



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

- Once purchased, tickets cannot be exchanged, refunded or returned, and are valid on the date/time specified only.
- Once you have printed or received your tickets, please keep them in a safe place as we cannot accept duplicates, copies or other alternative tickets of any kind. Screenshots are acceptable.
- Unlawful resale or attempted unlawful resale of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation.
- All prices are correct at the time of publishing. However, they are subject to change without prior notice.
- 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.
- 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. Grimsthorpe reserves the right to change the programme of attractions and entertainment if at any time it is deemed necessary or appropriate to do so.
- 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.
- In the event of a cancellation or closure, Grimsthorpe accepts no responsibility for travel, accommodation and any other associated costs.
- Grimsthorpe 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.
- Grimsthorpe reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Grimsthorpe any visitor.
- Complimentary parking at Grimsthorpe applies to all tickets purchased online in advance, and admits one vehicle per transaction.
- Grimsthorpe accepts no responsibility for any personal property.
- Photography is allowed for non-commercial private use only.
- Except where a wedding has taken place at Grimsthorpe, wedding photography is not permitted within the Grimsthorpe Estate unless the prior consent of Grimsthorpe has been obtained.
- We cannot allow large bags, rucksacks, prams or pushchairs on the first floor of the house. Visitors are welcome to leave such items in the Vanbrugh Hall at their own risk.

- Grimsthorpe reserves the right to search the bag(s) of any visitor entering Grimsthorpe Castle, Garden or Park, or any other event being held on the Grimsthorpe Estate. Failure to comply with a request for such a search may result in entry being refused.

Season Tickets

- Season Tickets are valid from the time of purchase for one season only, during normal opening times. Please see accompanying letter or the website for season period dates.
- A valid Season Ticket must be shown on entry on every visit.
- Possession of a Season Ticket entitles the bearer only to admission. Grimsthorpe staff reserves the right to ask to request additional proof of identity in conjunction with your Season Ticket at any time.
- A Family Season Ticket is intended for use by two named adults living at the same address and up to three of their children (5 to 16 years of age). We reserve the right to ask non-named visitors to purchase day tickets.
- A Child Season Ticket is intended for use by the named child only when accompanied by an adult season ticket holder.
- Holders of season tickets will be entitled to a 5% discount off purchases in the gift shop (excluding ice creams and soft drinks). Please present your season ticket when making a purchase.
- Season Tickets cannot be transferred, sold, exchanged, refunded or returned.
- Season Tickets are not valid for separately ticketed events at Grimsthorpe unless otherwise stated.
- If a ticket is lost, please let us know as soon as possible. You will be able to gain one entry to the park by giving us your name and address. A replacement card will be issued at a charge of £5.
- Grimsthorpe reserves the right to change opening dates and times at any time if it is deemed necessary and appropriate to do so.
- Enquiries should be directed to the Visitor Experience Team at visit@grimsthorpe.co.uk or on 01778 591205.