

## Stourhead

### Adverse Weather Plan and Event Cancellation

As a visitor attraction, venues operate seven days a week and therefore there is a team of key stakeholders who monitor weather conditions both in advance and on site during the days. For Christmas at... events, the weather is monitored daily both by the venue team and Christmas at...Event Team.

A decision to close could be for the following reasons:

- Cold weather / ice / snow
- High winds and tree limb damage
- Driving rain - that could affect conditions under foot

**The decision to close Christmas at Stourhead would be taken no later than 2pm on the day of an event, and would be taken by the on-duty Event Manager and venue Duty Manager. The event would always look to take this decision as early as possible to provide customers with information as quickly as possible.**

### In the event of a cancellation:

- An Email or SMS will be sent to each customer before 2pm with a cancellation notice
- Following this a second communication will be sent out as soon as possible outlining the customers' options. Depending on the date of the cancellation, these options may include:
  - Customers being sent a re-booking code the next working day, which can be used to rebook tickets to the equivalent financial value in any future available timeslots for the event. Customers will also be able to purchase additional tickets or add-ons, at an additional cost, should they need to.
  - Carrying over any credit to be used for following year's event - having a validity of 13 months
  - If no future date is suitable then physical tickets would need to be returned to the SEE Tickets box office for a refund by 31 January 2020. Following this SEE will have 28 days to validate the refund and ensure their re-booking code has not been used before making the payment. This includes Print at home customers who would need to send their printed tickets. All refunds will be completed by 29 February 2020.