



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 season pass holder and “we/us” refers to Picton Castle Gardens.

Season 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 office.

If you purchase your season 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 a season pass online you will not automatically be issued a temporary card, but if you need one please contact us at info@pictoncastle.org

Admission

Season pass holders are entitled to standard admission to Picton Castle Gardens. This includes access to the castle when open. 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 (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

Season 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 season pass to others.

Picton Castle Trust is a registered charity: No. 519326

Family Season Passes and Single Parent Passes

These categories of season passes do not have named children. Family passes entitle up to a limit of 4 children. Family season passes can only be issued to 1 household/address.

Single Parent Season passes are entitled to bring up to two 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.

Ownership

Picton Castle Trust reserves the ownership of the 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 ticket office.

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

Season 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 a season 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.

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