



Refund Policy 2014

1. Tickets purchased from us cannot be refunded or exchanged unless an event is cancelled/rescheduled or we fail to fulfil a service integral to your visit.
2. Refunds will not be given for, without limitation, industrial disputes, protests, civil unrest, riot or insurrection, terrorism, fire, flood, rain, storm, high wind, snowfall, act of God, HM Government action or intervention, which it would not have been possible to prevent or overcome by the use of reasonable diligence or foresight.
3. Most Hatfield House ticket staff do not have the necessary security level to give refunds and therefore may ask you to write in to gain a refund (Address below). Refunds will not be automatically given; each request will be dealt with on an individual basis.
4. Last entry to Hatfield House is at 4pm, refunds will not be given to anyone arrives at the House doors after 4pm, unless they also purchased tickets after 3.45pm.
5. Refunds can not be given without proof of purchase e.g. the Ticket.
6. Written requests for refunds must be received within 10 working days of the visit or event.
7. Written requests for a refund can take up to 15 working days to process.
8. To make sure you always have the highest level of security, your payment details are not held by Hatfield House once payment has been made. We will require information on how to pay your refund, either bank details for a BACs payment or Name and Address for a cheque.
9. Upgraded (stamped on and signed on the back for the ticket) Season Tickets can only be refunded on the day of purchase at the House or by sending in the ticket within 5 days of purchase.
10. Season Tickets will not be refunded for repeat visits.

Events

11. If, for any reason, Hatfield House has to cancel an event we will attempt to notify you by telephone or email if you have provided that information upon booking and will refund your ticket in full.
12. In the highly unlikely case that an event is cancelled at short notice due to unforeseen circumstances beyond our control the event will be re-scheduled for the next available date and all entry fees carried over to that date.
13. If the event is run by the third party, it will be their responsibility to refund your ticket money, please see their individual refund policies.
14. Written requests for refunds must be received within 10 working days of the visit or event.
15. If you wish to receive a refund for an event that has not yet taken place, we must receive your request before the event, a refund will only be issued if we can resale your ticket.

Address for Refund requests

The House Office
Hatfield House
Hatfield
Herts
AL9 5NQ