

Garden Booking Terms and Conditions 2023

Garden admissions

- Please visit our gardens page on our website for opening dates and times
- At gardens where you are required to book a time slot, this is the time you have booked is for your garden visit, please feel free to enjoy the shop, plant sales and cafe outside these times.
- We may need, on occasion, to close our gardens, or parts of them due to unforeseen circumstances, such as heavy snow or high winds. You can check our website before visiting if you are unsure.
- On occasion, it may be necessary to amend or cancel an advertised event at our gardens. If you are attending a specific event, please check our website to ensure no changes or cancellations have been made
- Please be aware that our gardens can be difficult for visitors who are solely reliant on a wheelchair due to narrow paths, uneven and gravel surfaces.
- We can only accept assistance and support dogs at our gardens. Please leave all pets at home.
- If you have booked to attend a specific event at the garden and are no longer able to attend, please contact the relevant garden team.
- Picnics are not to be brought into the gardens. Drinks and homemade cakes are available at our gardens, in addition:
 - Fullers Mill is surrounded by the beautiful Kings Forest where your picnic can be enjoyed.
 - York Gate has a café - we only take bookings for afternoon tea (from 2pm).
 - The Laskett can provide a pre-booked picnic. You will need to book this a minimum of 48 hours in advance.
- To ensure our gardens are safe and enjoyable for everyone, we ask you to respect our plant collections – please do not walk or stand on planted areas, pull, dig, remove or tear any plants or trees.
- Perennial accepts no responsibility for loss of or damage to personal property in our gardens.

Videos and Photography at our gardens

Perennial staff and authorised third parties may capture video and photographs in our gardens, which may include visitors. Perennial own all copyright and commercial rights to publicise our gardens, by entering you agree that:

- These images may be used in all Perennial promotional, advertising or publicity material in any format.
- Copyright in these materials rests with Perennial or such authorised parties
- You are welcome to share photography or videos on your social media accounts, but please do not sell any unless authorised by Perennial to do so.

Garden entry tickets

- An adult ticket is valid for any person aged 17 or over.
- Children, aged 16 or under, are welcomed to our gardens free of charge with an accompanying adult.
- The companion of a disabled visitor is admitted free of charge.

Purchasing e-tickets

Your e-ticket can be purchased through the Perennial website. Your confirmation will include your booking reference number.

- Once an e-ticket has been purchased, the Perennial garden and date of entry cannot be changed so before purchasing please check the booking information you have submitted is correct.
- e-tickets are non-refundable except if the garden is closed for the full day on the specified ticket date or in circumstances outlined in our refund policy below.
- e-Tickets are only valid for entry during the period specified on the ticket, this is the time you have booked for your garden visit, please feel free to enjoy the shop, plant sales and cafe outside these times.

Data Protection

Perennial is committed to protecting your privacy and security. We do not sell your information to any third parties, and it is kept in strict accordance with our Privacy Policy which is available at www.perennial.org.uk.

If you would like to change the way we communicate with you at any time please contact us at the address below, telephone 01372 373962 or email info@perennial.org.uk

If you book a ticket online, your personal data will be used for the purpose of booking your ticket to our gardens, including sending you an e-ticket, providing you with information about your planned visit and sending you a feedback survey after your visit.