



Terms of Business – Winter 2021-2022 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 2021-2022

Last Updated 1st July 2021

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.

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

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.

If there is a return to limits on group sizes and some of your party are unable to attend, we will issue a voucher for those unable to come. We recommend limiting group sizes when booking to allow for this potential change in the regulations.