



THE PICTON CASTLE TRUST
Ymddiriedolaeth Castell Picton

Terms and Conditions

Season Admission

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 Trust.

Season Admission

As a pass holder you will be given free admission to Picton Castle Gardens and The Welsh Owl Garden and Zoo during normal opening hours only.

You will also be in receipt of other benefits listed on your Season Admission Application and Welcome Letter. We reserve the right to alter and/or change these benefits without prior notice.

Term

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

Refunds

If you wish to cancel your pass please notify us in writing/email within 28 days of making your payment, no refunds can be given after this date.

If you are unable to use your pass within the 12 month period no refunds or transfers will be given under any circumstances.

Refunds may take up to 28 days to process.

Season Admission Application Process

All applications may take up to 28 days to process from receipt of application and your pass will be sent to you using second class postage. If you do not receive your card within one month of your application please contact us.

If you wish to change your admission category (for example, from adult to senior) please contact us via email (see address below).

Season Passes

Season admission and any associated benefits are non –transferrable and can only be used by the named pass holder. Proof of Identity may be requested at any time on presentation of your pass, entry may be refused if Proof of Identity is not given.



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Your pass must be shown upon each visit to gain free entry, *pass holders who are unable to show their cards will be required to pay the normal admission fee.*

Lost passes can be replaced at a cost of £5, these cards may take up to 14 days to process. Please call the office on 01437 751326 to request a new card and make the payment over the phone.

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.

GDPR

In accordance with the new General Data Protection Regulation (GDPR) that comes into effect on 25th May 2018, we have updated our Privacy Notice. This can now 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 three years afterwards. If you have any queries please don't hesitate to contact us. If you do not currently subscribe to our newsletter but you would like to please email us on kt@pictoncastle.co.uk or call the office on 01437751326.