



THE JOCKEY CLUB

KEMPTON PARK

Refund Policy – London Region

- Tickets for all Kempton Park Racecourse events are non-refundable.
- Once a ticket is purchased, the attendee is not entitled to cancel the purchase.
- In exceptional circumstances, we may be able to exchange your tickets to an equivalent fixture. This is not guaranteed and is at the discretion of the Racecourse.
 - Enquiries of this nature should be directed to the Racecourse in writing to London.CustomerRelations@thejockeyclub.co.uk If your application is accepted, you will be required to return the tickets back to the Racecourse.
- Racegoers agree not to obtain or attempt to obtain any tickets through unauthorised use of any robot, spider or other automated device or any other illegal or unauthorised activity. Kempton Park Racecourse reserves the right to cancel any transaction which they reasonably suspect to have been made in breach of these provisions without any notice to you and any and all items purchased as part of such transaction will be void.
- Kempton Park Racecourse reserves the right to cancel bookings which we reasonably suspect to have been made fraudulently.
- The price of tickets may vary as it is set according to demand at the time of purchase. You pay the price displayed on our website at the time you make your purchase but the price of similar tickets may increase or decrease after you have made your purchase. You will not be entitled to a refund if the price of tickets subsequently falls.

Please note - Refunds on tickets or badges will only be paid in the following circumstances -

- Abandonment of a Standard Raceday
 - Abandonment before completion of the first race - a full refund will be given
 - Abandonment before completion of the third or feature race, whichever is later - a 50% refund will be given
 - Abandonment thereafter - no refund will be given
- Abandonment of a Raceday with a music/concert
 - Should racing take place and
 - The live music performance is abandoned or the performance lasts less than 20 minutes - an 80% ticket refund will be applicable of the face value
 - The live music performance is over 20 minutes and under 45 minutes - a 40% ticket refund will be applicable of the face value
 - The live music performance is 45 minutes or over - no refunds will be issued
 - Should no racing take place and
 - The live music performance is abandoned or the performance lasts less than 20 minutes, a 100% ticket refund will be applicable of the face value
 - The live music performance is over 20 minutes and under 45 minutes - a 50% ticket refund will be applicable to the face value

- The live music performance is 45 minutes or over – a 20% ticket refund will be applicable of the face value
- In any event, should the line-up of the band, group or Artist change or a member of the group or Artist does not attend then the Operator will not be liable for ticket refunds, any loss of money and/or expenses incurred.
- Where the Racecourse has agreed to a refund in line with the terms detailed above, racegoers should follow the procedure below –
 - If tickets, badges or car park labels were purchased in advance via the ticket hotline, the internet or by post by Debit/Credit Card, an automatic refund will be made to the original payment method. This refund will take three to five working days to show in the original payment account.
 - If tickets, badges or car park labels were purchased in advance by any other means, or your card has expired for any reason, we will contact you regarding your refund.
 - If tickets, badges or car park labels were purchased on the raceday, racegoers should send their tickets and badges (if applicable) with full customer contact details within 28 days of the race meeting to – Kempton Park Racecourse, Staines Road East, Sunbury on Thames, Middlesex, TW16 5AQ. Upon receipt, you will be contacted to confirm and the refund will be processed via the Central Finance Centre.
 - Hospitality clients should contact us on 01372 477 747 or via London.hospitality@thejockeyclub.co.uk
- No refunds can be issued on **the day**.