



Musketeeer Event Management

Box Office

Terms and Conditions for all events run by Musketeeer Event Management LTD in 2022

Book with Confidence

We will continue to work with our governing bodies and in line with guidance issued by local authorities and national advisory groups to operate in a COVID-19 compliant manner. The pandemic is an ever-changing situation - should the situation change all ticket purchasers will be notified and details will be published on the website.

Anyone coming onto site must make sure they have kept up to date with the GENERAL TERMS AND CONDITIONS OF ENTRY available at www.musketeeer.co.uk

User Agreement

You agree to purchase tickets from Musketeeer Event Management Box Office operated through TicketSrv in a manner consistent with our terms & conditions and affirm your understanding of the following as it applies to the sales agreement.

Terms of Purchase

Full payment of all tickets is required at time of purchase. Ticket purchases will only be finalised upon receipt of payment. Box Office Events reserves the right to limit the number of tickets available in line with COVID-19 restriction.

All personal on site must comply with the events COVID-19 regulation issued by the event organisers, available at www.musketeeer.co.uk this will be kept up to date and must be checked prior to arrival on site.

Refund Policy

No duplicate tickets can be issued, or any refund made in respect of any lost, forgotten, unused or surplus car or caravan passes, or admission tickets.

Refunds are only given when the event is cancelled by the governing authorities or event holder. We do not take any responsibility, nor offer refunds for travel expenses or accommodation costs associated with the event being cancelled.

In the event of a change in personal circumstances, no refund will be issued.
Admin & Delivery Fees are non-refundable.

Cancellation or Abandonment of the Event

No refunds will be made on the day. If the event is cancelled, prepaid tickets will be refunded in full in respect of any day that is cancelled before the start of that day's competition. In respect of items covering the whole event the following proportions will be refunded; cancelled before Thursday starts 100%, before Friday 85%, before Saturday 60%, before Sunday 15%.

Ticket Offers / Discounts

Musketeer Event Management reserve the right to cancel any orders should offers/discounts be used inappropriately. Musketeer Event Management do not accept liability for any loss or damage suffered as a result of any faults, errors or omission in the provision of these goods or services

Delivery Policy. All tickets will be sent via email unless stated otherwise

Disclaimer of Liability & Reservation of Right

The Organisers advise that due to uneven and in parts, steep terrain of the event site; it may be at times difficult for spectators to move around freely and easily. As a result of which it may not be suitable for those who suffer certain medical conditions. All spectators enter the event at their own risk and are advised to wear suitable footwear.

Save for death or personal injury caused by the negligence of the Organisers or anyone for whom they are in law responsible, neither the Company, the Organisers, Sponsors, Thompson Brancaster Farms, Cholmondeley Estates, Bathurst Estates, Barbury (Castle) Estates or British Eventing Ltd, nor any agent, employee or representative of these bodies accepts any liability for any accident, loss, damage, injury or illness to spectators, dogs, horses, owners, riders, grooms, exhibitors, land, cars, their contents and accessories or any other person or property whatsoever, whether caused by their negligence, breach of contract or in any other what whatsoever. Further, the Organisers reserve the right to refuse admission to the event to any person or to withdraw permission at any time to remain in the grounds and shall not be required to give any reason for such action.

Organisers

The organisers are Musketeer Event Management Ltd. VAT number 797 8351 61

The Organisers reserve the right to vary the content of the event without being obliged to refund monies, or exchange tickets.

If you do not wish to receive emails from MEM, please email info@musketeer.co.uk to remove your address from our mailing list. We would never sell or hand your information to any third parties.

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