

Ticket Policies

LOST OR STOLEN TICKETS

We accept no responsibility for lost or stolen Tickets. We are not obliged to replace lost or stolen Tickets. If we decide to replace a lost or stolen Ticket we may charge a replacement fee to you.

REFUNDS

No refund shall be given in respect of any unused part of any Ticket.

ABANDONMENT POLICY

Abandonment Policy & Refund Procedure In the event of racing being abandoned, refunds on badges or tickets purchased will only be made in the following circumstances.

Racing:

- (a) Abandonment before completion of the first race – a full refund will be given
- (b) Abandonment before completion of the third or feature race, whichever is later – a 50% refund will be given
- (c) Abandonment thereafter –no refund will be given No refunds can be issued on the day.

To obtain a refund racegoers should follow the procedure below:

- (a) If tickets, badges or car park labels were purchased in advance via the ticket hotline, the internet or by post, by Debit/Credit Card an automatic refund will be made to the original payment method.
- (b) If tickets, badges or car park labels were purchased in advance by any other means, or your card has expired for any reason, we will contact you regarding your refund.
- (c) If tickets, badges were purchased on the raceday in order to obtain a refund Attendees should send their Ticket with full customer contact details within 28 days of the date of the race meeting to: Cheltenham Racecourse, Prestbury Park, Cheltenham, Gloucs GL50 4SH.

A refund will then be processed and returned to the customer accordingly.

- (d) Hospitality clients should contact us on 01242 537 653 or cheltenhamhospitality@thejockeyclub.co.uk

(e) Any queries should always be directed to the racecourse in the first instance, the telephone number is 01242 513 014