

For the purposes of these Terms and Conditions, "Historic England SFM" as the site operator of Shrewsbury Flaxmill Maltings ("the Site") means Historic England (Shrewsbury Flaxmill Maltings) Ltd a company incorporated and registered in England and Wales with company number 13975338 and whose registered office is at 4th Floor, Cannon Bridge House, 25 Dowgate Hill, London EC4R 2YA

1. Tickets purchased online are valid only for the time & date stated upon them. Latecomers to tours will not be permitted to join.
2. Tickets can be transferred online to another available date up to 24 hours before the original booking date.
3. Tickets are non-transferable to another person. If any person attempts to visit the Site with a ticket that has been resold without Historic England SFM's written consent, Historic England SFM may refuse entry and no compensation shall be payable to that person by Historic England SFM.
4. Except where we are unable to provide entry to our site due to circumstances outside the control of Historic England SFM, all tickets are non-refundable. If lost, tickets will not be replaced.
5. In the event that entry to a site is not possible due to reasons outside of our reasonable control we shall not be responsible for any travelling costs you may incur.
6. For the purposes of clauses 3 and 4 above, an event outside our reasonable control means any act or event including without limitation fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks, pandemic and any law or any action taken by a government or public authority (including what is described as a lockdown).
7. Holders of tickets purchased at concession rates must bring relevant supporting documents on the day of their visit. Historic England SFM reserves the right to charge the applicable general admission rate to any person not able to validate their entitlement to concession rates.
8. All prices quoted in our promotional material and on our website include VAT. If the VAT rates change, we reserve the right to change our prices accordingly.
9. Historic England SFM may from time to time change, alter, adapt, add or remove sections of the Terms and Conditions. If we do make any changes these will be posted to this website.
10. Historic England SFM does not accept any liability for the loss or damage of any personal property brought into the site.
11. Historic England SFM reserves the right to search all persons and personal property and refuse permission to, or eject from, the venue any person who refuses to be searched by security.

12. All personal data provided to Historic England SFM will be held and processed in accordance with the requirements of the Data Protection Act 2018 and Historic England's Privacy Policy. We will keep your personal data safe and secure. We will not share it with other organisations without your knowledge and consent, unless required to do so by law. By purchasing a ticket you are hereby authorising Historic England SFM to share your details with our 3rd party ticket provider, SEE TICKETS. For full Historic England SFM privacy policy click here: <https://www.shrewsburyflaxmillmaltings.org.uk/privacy-policy/>
13. The Terms and Conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or their subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.
14. None of the Terms shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a party other than you or Historic England