

ABANDONMENT POLICY & REFUND PROCEDURE
RACECOURSE REGULATIONS AND NOTICES

The Operator may abandon racing and / or live music concert on the main stage:-

1. Where so directed by the BHA, the police or emergency services or their respective servants or agents; or
2. In any emergency or other exceptional circumstances beyond the reasonable control of the Operator.
3. In the event of any abandonment. Only the face value of the ticket will be refunded and the operator will not be liable for any further loss of money or expenses incurred.
4. The refund policy is only applicable to tickets purchased from our authorised sellers.
5. Refunds on tickets purchased will only be paid in the following circumstances:

Abandonment Policy & Refund Procedure

In the event of racing being abandoned, refunds on badges or tickets purchased will only be made in the following circumstances.

“Racedays”

- (a) Abandonment before completion of the first race – a full refund will be given
- (b) Abandonment before completion of the third or feature race, whichever is later – a 50% refund will be given
- (c) Abandonment thereafter – no refund will be given

“Jockey Club Live presents...”

In the event that any live music performance on the main stage is abandoned, the following policies will apply;

- (a) Should Racing take place and
 - i. 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
 - ii. the live music performance is over 20 and under 45 minutes, a 40% ticket refund will be applicable of the face value
 - iii. the live music performance is 45 minutes or over, no refunds will be issued
- (b) Should no racing take place and
 - i. 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
 - ii. the live music performance is over 20 and under 45 minutes, a 50% ticket refund will be applicable of the face value
 - iii. the live music performance exceeds 45 minutes, 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.

Refunds cannot be made on the day - to obtain a refund racegoers should follow the procedure below:

- (a) If tickets or badges were purchased in advance via the ticket hotline, internet or post, an automatic refund will be made to the original payment method.
- (b) If tickets or badges were purchased on site at Market Rasen Racecourse either in advance or on the day, in order to obtain a refund Attendees should send their Ticket by registered post with full customer contact details within 28 days of the race meeting to:

Market Rasen Racecourse
Legsby Road
Market Rasen
Lincolnshire
LN8 3EA

Attendees are responsible for ensuring any ticket is returned. The operator shall not be able to process refunds which are not returned directly to the above office.

A refund will then be processed and returned to the customer accordingly.

- (c) Hospitality and restaurant clients should call 01673 843434
- (d) Any queries should always be directed to the racecourse in the first instance.

Annual badge holders will not receive any refund for any cancellation of live music performances or Racedays.

If an event is cancelled, altered or postponed the operator will use reasonable endeavours to try to contact the attendee as soon as possible to inform them. However, it is the attendees' responsibility to check the website or onsite marketing regularly in the run up to an event to ascertain whether an event has been cancelled or re-scheduled and the date and time of any event or any rescheduled event. The operator shall not be in breach of the event ticket agreement by virtue of any cancellation, alteration or postponement.

The operator may make alterations to events which are not material in nature and so no refunds will be given. A material change is a change which, in the operators' reasonable opinion, significantly alters an event from its billing at the point of ticket purchase