

Terms and Conditions: Henley Royal Regatta

These are the terms and conditions (Terms) on which we sell tickets for Henley Royal Regatta. Please read these Terms carefully as they tell you who we are and on what basis you are purchasing tickets.

1. These terms

- 1.1. These Terms apply to any purchase of tickets for Henley Royal Regatta (**Regatta**). To the extent to which different terms apply to different methods of purchase, it is made clear below.
- 1.2. We have the right, without liability to you, to refuse to allow you to enter the Regatta and/or to escort you from our premises if you, in our judgment, breach any of these Terms.

2. Information about us

- 2.1. By purchasing tickets, you are entering into an agreement with **Henley Royal Regatta** of Regatta Headquarters, Henley-on-Thames, Oxfordshire, RG9 2LY (**we, us, our**) on these Terms. Our registered company number is 10755921 and our VAT number is 280 8202 15.

3. Your tickets

- 3.1. Tickets are valid only for the date stated upon them. During your visit you must retain your tickets for production on demand by our representatives. Badges must be worn at all times and you must clearly display your car park hanger in your car. Please refer to our visitor information (<https://www.hrr.co.uk/attend>) for more information. If you are purchasing tickets on behalf of others, it is your responsibility to bring this information to their attention prior to the Regatta.
- 3.2. **Please note that tickets are non-transferable, non-refundable, not for resale and will not be replaced if lost, stolen, damaged or unavailable for any reason whatsoever. We will void any tickets which have been transferred or resold. Please note that you do not have a right to cancel your purchase if you change your mind.**

4. Payment

- 4.1. We accept payment with Visa Debit and Credit cards and MasterCard. Purchases bought in person can be paid for in cash (GBP).
- 4.2. For all remote purchases, payment is taken immediately. Once payment has been confirmed a contract will come into existence between you and us on these Terms and we will dispatch the tickets to you. If we are unable to accept your order for any reason (e.g. due to a pricing error), we will inform you of this (normally by telephone) and will not charge you for the tickets.

5. Receiving your tickets

5.1. All purchases

- 5.1.1. It is your responsibility to check prior to completing your purchase that the information you have supplied to us is accurate.
- 5.1.2. Where you request ticket delivery: delivery will be by courier (Swift Couriers) or tracked mail to guarantee receipt. The standard charge of £6.00 applies for UK only. Additional costs apply to Europe and all other destinations. Deliveries will be made Monday to Friday and in exceptional circumstances we may require a signature on receipt. Any items which cannot be delivered for whatever reason will be returned to us and made available for collection from the Badge Office. UK Deliveries only: re-deliveries to alternative addresses will incur a further fee of £6.00. We aim to despatch your order within 72 hours of receipt, however at busy times please allow up to 14 days for UK/EU delivery and 28 days for all other destinations. Where you have provided an email address you will be sent email notification of your delivery date.
- 5.1.3. Where you request ticket collection: ticket collection in person is free of any additional charges. All items can be collected from the Badge Office at Regatta Headquarters up to (and including) Tuesday 20 June 2023. For information on collecting orders after this date, please refer to our website at <https://www.hrr.co.uk/frequently-asked-questions>.
- 5.1.4. During the event, Stewards' Enclosure badges can be collected from the Collections Point situated at the entrance to the Stewards' Enclosure, and Regatta Enclosure badges can be collected from the Sales Kiosk at the entrance to the Regatta Enclosure. Please note that if you are collecting Stewards' Enclosure badges or Regatta Enclosure badges you will need to bring with you your order confirmation and proof of identity.
- 5.1.5. Please note that all car park hangers must be collected before the first day of Regatta.

5.2. Online purchases

Once your purchase has been confirmed an order confirmation will be sent to the email address you specified in your order.

6. Conditions of entry

- 6.1. Your visit to the Regatta is at all times subject to any notice to visitors we post on the premises, and the online visitor information (<https://www.hrr.co.uk/attend>), as may be amended from time to time, which covers matters such as dress code, use of mobile phones, parking, food and drink and children. Members should also refer to the Member Area of our website for further relevant information. **If you are purchasing tickets on behalf of others, it is your responsibility to bring this information to their attention prior to the Regatta.** Please ensure you have read this information before your visit. In addition, all visitors must comply with any reasonable instructions given by our staff or any third party instructed on our behalf during your visit.

7. Amendments or cancellation by us

- 7.1. We reserve the right at our discretion to alter our advertised arrangements for the Regatta for any reason.
- 7.2. In the unlikely event that the whole Regatta is cancelled, we will refund the cost of purchased tickets.

8. Our responsibility for loss or damage suffered by you

- 8.1. We are responsible for loss or damage you suffer that is a foreseeable result of our failure to (i) comply with these Terms; or (ii) use reasonable care and skill. This includes liability for: (i) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; (ii) fraud or fraudulent misrepresentation; and (iii) breach of your legal rights in relation to your tickets.
- 8.2. **We are not liable for business losses. We only supply tickets for private use. If you use the tickets for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.**

9. Filming and Photography

- 9.1. We may authorise third parties to carry out filming, photography and/or sound recordings at the Regatta. By purchasing tickets, you agree (on your own behalf and on behalf of any persons for whom you purchase tickets and who attend the Regatta, including children) that we and any third party authorised by us may include you and those you have bought tickets for in such films, photographs and/or sound recordings and may exploit such films, photographs and sound recordings in perpetuity in any format whatsoever without payment. You are responsible for bringing this provision to the attention of any person for whom you have bought tickets.
- 9.2. You may be permitted to use a hand-held camera (including the camera on a mobile device such as a smartphone or tablet) for private and non-commercial purposes but you and any other visitors for whom you purchased tickets must comply with any restrictions on photography which we make known to you. You may commit an offence if you copy any material which is protected by copyright without the consent of the relevant copyright owner. If this occurs you may face criminal or civil penalties.

10. Use of your information

Please note that during the ticket purchase process we will collect personal information from you such as your name, contact details and certain payment information. All personal information collected will be processed in accordance with our Privacy Policy, a copy of which is available on our website (<https://www.hrr.co.uk/privacy-cookie-policy>).

11. Questions and complaints

- 11.1. If you have a question about your order or a complaint, in the first instance please telephone +44 (0)1491 572153 or email badges@hrr.co.uk. Alternatively, you can write to us at the address at clause 2.1.

12. Governing law

- 12.1. These Terms are governed by English law and you can bring legal proceedings in respect of tickets in the English courts. However, if you live in Wales, Scotland or Northern Ireland, you are not prevented from bringing a claim against us in the courts of the country you live in.