



Terms of Business – Standard Conditions

We are Treasure Train Ltd., a company registered in England and Wales number 2804042. Our registered office is Perrygrove Farm, Perrygrove Road, Coleford, GL16 8QB. The following documents contain the conditions under which we do business. In all documents “you” refers to any person with whom we do business.

STANDARD CONDITIONS	This document contains our Standard Conditions which apply to everything we do.
SITE RULES	These refer to what is permissible and not permissible on our premises
ONLINE TICKET SALES	These include our conditions relating to distance selling
FUNCTIONS	Conditions for business including weddings, parties, corporate events, school visits.
PRIVACY AND DATA PROTECTION POLICY	This explains how we deal with private information

All these documents are published on our website. Our Site Rules are published at the entrance to our site. In addition our booking forms, payment plans, tickets and written correspondence include conditions which are specific to individual transactions. In the unlikely event that a provision in the Standard Conditions conflicts with a condition in another document the other document will take precedence.

Standard Conditions

Last updated 1st February 2018

Bookings, tickets & refunds

- A valid printed or electronic ticket is required to enter and re-enter our premises. Tickets are not transferable.
- The conditions relating to cancellation and refunds vary according to the type of transaction and will be provided for you to read before you make any purchase.
- As a general rule refunds of payments will be made if one of the following applies:
- we fail to operate the service or supply the relevant goods which have been purchased, or the service or goods are materially faulty or mis-described
- you have purchased a service which you are unable to use, you give us sufficient notice, and we are able to re-sell the service; in such cases an administration charge will be deducted (this does not apply to functions – see separate conditions)
- the purchase is covered by the Consumer Protection (Distance Selling) Regulations 2000 and we are notified in writing within 10 working days from the day after the purchase and before you receive the services or goods you have ordered.
- you are a consumer as defined by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and you give us the prescribed notification in writing within 14 days from the day after your purchase.
- If we have already supplied any services or goods we may make a deduction for the value of these when calculating your refund.



Obligations

- It is our duty to provide a safe visitor attraction and it is your duty to take reasonable care of yourself and any children for whom you are responsible so that nobody is exposed to any unnecessary risk.
- We will use our reasonable endeavors to fulfill the offers we advertise or quote for but in the event that the supply of any service or goods is delayed, interrupted, altered, cancelled or unperformed for any reason our liability is limited to a refund of any money paid to us. We will not be liable for any consequential or collateral loss or damage including travel costs.
- A contract is only formed between you and us when any necessary payment (which may be a deposit or full payment) has been accepted by us. Any offer which we make either by a general advertisement or a specific quotation can be corrected by us in the event of an omission or error or withdrawn either verbally or in writing.
- Acceptance of payments takes place when we are made aware that money has been received by us and we do not return it within 24 hours.
- If someone else offers to pay us on your behalf for services or goods which you have ordered it is your responsibility to ensure that we receive full payment.
- The tax point for any payment is the date when it is due to be made and the amount of VAT to be paid will be that applicable at the tax point.
- We do not guarantee the reliability or security of our websites or that they will be continuously available, error or virus free. All use of our websites is made at the user's own risk.

General

- The conditions referred to in this document including the preamble together with those published on our website or printed on any document including tickets, booking forms, payment plans, or written communications constitute the entire agreement between us and you and supersede any previous agreement or understanding. None of our staff are authorized to vary any conditions verbally. All other terms and conditions which are implied by statute or otherwise are excluded to the fullest extent permitted by law.
- Nothing in these conditions is intended to diminish your statutory rights.
- Title to any goods or any tangible manifestation of any service will not pass to you until full payment has been accepted by us.
- No person who is not a party to any contract we make shall have any rights under or in connection with it.
- We accept service of documents by physical delivery to our registered office and by email to the address given on our website, but not by any other electronic means.
- All contracts made by us are made at our registered office and are subject to English law.
- If anything in these conditions is held by any competent authority to be wholly or partly unenforceable the enforceability of the rest of these conditions will not be affected.
- We reserve the right to amend these conditions at any time by placing a copy of the amended conditions in the entrance to our premises and on our website www.perrygrove.co.uk but such amendment will not apply to any contract we have already made with you.
- Delay in enforcing any of our rights under these conditions does not prevent us from enforcing them unless such delay exceeds any limitation period imposed by law.