

Ticketed Event Terms & Conditions

Terms and Conditions

In these Terms & Conditions, the “Brooklands”, “Us”, “Our”, or “We” means Brooklands Museum Ltd

When you buy tickets or purchase a membership with Brooklands, you agree to these terms and conditions, which form the basis of any contract between Brooklands and yourself. “Event” shall mean any ticketed event, exhibition, or talk purchased.

A contract is only established once we have received and accepted your order and full payment. Upon receipt of cleared funds, the contract becomes binding. Brooklands reserves the right to update or modify these Terms and Conditions at any time without prior notice. Your continued use of the site after changes constitutes acceptance of the updated terms.

1. Tickets and Pricing

- The description and price of tickets or memberships are displayed on our website and at point of sale in the shop at the time of purchase.
- Prices are in £ Sterling and include any applicable taxes.
- All tickets or passes should be checked on purchase, as mistakes cannot be rectified at a later date.
- Tickets sold online are valid for the date detailed only and allow a one time admission for the day only. These may be presented using a smart device. All members of the same party must present themselves at the same time.
- We may restrict the sale of tickets to a maximum number booked by one person (allocation). We reserve the right to cancel tickets bought in excess of this allocation.
- All tickets are sold on a non-refundable basis (please refer to our weather policy below).
- Lost tickets cannot be replaced or refunded.
- Tickets cannot be exchanged, refunded or resold after purchase and have no cash value. Please note that defaced / altered or sold tickets will not be accepted. If we have reason to believe that the above has taken place, the tickets shall be voided and the holder refused admission.
- Additional costs apply for some workshops, activities and events, we therefore recommend that you prebook these in advance to avoid disappointment.
- We reserve the right to change prices without notice.

- Parking on site is free of charge and subject to availability. The postcode to use is KT13 0SL
- We accept most major credit and debit cards in partnership with our payment gateway. Unfortunately, American Express is not accepted at this time.
- For opening times and directions to our site, please visit our website for full details

Please note: For technical/operational reasons entire attractions or facilities within Brooklands Museum may be unavailable, closed or removed at any time without prior notice.

2. Online Security

To ensure a secure online shopping experience, your credit/debit card details will be encrypted on a secure server to minimise the risk of unauthorised access.

3. Weather Policy

- We reserves the right to close the site or cancel events in extreme weather or other unforeseen conditions.
- Due to the nature of our venue, events will not be cancelled due to poor weather unless it poses safety risks (e.g., high winds, flooding, or lightning).
- If an event is cancelled due to extreme weather conditions once the event has started, ticket refunds will not be offered. We will endeavour to offer tickets to an alternative event, where ticket availability allows.

4. Online Tickets

- Tickets purchased online and within our shop are non-refundable and non-transferable unless stated otherwise.
- Changes to bookings may be accommodated at our discretion; contact us on 01932 857 381 for assistance.
- Tickets are valid only for the specified date and cannot be resold or transferred.
- Concession tickets are available for Carers and Children under 4 yrs of age (on the date of visiting). Valid proof of eligibility, such as proof of age, or relevant documentation, must be presented upon entry.
- Entry is permissible only with a valid ticket in person.
- Tickets purchased online cannot be used in conjunction with any other special offer or promotion.
- We make every effort to stay open, however on occasion the site may have to close. In this instance online tickets holders and members will be contacted via email.

5. Site Rules

To ensure a safe and enjoyable experience, visitors must:

- Be aware of uneven ground around the museum.
- Be aware of live vehicle movements onsite
- For your own safety do not cross any barriers.
- Do not walk up the original 1907 Banking – it is deceptively steep and accidents have occurred in this area.
- Follow all posted signage and staff instructions.
- Dispose of litter in designated bins.
- Abide by restrictions on prohibited items (e.g., bicycles, drones, alcohol).
- Refrain from cursing or yelling whilst on site.
- Registered Assistance Dogs permitted only.
- On site catering: Please note, food and drinks prepared in our kitchens are made using a wide range of ingredients. Whilst we do our very best, we can't guarantee that any of our products are totally allergen free.

If you require more information about ingredients or allergens for an event, please contact hospitality@brooklandsmuseum.com directly.

Children

- All children under the age of 16 must be accompanied by an adult at all times while on site
- Play equipment in the playground is intended for use by children 12 years old or younger. Please follow all signs in this area for your children safety and enjoyment

Failure to comply may result in enacting our Behaviour policy, see below

6. Accessibility

Due to the historic nature of our collection, some of our exhibits may only be boarded by using stairs. Please let us know of any other access requirements and we will do everything we can to accommodate your visit.

7. Prohibited Items & Activities

The following items/activities are prohibited on site:

- Musical instruments and radios with speakers
- Changing clothes
- Weapons of any kind or items that look like weapons and illegal substances
- Personal Barbecues anywhere on site
- Use of cigarettes and e-cigarettes inside any of the buildings and hangars.
- Bicycles, rollerblades, skateboards and other recreational vehicles.

- Drones
- Any alcohol not purchased on site.
- Any toys that are disruptive to guests, you can bring balls, frisbees or other small sports equipment.

8. Behaviour

We reserve the right to refuse admission, or to eject a ticket holder, for any person appearing to be intoxicated, under the influence of drugs, that is or otherwise behaving dangerously or inappropriately, for any other behaviour likely to cause damage, injury, nuisance and annoyance or for failure to comply with the reasonable request of the Organiser.

You must treat our employees, volunteers, other Brooklands Members and visitors with respect, and in such a way not to cause offence or annoyance. This includes in person, online and over the phone.

9. Groups

- Group rates are available to all organised groups with a minimum of 10 paying visitors. Deposit are required at the time of booking and full payment is required at least 14 days prior to the proposed visit date.
- We regret that cash refunds cannot be offered in the event of cancellations amendment of visitors or no-shows.
- Discount vouchers, coupons and other offers are not valid in conjunction with group rates.
- If a member of your group has any special requirements please let us know at the time of booking.
- Any additional guided tours must be pre booked and pre-paid in advance.

10. Events

- Event tickets are valid only for the specified event and time.
- Brooklands reserves the right to alter or vary the content or timing of any part of the Event in circumstances beyond its reasonable control without any obligation to make any refunds or exchange tickets
- Refunds will only be issued if Brooklands cancels an event and cannot reschedule it.
- We reserve the right to conduct bag searches and refuse entry to guests suspected or found to be any items detailed in point 7 above.
- Members must present a valid membership card when attending member-specific events.
- Every effort will be made to admit latecomers at a suitable break in talks workshops or events, but admission cannot always be guaranteed

- Brooklands accepts no liability if a customer is unable to attend an event (even if it is rescheduled, changed, moved or cancelled) due to travel disruption or for any resulting costs you may incur for travel, accommodation and other related goods, services or compensation.
- By booking an event with us, you accept that we will contact you via email with relevant event information. We also suggest that you check Event details, timings and car park charges prior to travelling as these may be subject to alteration.
- It is a condition of your admission to the Event that no commercial (non-private) use may be made by you of the Event or any part of it
- If the Event is rescheduled or moved, the Organiser will give you the options of either retaining or exchanging your tickets for the new date. If the Event is cancelled, you may be offered the option to transfer your ticket to a future event or a refund on your tickets

In all of the above cases, the Organiser cannot be held responsible for any resulting costs you may incur for travel, accommodation and other related goods, services or compensation

- The Organiser does not accept any responsibility for any loss or damage to personal property brought to the site. Brooklands is a large open-air museum. The track and buildings on our site are listed, we are unable to undertake alterations that would undermine their historical integrity.

Exhibitors / Traders:

- Bookings made are non transferrable and not for resale.
- In the event of cancellation the following refunds policy applies:
 - Cancellation 28 Days+ of the event = 10% fee
 - Cancellation between 27 and 07 days = 30% fee
 - Cancellation less than 7 days before event = No Refund Given
- By booking exhibitor space for an event you agree to fit within your stand space.

11. Photography and Commercial Use

Visitors may be filmed, photographed or sound recorded for broadcast, publication or security purposes whilst at the Event by the Organiser and our trusted sponsors and partners:

- Personal stills photography is permitted
- Amateur, student or non-commercial photography (such as family or pre wedding shoots), commercial photography or filming requires prior written permission.

- Use of drones, tripods, or professional equipment is prohibited without approval.
- Photo shoots involving costumes, theatrical makeup, or props that may disrupt other visitors' enjoyment of the park are not permitted. Large group photography sessions, require prior approval prior consent
- Any large items, including suitcases containing costumes or camera equipment, must be stored at our direction and at the owner's risk. Brooklands accepts no responsibility for any loss or damage to items left on site.
- Please note: we are unlikely to grant permission to fly drones for amateur, student or non-commercial (such as family or pre wedding shoots) filming or to approve requests from users who seek permission in return for access to use the drone footage obtained.

12. Liability

- Brooklands will not be held responsible for any loss, damage, death or injury howsoever caused unless (i) the relevant party has breached its legal obligations; and (ii) such loss or damage is a direct and reasonably foreseeable result of the breach. For the avoidance of doubt, We will not be responsible for the actions of any third party, including, but not limited to, the exhibitors.
- We shall not be liable for any delay or failure to perform any of its obligations if the delay or failure results from circumstances outside its reasonable control, including but not limited to acts of God, accidents, war, fire pandemic and Brooklands Museum shall be entitles to a reasonable extension of its obligations.

The relevant laws of England will apply to these Terms and Conditions and the relevant courts of England will have exclusive jurisdiction in relation to the Terms and Conditions

Company Details

This site is owned by **Brooklands Museum Trust Ltd** which is a private limited company, registered in England

Our address is Brooklands Road, Weybridge, Surrey KT13 0QN

Registered Charity No.296661

Registered Company No. 2109945

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