



ROCKINGHAM CASTLE

Terms & Conditions of Sale

- A. All visitors must ensure their trip to Rockingham Castle does not contravene government regulations relating to Covid-19, and visitors must follow Rockingham's Covid-19 safety measures as directed during their visit.
- B. We reserve the right to ask any individual(s) not adhering to point A to leave the Estate.
- C. Entry to Rockingham Castle & Gardens is restricted to visitors with pre-booked tickets. Tickets must be booked online in advance. This includes those with annual membership, who must reserve a space online. Anyone arriving who is unable to produce a valid booking confirmation will be turned away. Anyone arriving at the Castle & Gardens before or after the timeslot specified on their ticket may be refused entry.
- D. All visitors are required to wear face coverings in enclosed spaces such as the toilets in line with government guidelines. Anyone without a face covering will not be allowed into these areas, other than those who are exempt.
- E. All bookings will be for a specific time slot. Anyone arriving outside of the times stated on their booking confirmation may be turned away.
- F. In cases when pre-booking online is not available, we will require visitors leave contact details in accordance with NHS Test and Trace guidance.

Rockingham Admission & Event Tickets

When you purchase a ticket on the Rockingham Castle website you agree to the terms and conditions of sale, set out below:

1. Once purchased, tickets cannot be exchanged, refunded or returned, and are valid on the date/time specified only.
2. Unlawful resale or attempted unlawful resale of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation.
3. All prices are correct at the time of publishing. However, they are subject to change without prior notice.
4. Children aged 15 or under must be accompanied by an adult at all attractions and organised events; during a school visit the teacher is in loco parentis. Accompanying adults are responsible for supervising the children in their care at all times.
5. Visitors are reminded that for technical or operational reasons, some facilities may be removed or closed or entertainment cancelled and/or altered at any time. Rockingham Castle reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
6. All attractions will remain open and events will take place whatever the weather unless weather conditions pose a health and safety risk to our visitors and staff. We will make every effort to reschedule events or refund tickets should we close for reasons of health and safety.
7. In the event of a cancellation or closure, Rockingham Castle accepts no responsibility for travel, accommodation and any other associated costs.
8. Rockingham Castle is an inclusive organisation, and we value and respect the diversity of our visitors, communities and our colleagues. Any behaviour towards our colleagues or other visitors which contradicts this will not be tolerated, and visitors will be asked to leave.
9. Rockingham Castle reserves the right, at its absolute discretion, to refuse entry or admission to any visitor.
10. Complimentary parking at the Castle applies to all tickets purchased online in advance.
11. Rockingham Castle accepts no responsibility for any personal property.

12. Photography is allowed for non-commercial private use in the gardens & grounds only. Photography is prohibited in the Castle.
13. We cannot allow large bags, rucksacks, prams or pushchairs into the house.
14. As a condition of sale, visitors to the Rockingham Castle consent to being photographed, filmed or sound recorded for use on TV, websites, social media, DVD, webcast, promotional materials, or other public mediums, as part of the audience, or by security CCTV.

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