



Terms of Business – Winter 2020 Special Event Tickets Clarification of Terms during Covid 19

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.

Online Ticket Sales for Events during Winter 2020-2021

Last Updated 17th OCTOBER 2020

These terms are in line with our standard terms and conditions documents available on our website. This document is simply to clarify the position during different Covid 19 scenarios.

Cancelation due to Covid 19

Perrygrove will endeavor to operate advertised services unless prohibited to do so by Government regulations - these are changing on a regular basis. The recent introduction of tiered measures in different areas will allow our services to go ahead even in areas of very high risk. The Forest of Dean at the time of writing is still in the medium risk band. Compartments should only be booked by members of one household. Meeting of more than one household in an enclosed space is allowed under medium risk measures, but not under high or very high.

A refund of tickets will only take place if we are unable to operate our services.

If you live in an area that is in very high measures and travel is prohibited outside of the area, we will issue you with a voucher for next summer to use. We will not issue a full refund as the service will still run.

If you are isolating and unable to attend we will issue you with a voucher for next summer to use. We will not issue a full refund as the service will still run.