



## PICTON CASTLE GARDENS ANNUAL PASS APPLICATION

<b>Please indicate which type of season pass you require</b>	<b>Name &amp; date of birth of pass holder(s)</b> <i>(This is the name that will appear on the card.)</i>
<b>SENIOR £45</b> 65 yrs and over	Senior name: DoB:
<b>ADULT £50</b> 16 - 64 yrs	Adult name: DoB:
<b>CHILD £24</b> 5 to 15 years	Child name: DoB:
<b>FAMILY £115</b> 2 adults & 4 children 5-15 <i>(Please note children are not named on the card.)</i>	Adult 1 name: DoB: Adult 2 name: DoB:
<b>SINGLE ADULT FAMILY £75</b> 1 adult & 2 children age 5-15	Adult name: DoB:
<b>Address and contact details of ANNUAL PASS HOLDER(S)</b> <i>(Please note new passes will be available for collection from the ticket box within 1 month of purchase.)</i>	Address: ..... ..... ..... Postcode: Email: Tel:

### MAKE YOUR PAYMENT GO FURTHER WITH GIFT AID

Please tick the box and complete the information to agree to Gift Aid.

I want to Gift Aid £..... and any donations I make in the future to Picton Castle Trust. Date .....

I confirm that I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all of my donations in that tax year, it is my responsibility to pay any difference.

First Name:

Surname:

Address:

Postcode:

Signature:

The collection and use of this information is in accordance with GDPR. We do keep your personal information secure and private. By completing this form you agree to us retaining and processing this information for the purpose for which is was supplied. We never pass this information onto third parties. Our full Data Protection Policy can be found on our website, [www.pictoncastle.co.uk](http://www.pictoncastle.co.uk).

<b>Is this a renewal?</b> (Please note a temporary card will not be issued)	YES / NO
<b>Have you completed a Gift Aid form?</b>	YES / NO
<b>Is this a present or gift?</b>	YES / NO
<i>If yes, please provide email / mobile contact</i>	
<i>Is postage required?</i> Passes (including gifts) are usually collected from the ticket box. If you wish it to be posted please tick this box.	
<b>FOR OFFICE USE ONLY</b>	

**ANNUAL (SEASON) PASS ADMISSION - TERMS AND CONDITIONS**

The following are the Terms & Conditions applicable to season pass holders. In these terms "you/r" refers to the annual pass holder and "we/us" refers to Picton Castle Gardens.

**Annual Admission Application Process**

It can take up to 28 days to process a season pass from receipt of your application and payment. **Your pass will be available for you to collect from the ticket box.**

If you purchase a new annual pass at the ticket office you will be issued a temporary card. This card will enable access to Picton Castle Gardens until your permanent card is ready. If you purchase an annual pass online you will not automatically be issued a temporary card, but if you need one please contact us at [info@pictoncastle.org](mailto:info@pictoncastle.org)

**Admission**

Annual pass holders are entitled to standard admission to Picton Castle Gardens. This includes access to the castle when open and free standard guided tours. Access is not permitted to the gardens outside normal opening hours.

**Presentation of your card**

You must present your physical season pass card at the time of entry. If you cannot present your physical card you (and your party, if applicable) must pay the standard admission fee to enter. This can be refunded on request via email to [info@pictoncastle.org](mailto:info@pictoncastle.org) (a small administration charge will apply).

**Proof of identity may be requested**

Pass holders may be asked for proof of identity. Acceptable ID includes any photo ID with your name, or other ID such as a bank card or drivers' licence. Free entry may be refused if proof of identity cannot be supplied at the time.

**Term**

Your pass is valid for 12 consecutive months from date of issue.

**Additional Benefits**

Additional benefits include 10% discount on specialist tours, workshops and courses and selected fundraising ticketed events and workshops (excluding the Christmas Fair).

**Non-Transferable**

Annual passes can only be used by the named person on the card. Admission and any associated benefits are non-transferable and can only be used by the named pass holder. Picton Castle Gardens reserves the right to withdraw the use of the card for any person(s) found abusing this system and attempting to transfer the rights and benefits confirmed by their annual pass to another or others.

**Family Annual Passes and Single Adult Family Passes**

These categories of season passes do not have named children. Children passes are from age 5 to age 15. Children aged under five are free and young people aged 16 and over must purchase an adult pass.

Family passes entitle up to a limit of 4 children. Family season passes can only be issued to 1 household/address.

Single Adult Family passes are entitled to bring up to two children.

**Ownership**

Picton Castle Trust reserves the ownership of the Annual (Season) Passes issued under this scheme.

**Changes or Replacement Cards**

If you wish to make any changes to your season pass that require a new card to be issued, there will be a small administrative charge. Lost cards can be replaced at a cost of £5. Replacement cards may take up to 14 days to process and can be collected from the ticketbox.

**Cancellation**

You have the right to cancel your season pass within 28 days of applying. This must be done in writing to the administrative team (contact details below). You are entitled to a full refund, minus a small administrative charge that covers our banking costs in cancelling the season pass.

No refunds are available for cancellations after 28 days from the time of your application and your payment. If you are unable to use your pass within its 12-month period of validity, no refunds or extensions will be offered. Refunds may take up to 28 days to process.

**Events**

Annual admission does not entitle the card holder to free entry to ticketed events or guarantee availability of tickets.

**Further Conditions**

We reserve the right to refuse entry and/or season admission or to revoke it at any time without compensation if a pass holder breaches these terms and conditions. We reserve the right to change these terms and conditions at any time.

Abusive, threatening behaviour towards staff or damage to property will not be tolerated under any circumstances and Picton Castle Gardens reserves the right to rescind a season admission pass to any person who is abusive towards staff or damages property.

**GDPR**

In accordance with the General Data Protection Regulation (GDPR) we have updated our Data Protection Policy. This can be found on our website or we can send a copy to you on request. We take your rights as an individual very seriously and want to reassure you that we are complying with the new Data Protection rules. As an Annual Admission pass holder you have consented for us to hold certain personal details about you. These details are held for as long as you require a season pass and then for no longer than one year afterwards.

The collection and use of this information is in accordance with GDPR. We do keep your personal information secure and private. By completing this form you agree to us retaining and processing this information for the purpose for which it was supplied. We never pass this information onto third parties. Our full Data Protection Policy can be found on our website, [www.pictoncastle.co.uk](http://www.pictoncastle.co.uk).