

## Delapré Abbey Annual Pass Terms & Conditions

The purchase of an Annual Pass enables you to be part of the Delapré Abbey story, supporting the work of the Preservation Trust and the future development of Delapré Abbey. It entitles the holder to:

- Unlimited free admission to Delapré Abbey during normal opening days and times for one year from date of purchase.
- Free admission for accompanying children (please note this does not apply to educational or other group visits).
- 10% discount on all branded products in our shop.
- 10% discount on selected pre-booked or special events (booked in person or over the phone).
- 10% discount on general admission charge for one accompanying guest.
- Receive a quarterly newsletter with the latest information about activities & events at Delapré Abbey (by email link).

1. Annual Pass holders are entitled to unlimited free admission to Delapré Abbey during normal opening for 12 months from the date of purchase. (Free admission will not apply to any pre-booked or ticketed events and some special events may attract a small supplement).

2. Passes must be presented in person at the Visitor Welcome on each visit when an entry ticket for the day will be issued. If you arrive at Delapré Abbey without your Annual Pass, you will be asked to pay the normal admission, and this will not be refunded.

3. Passes are valid for one year from the date of purchase and are not automatically renewed. The expiry date of each Pass is written on it and the Pass will not be valid for use after this date. You will be contacted approx. one month before expiry of the Pass with regard to renewal.

4. Your Annual Pass ticket must be presented at Visitor Welcome in order to pay any small supplement required for special events. If you arrive at Delapré Abbey without the Annual Pass ticket, you will be asked to pay the normal event charge, and this will not be refunded.

5. Some activities available at Delapré Abbey may incur an additional charge for both regular visitors and Annual Pass holders. Such activities may include (but are not limited to) face painting, rides, craft activities, activity trails etc.

6. Passes must be presented in-person for any discounts e.g. in shop or event tickets to apply.

7. The Abbey occasionally closes for private events or maintenance. Closure dates will be publicised on the website in advance where possible.

8. The full name and contact details of the Annual Pass holder must be supplied. These details will be held by Delapré Abbey for the duration of the Pass. For more information about the collection and use of your personal data, please see our privacy notice at [www.delapreabbey.org](http://www.delapreabbey.org)

9. Annual Passes are not transferable to any other person and must only be used by the named holder and cannot be sold or exchanged. Your Annual Pass must be kept securely and is invalid if altered or tampered with. Staff will always verify the identity of the pass holder prior to admission by asking for proof of identity (ID must feature the Annual Pass holder's name and signature, for example, a debit or credit card). The Pass remains the property of Delapré Abbey.

10. A charge will apply for replacement of any lost or stolen Annual Pass tickets. If lost, your Annual Pass may be replaced upon notification to the Delapré Abbey Preservation Trust and payment of an administration fee of £5. The replacement Pass will carry the same expiry date as the original, which will no longer be valid. No refunds can be made on Annual Passes.

11. Prices for Annual Pass include VAT and where applicable Gift Aid Contribution.

12. Children up to and including the age of 18 do not require annual passes as general entry is free for this age group. Children under 15 visiting the Abbey must be accompanied by an adult.

13. An Annual Pass may not be used for group or educational visits, for business use or with any other concessions / discounts.

14. 10% discount on general admission for accompanying guest (one per Annual Pass holder) applies to second /subsequent visits by the holder.

15. Visitors who have paid for a single visit and decide that they would like to purchase an annual pass, can upgrade (on the day only) in the visitor welcome, paying only the difference in price. (Excludes group visitors and Gift Aid, and only valid on same day as original visit).

16. Delapré Abbey Preservation Trust reserves the right to make changes to the scheme at any time without notice, to refuse admission and to withdraw cards if misused.