



Terms and Conditions

For the purposes of these Terms and Conditions, “English Heritage” means The English Heritage Trust, a charity caring for the National Heritage Collection of more than 400 historic properties and their collections. The English Heritage Trust is incorporated and registered in England and Wales with company number 07447221 and charity number 1140351 and whose registered office is at 6th Floor, 100 Wood Street, London EC2V 7AN.

1. Tickets purchased online are valid only for the time & date stated upon them.
2. Tickets are non-transferable. If any person attempts to enter any of our sites with a ticket that has been resold without English Heritage’s written consent, English Heritage may refuse entry and no compensation shall be payable to that person by English Heritage.
3. Except where we are unable to provide entry to our site due to circumstances outside the control of English Heritage, all tickets are non-refundable. If lost, tickets will not be replaced.
4. 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.
5. 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).
6. Holders of tickets purchased at concession rates must bring relevant supporting documents on the day of their visit. English Heritage reserves the right to charge the applicable general admission rate to any person not able to validate their entitlement to concession rates.
7. All prices quoted in our brochures, by telephone or on our website include VAT. If the VAT rates change, we reserve the right to change our prices accordingly.
8. English Heritage 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.
9. English Heritage does not accept any liability for the loss or damage of any personal property brought into the site.
10. English Heritage 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.
11. All personal data provided to English Heritage will be held and processed in accordance with the requirements of the Data Protection Act 2018 and English Heritage’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 English Heritage to share your details with our 3rd party ticket provider, SEE TICKETS. For full English Heritage privacy policy [click here](#)
12. 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.
13. None of the Terms shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a party other than you or English Heritage.