITIONS

## Document Control

Issue No: 1

Issue Date: 19/01/2023

Page: 2 of 2

- Compromise the safety of yourself and others
- Are affecting the enjoyment of others
- Are affecting the running of the event. For example, if you are acting aggressively or appear to be under the influence of alcohol and/or drugs
- Are found to be causing damage to the venue or removing items from the venue
- Are refusing to leave after the closing time of the event
- We have a zero tolerance approach to aggression or intimidation of our staff and partners

Any particular access or other requirements must be submitted to Stody Estate Limited before the event.

Unless clearly stated otherwise in the submission of images, video or other content you grant to Stody Estate a non-exclusive, royalty-free licence to publish and use that content including any aspect of it, as well as permission to edit, crop or otherwise modify the content by Stody Estate, at Stody Estate's discretion for use on this website, and/or in publications, in any media and at any time. Stody Estate Ltd may, but are not required to, ask you to confirm the rights granted in this paragraph.

### Contact details:

Address line 1:	Stody Estate Ltd
Address line 2:	Melton Constable
Address line 3:	Norfolk NR24 2ER
Contact details:	<a href="mailto:enquiries@stodyestate.co.uk">enquiries@stodyestate.co.uk</a> 01263 860572