

# Abandonment and refund policy

## Abandonment, Refund Policy

### Refund Policy

#### Badges and Tickets

No refund will be given on any unused badges or tickets.

#### Restaurants

A 75 % refund will be given for places cancelled more than 60 days prior to the race day booked.

A 50 % refund will be given for places cancelled more between 60 days and 14 days prior to the race day booked.

Thereafter the following will apply;

#### (i) Racing

Subject to paragraph (ii) below, in the event of racing being abandoned before the gates open (Two hours before the first race) a full refund will be forwarded at the earliest possible opportunity. However if any food and beverage is consumed by clients booked into restaurants and hospitality facilities the cost of the food and beverages consumed will be deducted from any refund.

After the gates open no refund will be issued on the day but vouchers will be issued to customers in the Tattersalls and Newton Enclosures and badges purchased for the County and Premier Enclosure may be re-used in payment (as set out below) towards admission within the following three months or they may be forwarded to claim a refund by post within three months. **Bookings in the restaurants and private hospitality facilities will be refunded the admission badge element of packages booked, as listed below.**

#### (a) Before The End Of The First Race

Vouchers (Tattersalls and Newton Enclosure) or badges (County and Premier Enclosure) will entitle the holder into the appropriate enclosure without further payment or returned for a full refund within a three month period.

The organisers of hospitality facilities will be refunded the value of the appropriate entry badge for the abandoned day as listed below.

Colours Restaurant, Park Suite Restaurant, Park Suite Private Suites, Tommy Whittle Stand Private Boxes and Suite & Marquee Pavilion - County Enclosure.

Harry's Bistro - Premier Enclosure.

Please note that badges for the hospitality facilities listed above cannot be returned individually for refunds or used to gain full or partial entry for forthcoming fixtures. Refunds will be made to the organisation or individual who made the booking.

#### (b) After The First But Before The End Of The Third Or Feature Race

Vouchers (Tattersalls and Newton Enclosure) or badges (Country and Premier Enclosure) will entitle the holder to half price entry into the appropriate enclosure or a half price refund within a three month period. The organisers of hospitality facilities will be refunded half the value of the appropriate entry badge for the abandoned day as listed below.

Colours Restaurant, Park Suite Restaurant, Park Suite Private Suites, Tommy Whittle Stand Private Boxes and Suite & Marquee Pavilion - County Enclosure.

Harry's Bistro - Premier Enclosure.

Please note that badges for the hospitality facilities listed above cannot be returned individually for refunds or used to gain full or partial entry for forthcoming fixtures. Refunds will be made to the organisation or individual who made the booking.

**(c) After The End Of The Third Or Feature Race  
NO REFUND OR VOUCHERS WILL BE ISSUED**