

HERGEST CROFT GARDENS

Season Ticket Terms and Conditions

1. **Validity and Access** The season ticket is valid for a year from the date of issue and during this time it entitles the bearer to
 - access Hergest Croft Gardens between the hours of 8am and 5.30pm daily from 1 March to 1 November 2026 and from 2027
Opening Dates: Open weekends from the 28th February. Open daily from 26th March - 31 October 2027
 - access Park Wood between the hours of 10.30am and 4.30pm daily from 1 March to 12 October 2026. (Please note that the side-paths in Park Wood are closed to all visitors, including season ticket holders, from the Monday following the Autumn Plant Fair until 1 March of the following year.)
 - access the Spring and Autumn Plant Fairs (dates available on the website)

2. **Admission** Season tickets must be presented at Reception on arrival, when Reception is open. At other times, season ticket holders may be asked to show their cards by any member of the Hergest Croft Gardens staff.

Holding a season ticket does not guarantee admission when the Gardens are closed, affected by severe weather or subject to operational, safety or conservation restrictions. Very rarely, opening times might be changed at short notice because of severe weather, safety concerns, maintenance or other circumstances outside our reasonable control. Temporary or partial closures do not extend the expiry date of a season ticket and do not normally entitle the holder to a refund.

3. **Named Season Ticket Holder** Season tickets are non-transferable and may not be shared, loaned, resold or used by another person.
4. **Natural Hazards and Visitor Responsibilities** The Gardens contain natural features, uneven ground, water features, trees and plants that may present hazards. While all reasonable care is taken to maintain the grounds, the Gardens' owners and staff accept no responsibility for injury, loss, damage, or accident to persons or property arising from a visit, except where liability cannot be excluded by law.

It is the responsibility of the visitor to wear suitable shoes or boots, particularly when the ground is wet or muddy.

Visitors remain responsible for supervising children in their care. Dogs must be kept on a lead and under control in accordance with Hergest Croft Gardens' visitor rules.

5. **Benefits and Discounts**

Any additional benefits attached to a season ticket, such as discounts, offers or priority booking, are subject to the terms advertised at the time.

Benefits and discounts:

- are for the named season ticket holder only unless stated otherwise;
- cannot normally be exchanged for cash;
- may not be used alongside another offer or discount unless stated;
- may be changed or withdrawn where reasonably necessary.

6. **Refunds** Season tickets are generally non-refundable once purchased and activated, except where required by law. If you change your mind before using your season ticket, please contact us as soon as possible.

Where a season ticket has been purchased online, any statutory cancellation rights which apply to the purchase will not affect our obligations under consumer law.

7. **Data Protection** Personal information collected when a season ticket is purchased will be used to administer the season ticket, verify membership and communicate important information relating to the season ticket. Marketing communications will only be sent where appropriate consent or another lawful basis exists.

Personal information will be handled in accordance with Hergest Croft Gardens' Privacy Policy.

8. **Liability** in these terms excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

Hergest Croft Gardens is not responsible for losses which were not reasonably foreseeable or for additional costs such as travel or accommodation resulting from temporary closure.

9. **Contact** If you have any questions regarding the season ticket, please contact:

Hergest Croft Gardens
Ridgebourne Road
Kington
Herefordshire
HR5 3EG
Telephone: 01544 230160
Email: gardens@hergest.co.uk
Website: hergest.co.uk

These terms and conditions may be updated from time to time. The terms applying to your Annual Pass will normally be those in force when it was purchased.