

THE JOCKEY CLUB
RACECOURSE TERMS AND CONDITIONS

**RACECOURSE GUIDANCE DOCUMENTS GENERAL TERMS AND CONDITIONS
OF ENTRY TO THE RACECOURSE (ENTRY CONTRACT)**

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TERMS AND CONDITIONS OF ENTRY TO THE RACECOURSE (ENTRY CONTRACT) IMPORTANT – PLEASE READ

These terms and conditions of entry ("Conditions") apply to all persons entering the racecourse and grounds (Attendee or you), as shown on the Operator's website (known as the Racecourse) – see Annex E. These Conditions are issued by Jockey Club Racecourses (JCR or the Operator or We). Acceptance of these Conditions will

result in a legally binding contract between you and the Operator which include the terms of the licence which we have granted to you to enter the Racecourse.

DEFINITIONS

“Standard Racedays” (including Festivals) – Days on which the main event focus is Thoroughbred racing run under the rules of racing and where other activities are incidental.

“Music/Concert and Racedays” – Afternoon/evening of racing followed by a live music concert on the main stage.

It is your responsibility to familiarise yourself with these Conditions.

These Conditions may also be referred to as “Entry Contract”.

These Conditions apply to all persons entering the Racecourse. If you attend the Racecourse in any capacity other than as a private individual, you must also agree to a set of Special Conditions, which will apply in addition to the Conditions. The Special Conditions are available on the website and at the main reception of the Racecourse Offices.

If you do not understand or have any questions relating to these Conditions or any Special Conditions you should contact the Operator without delay for clarification.

Every Attendee entering the Racecourse shall be deemed to have accepted all The Rules of Racing and shall do so subject to The Rules of Racing published by the British Horseracing Authority from time to time.

Entry to the Racecourse shall be at our discretion. We reserve the right to refuse entry to or expel any person from the Racecourse in accordance with these Conditions.

Children under the age of 18 years must be accompanied by an adult. See Annex A for specific Racecourse rules of entry.

The re-sale of Tickets without our prior consent may lead to the Ticket being void (with no refund) and entry to the Ticket-holder being refused. Please see Condition 2.

The use of recording or communications equipment (e.g. cameras, video cameras, mobile phones, tablets and laptops) is strictly regulated by these Conditions. You must not use or make available any photograph, video footage or any other race data for commercial purposes (whether or not you receive payment in return). Please see Condition 10.

Our liability under these Conditions is limited. Please see Condition 14.

We reserve the right to search you and your belongings at any time whilst you are at the Racecourse. If you refuse a request to search you or your belongings, we might require you to leave the Racecourse.

Where alcohol may be brought on site as part of a picnic. The picnic must be substantial and the alcohol must be in line with the size of the group. Alcohol is limited to half a 750ml bottle of wine, champagne or Prosecco per person or four cans of beer, cider or pre-mixed aperitifs. Spirits, fortified wines and Pimm's or similar will not be allowed onto the Racecourse.

Warning - Prolonged exposure to loud noise may cause damage to your hearing.

The following Conditions apply to all Attendees:-

1. THE EFFECT OF THESE CONDITIONS AND VARIATIONS

1.1 All Attendees who enter the Racecourse (including all surrounding land, car parks and other facilities which are under the ownership and/or control of the Operator) shall be deemed to have accepted these Conditions. Attendees are admitted to the Racecourse strictly subject to these Conditions. There are no exceptions.

1.2 Whilst these Conditions are intended to be comprehensive, Attendees are admitted to the Racecourse on the basis that they will comply with both the letter and the spirit of these Conditions.

1.3 All Attendees are permitted access to the Racecourse at our discretion and must conduct themselves on the Racecourse in accordance with all reasonable rules, requests and guidelines which we may publish and impose from time to time. We reserve the right to amend and supplement these Conditions by publishing additional and supplementary conditions and guidelines from time to time (Variations). Variations will be effective to vary these Conditions on such basis as we may stipulate and may be of permanent or temporary effect. We will take reasonable steps to bring any Variations to your attention.

2 BADGES, PASS CARDS AND OTHER ENTITLEMENTS TO ENTER THE RACECOURSE

2.1 Badges, Privileged Access Swipe System (PASS) Cards, tickets and other entitlements (each a "Ticket" for the purposes of these Conditions) to enter the Racecourse shall only be purchased or allocated by an authorised source approved by the Operator.

2.2 The contract for purchase of a Ticket starts once the Operator has confirmed the purchase and ends immediately after the completion of the event for which the ticket was purchased. All purchases are subject to payment card verification and other security checks and the transaction may be cancelled if it has not passed the Operator's verification process.

2.3 The Attendee agrees not to obtain or attempt to obtain any Tickets through unauthorised use of any robot, spider or other automated device or any other illegal

or unauthorised activity. The Operator reserves the right to cancel any transaction which they reasonably suspect to have been made in breach of these provisions without any notice to you and any and all items including Tickets purchased as part of such transaction will be void.

2.4 The Operator reserves the right to cancel bookings which we reasonably suspect to have been made fraudulently.

2.5 Purchases from the Operator may be subject to a “per item” handling fee and booking fee.

2.6 The price of Tickets may vary as it is set according to demand at the time of purchase. You pay the price displayed on our website at the time you make your purchase but the price of similar Tickets may increase or decrease after you have made your purchase. You will not be entitled to a refund if the price of Tickets subsequently falls.

2.7 Whilst the Operator tries to ensure that all prices on our website are accurate, errors may occur. If an error in the price of the item that is ordered is discovered, the Operator we will inform you as soon as possible and give you the option of reconfirming the order at the correct price (and credit or debit your account as applicable) or cancelling the order. If the Operator is unable to contact the purchaser, the order shall be treated as cancelled. If the purchaser chooses to cancel after you have already paid the incorrect price, you will receive a full refund from us.

2.8 Once a Ticket is purchased the Attendee is not entitled to cancel the purchase.

2.9 Advertised start times of events are subject to change.

2.10 If the Attendee has any special access requirements or concerns about any special effects (for example lighting, sound, audio-visual or pyrotechnic effects) which may be featured at the live music performance, please discuss any such issues before purchasing the Tickets with us by contacting 0344 5793019 The Operator will use reasonable efforts to assist with any such special access requirements or concerns.

2.11 Badges and PASS Cards are non-transferable. All other Tickets shall not be: a. transferred, sold or offered for sale:

i. if prohibited by law;

ii. to anyone under the age of 18; or

iii. in the course of any business transaction whatsoever; b. coupled or bundled with any other product or services or used for any commercial or promotional purpose whatsoever; or c. offered or obtained as a competition prize, without our consent (which we may withhold in our absolute discretion).

2.12 Any Ticket obtained in breach of Condition 2.11 shall be void. Any person seeking to use a void Ticket may be refused entry to, or ejected from, the Racecourse without refund and may be subject to legal action.

2.13 All Tickets issued by the Operator or on its behalf shall remain the Operator's property at all times. We reserve the right to require the immediate return of a Ticket at any time.

2.14 The Operator may retain records of any suspected misuse of Tickets or other documents or entitlements to enter the Racecourse and may share those records with other racecourses and/or the British Horseracing Authority, and/or the police.

2.15 These Conditions apply to all Attendees irrespective of whether or not an Attendee has paid for admission and whether or not an Attendee has been issued with a Ticket or other document or entitlement to enter the Racecourse.

2.16 These Conditions apply in addition to any other terms and conditions imposed on badge holders, PASS Card holders or other entitlement that may have been issued or granted. These Conditions shall apply in preference to any conflicting provisions in such other terms and conditions.

2.17 No refund shall be given in respect of any unused part of any Ticket.

2.18 Except for circumstances where we offer you refunds in accordance with Condition 16 or any Annex, we regret that Tickets cannot be exchanged or refunded after purchase.

2.19 You must show your Ticket to the Operator on demand. If you fail to bring your Ticket to a fixture, you will have to pay the full daily admission price for the relevant enclosure (if any) applicable on the day.

2.20 Attendees must ensure that badges are securely attached to their clothing/bags on racedays and visible at all times whilst present at the Racecourse.

2.21 Any persons being seen or suspected of purchasing Tickets from an unauthorised source – such as Ticket Touts – will be refused entry into the Racecourse.

3 LOST OR STOLEN BADGES AND TICKETS

3.1 We accept no responsibility for lost or stolen Tickets. We are not obliged to replace lost or stolen Tickets.

3.2 If we decide to replace a lost or stolen Ticket we may charge a replacement fee to you.

4 ACCESS

4.1 Permission to enter the Racecourse does not constitute guaranteed entry to the Racecourse, any particular area of the Racecourse or any Racecourse building or facilities. We reserve the right to refuse or condition access to areas of the Racecourse from time to time and on a temporary or permanent basis.

4.2 Unless we give specific information, you are prohibited from entering the Weighing Room, the Stewards' Room, the Sampling Unit, the Racecourse Stables, the Judges' Box, the Winners' Enclosure, the Parade Ring, the Press Room, the Racecourse Data Collection Area, Control Room, stage performance area/Green Room and other areas marked private, 'officials only', or to which we may otherwise restrict access from time to time.

4.3 Children aged under the age of 18 must be accompanied by a full paying responsible adult (over 18). You are responsible for each child that you bring onto the Racecourse and shall ensure each child complies with these Conditions.

4.4 Children under the age of 12 are not allowed to enter the Winners' Enclosure or the Parade Ring under any circumstances. Children aged between 12 and 16 years of age must get permission from the Clerk of the Course or nominated person before entering the Winners' Enclosure or Parade Ring. They must be accompanied by an adult and must display the relevant badge issued by the Clerk of the Course.

4.5 Your Ticket may restrict access to certain areas of the Racecourse including the various enclosures. Where a Ticket restricts access to some or all enclosures, transfers between enclosures may be possible on a raceday. Transfers will be subject to application at the Information Desk.

4.6 No Ticket gives any Attendee any right to receive, use or exploit any racing data, audio, visual or audio-visual coverage of any race or fixture. All such rights are reserved. Any coverage or data made available at the Racecourse is made available for the personal use and consumption of Attendees only and redistribution to any person outside the Racecourse is strictly prohibited.

5 CONDUCT OF ATTENDEES

5.1 We reserve the right in our absolute discretion at any time without prior notice to refuse admission to or expel and/or ban any Attendee who, in our opinion: a. has breached or is likely to breach these Conditions; b. has or is likely to commit a criminal offence or otherwise do anything which is unlawful; c. behaves or is likely to behave in an unacceptable or unruly manner or in a manner likely to cause offence to other Attendees; and/or d. is abusive in any form towards the staff of the Operator or any Racecourse, and, any ban we may impose may, at our option, relate to the Racecourse and/or any other racecourse in Great Britain and may be temporary or permanent.

5.2 You must follow the reasonable written and/or verbal instructions of safety stewards, other staff or officials and the police or other emergency services present at the Racecourse at all times. Failure to do so may result in expulsion from the Racecourse or our premises without any refund.

5.3 In the interests of safety, or to check for items you are prohibited from bringing onto the Racecourse, we may request to conduct personal body searches of Attendees and/or search their personal belongings. We shall be entitled to refuse entry to or expel from the Racecourse any Attendee who refuses to comply with such a request.

5.4 The following items must not be brought onto the Racecourse: a) Knives, weapons; b) Corkscrews or sharp objects; c) Hoax items; d) Pyrotechnics including laser devices, flares and fireworks; e) Rope; f) Megaphones/sound systems or air horns; g) Large flags/banners/selfie sticks; h) Unidentifiable canisters (including smoke canisters or nitrous oxide); i) Helium balloons; j) Glass, ceramic bottles or cans; k) Drinking glasses, dishes or glassware; l) Alcohol, picnics, except where stipulated in Annex A; m) BBQs; n) Professional filming or photographic equipment; and o) Any other article that might be used as a weapon and/or may in our reasonable opinion compromise the safety of any person or animal present at the Racecourse, and/or be deemed a safety risk to the event. We shall be entitled to refuse entry to or expel and/or ban from the Racecourse any Attendee with such items in their possession.

5.5 The following are prohibited on the Racecourse:

- a) Flags, banners and other articles and any behaviour which may distract or frighten the horses;
- b) Unauthorised small unmanned aircraft, drones, aerial systems or vehicles that have not been expressly authorised by the Operator in writing;
- c) Any behaviour which may disrupt or impair the experience of other Attendees;
- d) Climbing fences, stands or any other structures or buildings;
- e) Throwing any object without lawful authority or excuse;
- f) Obstruction of gangways, access ways, exits, entrances, stairways and similar places;
- g) Damaging or defacing Racecourse property;
- h) Any item which may be used for any marketing or promotional activity whatsoever which has not been expressly authorised by the Operator in writing;
- i) Smoking in any designated “No Smoking” areas;
- j) Fancy dress unless within certain authorised enclosures;
- k) Offensive clothing and slogans on the clothing that would be deemed inappropriate to others of different sex, age, race, religious beliefs and political slogans;
- l) Non medicinal drugs, narcotics and other illegal substances;
- m) Furniture in any form, including camping stools and other forms of seating not provided by the Racecourse. Except as stipulated by specific Racecourses in Annex A.

5.6 No furniture including furniture provided by the Racecourse is allowed to be moved in front of the live music performance area at any time.

5.7 We reserve the right to designate any and all areas of the Racecourse as “No Smoking” areas. This also includes E-cigarettes and other forms of vapour emitting devices.

5.8 From time to time, we may close racetrack crossings for safety reasons. Attendees are prohibited from attempting to cross any closed crossing or attempting to cross the racetrack other than at an open crossing.

6 DRESS CODE

6.1 We may at our discretion implement a dress code for particular race days, for specific enclosures on race days and/or any other areas of the Racecourse where a particular dress code is required details will be set out on the plan your day page of the racecourse website.

6.2 All Attendees must comply with the dress code for each race day, for each enclosure and/or any other areas of the Racecourse where a dress code may be in force from time to time.

6.3 We reserve the right to refuse an Attendee access to any area of the Racecourse where a dress code is in force with which the Attendee is not complying.

6.4 Attendees must not wear any clothing which may appear partisan or which may cause offence to others.

6.5 In the event of one or more of group being refused admission no refund will be given.

7 UNAUTHORISED TRADING, ADVERTISING, LEAFLETING AND OTHER COMMERCIAL OR PROMOTIONAL ACTIVITY INCLUDING CHARITY COLLECTIONS

7.1 Only those Attendees who have been given express prior permission by the Operator to trade, advertise, distribute leaflets, charity collect or conduct any other commercial or promotional activities on the Racecourse may do so.

7.2 Trading, advertising, leafleting and commercial or promotional activities by all other Attendees is strictly prohibited. This prohibition extends to and includes
a) Any unauthorised badge, Ticket or racecard sellers or hawkers; and
b) Any person directly or indirectly involved in the collation and/or distribution of any audio, visual, audio-visual coverage of or data relating to any race or fixture at the Racecourse or any other British racecourse which has not been expressly permitted in advance by the Operator.

7.3 We reserve the right to confiscate any equipment, stock or other materials in the possession of any Attendee whilst on the Racecourse who is, or whom we reasonably believe to be involved in unauthorised trade, advertising, leaflet distribution or other commercial or promotional activities.

7.4 We reserve the right to take such legal action (including where appropriate obtaining injunctive and other relief) against or in respect of any person or entity that is in breach of this Condition 7, who has in the past breached this Condition 7 (or any equivalent prior provision) or whom we reasonably believe will breach this Condition 7.

7.5 If any unauthorised advertising or other sponsorship, promotional or marketing material is distributed to Attendees outside the Racecourse (for example, items of clothing) we reserve the right to refuse entry to any Attendee in possession of such material and to confiscate such material from Attendees within the Racecourse.

8 BETTING

8.1 You shall not lay bets or otherwise conduct any betting or gaming business whilst on the Racecourse unless we give you written permission to do so.

8.2 You may place bets with those on-course bookmakers or other properly authorised betting businesses.

9 FOOD AND DRINK

9.1 Attendees shall not take any food, drink, glass bottles or glasses onto any part of the Racecourse unless this is specifically permitted by the Operator as set out in Annex A.

9.2 Attendees are permitted to bring picnics into the Racecourse which are to be consumed within the designated picnic area within the designated Enclosures as set out in Annex A.

9.3 Anyone with special dietary requirements is advised to contact the Racecourse beforehand to arrange a special dispensation on the ruling.

9.4 All bottles/cartons including soft drinks, where allowed must be sealed on entry to the premises. Unsealed bottles will be refused entry or swapped for a sealed bottle of water.

9.5 A reasonable amount of food for young children under 5 years of age and babies is permitted into any enclosure.

9.6 We encourage the use of picnic rugs but we do not allow Attendees to bring tables, chairs, gazebos or other items of furniture on to the Racecourse.

9.7 Barbecues are not permitted into the Racecourse.

10 USE OF CAMERA, VIDEO, COMPUTER AND TELECOMMUNICATIONS EQUIPMENT

YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CONDITION 10: Noncompliance with the following provisions will constitute a serious breach of these Conditions, as a result of which we shall have the right to cancel and withdraw any Ticket or other entitlements issued to you and eject you from the Racecourse. Use of cameras, video equipment, laptop and other computer equipment, mobile telephones and other telecommunications devices at the Racecourse is strictly controlled and limited. You are not permitted to make any commercial use of any audio/visual coverage, still images or data relating to racing at the Racecourse.

10.1 You shall not use any device or technology to capture, record, store, transmit or broadcast any data relating to any race, fixture or other race-related activity at the Racecourse, unless you are expressly permitted to do so by Condition 10.4.

10.2 In particular, you must not capture, record, store transmit (including live stream):

- a) Any pictures of horses preparing for a race – including pre-parade riding, Saddling boxes and Parade Ring;
- b) Any pictures of jockeys preparing for a race – including Weighing Room and Parade Ring;
- c) Any race (either at the Racecourse or any other Racecourse) – this includes either “live” or pictures from the on-course CCTV;
- d) Any data relating to any race (either at the Racecourse or any other Racecourse) – e.g. odds, Going, colours and colour changes, jockey changes, result;
- e) Any activities in integrity areas (i.e. areas with limited access to BHA Officials and designated staff at the Racecourse) – including Weighing Room, Judges Box, Stables and any area signed ‘officials only’; or
- f) Any artist or music performance.

10.3 The list in Condition 10.2 is indicative of the types of activity prohibited by Condition 10.1 but that list is not exhaustive.

10.4 You may use mobile devices and point-and-shoot or compact cameras to capture images for your own private and domestic use (but you shall not use professional level photography or filming equipment). The following rules apply:

- a) Photography on the racing surface is strictly forbidden;
- b) Flash photography is strictly forbidden; and
- c) You must not allow a third party to use such images for any commercial purpose and will notify the Operator immediately if you become aware of any unauthorised use of those images.

10.5 You agree that all copyright and other intellectual property rights in any unauthorised still, audio, visual, audio-visual coverage or other data shall be assigned to us on creation. If these Conditions are not sufficient to give effect to this assignment you will do all such things and execute all such documents as we may require to transfer ownership of those rights to the Operator.

10.6 Unless specifically permitted by these Conditions, you shall not use mobile telephones or any other communications device whilst on the Racecourse to communicate with anyone outside the Racecourse for the purpose of or in connection with any betting.

10.7 You may use mobile telephones or any other communications device whilst on the Racecourse to connect to the Racecourse Wi-Fi where it is made available that is generally made available to Attendees by the Operator, for the purpose of accessing, and making full use of, certain betting websites. The full list of betting websites that the Operator agrees to make available to

Attendees through the Racecourse Wi-Fi from time to time will be listed on the webpage that Attendees will be automatically directed to when connecting to the Wi-Fi.

10.8 We reserve the right to confiscate any camera, video equipment, mobile telephone, radio and any telecommunications or other device (including computer

similar equipment) and any media or device upon which any audio/visual content or data may be stored that is in your possession and delete any such content if we believe you have breached or are likely to breach this Condition 10.

10.9 Unless you are an accredited member of the media with permission sought through the Press Office before arrival, you are not allowed to use a 'professional' camera (i.e. one with a substantial detachable lens) on the Racecourse. Compact digital cameras and mobile phones however are acceptable photographic equipment and are acceptable to use on the Racecourse.

11 JOURNALISTS, PUBLISHING AND REPORTING

11.1 You are not permitted to report on, broadcast or otherwise write any article about a race or fixture at the Racecourse.

11.2 You will need to enter into a supplementary agreement with the Operator if you wish to undertake any press or associated activities at the Racecourse.

12 MEDIA COVERAGE AND RECORDING FOR PROMOTIONAL PURPOSES

12.1 All Attendees (which for the purpose of this Condition includes horses and Attendees with children) are reminded that many races and fixtures are given coverage on television, radio, in print and various other forms of media. By entering the Racecourse you accept (for yourself and on behalf of any horse or children in your care) that you/they may appear in such coverage which may also include printed or electronic material used for promotion of the Racecourse.

12.2 Accordingly, you shall have no right to object to, or demand any payment in respect of, you, your horse's or your children's inclusion in any such coverage whether produced by the Operator or by third parties authorised by the Operator.

12.3 Furthermore by entering the Racecourse you consent (for yourself and on behalf of any children in your care) to the passing of still or moving images of you/them to third parties authorised by the Operator for the purposes of the production of printed or electronic material to be used solely for the promotion of the Racecourse.

12.4 You acknowledge that, on request, you will give an additional consents or waivers required for the unrestricted lawful use of any coverage (if any) without request for payment or imposing any other conditions.

13 DOGS

13.1 Dogs are not permitted in any enclosure except for those required for disabled assistance.

13.2 Where dogs are permitted they must be kept on leads at all times and must not be allowed to foul anywhere on the Racecourse.

13.3 To the extent we are legally able to do so, we reserve the right, if necessary, to force entry into a car to release animals which may be suffering.
See Annex A for specific Racecourse rules on dogs.

14 LOSS, DAMAGE AND LIABILITY

14.1 Any property brought onto the Racecourse by an Attendee remains at all times at the entire risk of the Attendee. We will not be liable for any loss, injury or damage, howsoever caused, to any Attendee or their property ("Loss") except where and only to the extent that any such Loss is caused by our negligence or the negligence of our employees.

14.2 You must not leave any bags or other items of personal property unattended at any Racecourse or any other premises of the Operator. Any personal possessions or other items (including without limitation clothing, wallets and mobile telephones), which are found at any Racecourse or other premises of the Operator, shall be retained at the relevant location for a period of 30 days following their discovery. During this period You may collect any item which belongs to You from the relevant location upon reasonable proof of identification and ownership. If, upon the expiry of 30 days from the date of its discovery, any item that has not been collected by You, the Operator reserves the right to dispose of any such items as it sees fit without any further liability to You (not withstanding anything else in the Conditions). Where possible, any uncollected items will be donated to charity.

14.3 Attendees must accept that, by its very nature, attending race meetings is not without risk. Attendees must therefore remain vigilant and exercise a reasonable degree of caution and care for themselves and those around them at all times.

14.4 Subject to Conditions 14.4 and 14.5, we shall have no liability for any indirect or consequential loss, damage, costs or expenses, any loss of profits, loss of opportunity or loss of revenue whether foreseeable or not.

14.5 Nothing in these Conditions shall limit or exclude our liability in respect of death or personal injury caused by our own negligence or fraudulent act or omission or for any other liability which cannot by law be excluded or limited.

14.6 Nothing in these Conditions shall affect the statutory rights of any Attendee attending the Racecourse as a consumer.

14.7 You are responsible for any damage you cause (or a child in your care causes) to the Racecourse, any fixtures and fittings or goods or equipment owned by or in the possession of the Operator at the Racecourse and for any damage caused to the property of any other person or business present at the Racecourse.

14.8 Personal arrangements including travel, accommodation or hospitality relating to the event which have been arranged by you are at your own risk. We will not be liable to you for any loss of enjoyment or wasted expenditure.

14.9 Our maximum liability to you in connection with the event (including, but not limited to, for any cancellation, rescheduling or material change to the event) and the item you have purchased, howsoever caused, shall be limited to the greater of: (a) the price paid by you for the item, including any per item service charge and including any per order handling fee; or (b) £500.

15 PARKING

15.1 All vehicles parked or stored within the Racecourse and any land surrounding the Racecourse owned or controlled by the Operator, are parked at the owner's risk and the Operator accepts no responsibility for such vehicles.

15.2 All vehicles must be driven with utmost care whilst on the Racecourse and all vehicle drivers must comply with all instructions of staff and other officials at the Racecourse. Vehicles must only be driven along routes and parked in areas specifically designated by the Operator.

15.3 We reserve the right to require that any vehicle be moved, or to move any vehicle, if it is not parked in an area designated by the Operator or it is otherwise obstructing the smooth operation of the Racecourse or represents a safety hazard. See Annex A for specific Racecourse rules on Parking.

16 ABANDONED OR DELAYED RACING AND OTHER EVENTS AFFECTING RACING

16.1 Race fixtures and races may be abandoned at any time by the Operator or in accordance with directions from the British Horseracing Authority and any successor body, the police or other emergency services. Fixtures and races may also be delayed or abandoned in other circumstances beyond our reasonable control.

16.2 In the event of any fixture being abandoned the refund policy is as set out in Annex B.

16.3 In the event that a refund is due to an Attendee pursuant to the Operator's refund policy, refunds cannot be made on racedays (see Annex B).

16.4 Save as set out in these Conditions, we will have no further liability in relation to any abandoned or delayed racing.

16.5 We give no guarantee that any race or race meeting will take place; nor do we give any representation or warranty concerning the nature or quality of any race or meeting which may be held at the Racecourse.

16.6 Save as provided above, we shall not be liable to any Attendee if and to the extent that any failure or omission by us results from any event beyond our reasonable control such as, but not limited to, war, acts of terrorism, civil disturbance, any order or act of a governmental or regulatory body, fire, flood, severe adverse weather conditions, labour dispute, lock-out, disease, epidemic or other circumstances concerning the healthcare or well-being of humans and/or animals.

16.7 It is the responsibility of the Attendee to check whether a raceday has been cancelled or rescheduled and the date and time of any rescheduled race or raceday.

17 ANCILLARY EVENTS

17.1 In addition to races, other events (such as live music) may be scheduled to take place at the Racecourse on a raceday (an "Ancillary Event").

17.2 Attendees acknowledge that an Ancillary Event may be scheduled to take place outdoors and an Ancillary Event may be delayed, cancelled or re-scheduled at any time by the Operator due to circumstances beyond our reasonable control (including, without limitation, due to adverse weather conditions). Where reasonably necessary, the Operator reserves the right to make alterations to the published programme relating to the Ancillary Event.

17.3 In the event that any Ancillary Event is delayed, cancelled or re-scheduled, the refund policy as set out in Annex B shall apply.

17.4 In the event that a refund is due to an Attendee pursuant to the Operators refund policy, refunds cannot be made on racedays. To obtain a refund Attendees should send their Ticket with full address details, within 1 month of the date of the race meeting to the relevant Racecourse Office as set out in Annex E.

17.5 We give no guarantee that any Ancillary Event will take place. Where an Ancillary Event is cancelled or rescheduled, where practicable, we will take reasonable steps to notify you using the details you provided us with at the time of purchasing your Ticket. However:

- a) We do not guarantee that you will be informed of such cancellation or rescheduling before the date of the Ancillary Event; and
- b) It is the responsibility of the Attendee to check whether an Ancillary Event has been cancelled or rescheduled and the date and time of any rescheduled Ancillary Event.

17.6 Save as set out in these Conditions, we will have no further liability in relation to any cancelled, delayed or re-scheduled Ancillary Event.

18 PAYMENT TERMS

18.1 Ticket prices are inclusive of VAT. The Operator reserves the right to charge VAT (or any other applicable tax or levy) on any other services supplied including sponsorship and corporate hospitality.

18.2 We reserve the right to deny entry to any person who has not paid us in full for a Ticket, badge or any other form of entry (including hospitality and package).

19 EVACUATIONS

19.1 In the event of an emergency (bomb scare, fire hazard, etc.) all areas must be evacuated. Please listen to announcements over the public address system and via other communication systems.

19.2 Any emergency should be reported immediately to a member of staff at the Racecourse and/or the Racecourse Office.

20 ENFORCEMENT

20.1 No failure or delay to enforce our rights under these Conditions, should be construed as a waiver of the Operator's right to do so.

21 LAW

21.1 These Conditions shall be governed by the laws of England and Wales/Scotland.

21.2 In the event of a dispute relating to these Conditions, any contract we have with you or any other claim you may have against the Operator (including in negligence) the courts of England and Wales/Scotland shall have exclusive jurisdiction.

22 REWARDS4RACING

22.1 All customers of the Operator will, on purchasing a Ticket have the option to be enrolled in our loyalty programme, Rewards4Racing.

22.2 This will allow the Operators' customers to accumulate Reward Points by using their registered card when purchasing Tickets online or through the call centre with the Operator, as well as at a number of other high street and online retailers (full details are available at www.rewards4racing.com). We will only be able to add points to your Rewards4Racing account if your orders are paid for by credit/debit card.

22.3 Should a customer of the Operator wish to opt out of Rewards4Racing, they may do so at any time by emailing Rewards4Racing at admin@rewards4racing.com.

Full details of the Rewards4Racing loyalty programme and the benefits offered are available on the Rewards4Racing website. 22.4 Rewards4Racing is governed by its own set of Terms and Conditions which are available by visiting www.rewards4racing.com.

ANNEX A: RACECOURSE SPECIFIC CONDITIONS

1 AINTREE RACECOURSE, ORMSKIRK ROAD, AINTREE, LIVERPOOL, L9 5AS

1.1 Grand National Admissions (Supplementary to Condition 4)

In relation to The Grand National Festival, only two minors aged 17 and under will be permitted per one full-paying adult who is aged 18 and over. Please note that child Tickets for the Grand National meeting are capped to a maximum of 200 per day.

1.2 Dogs (Supplementary to Condition 13)

Dogs are permitted in any enclosure for any Non-Grand National Fixture and limited for the Grand National Festival to dogs that are required for disabled assistance only.

2 HAYDOCK RACECOURSE, NEWTON-LE-WILLOWS, WA12 OHQ

2.1 Food and Drink (Supplementary to Condition 9)

No alcoholic drinks are allowed trackside in the Premier Enclosure until racing has concluded.

3 MARKET RASEN RACECOURSE, MARKET RASEN, LN8 3EA

3.1 Raceday Admissions (Supplementary to Condition 4)

Each accompanying adult (over 18) should be responsible for no more than three children under 16 years of age.

3.2 Jockey Club Live Events

A limited amount of reduced priced children's Tickets will be available for children aged 5-17 when accompanied by a responsible adult of 18 or over. Children aged 4 and under are entitled to free admission and must be registered at time of booking. Each accompanying adult (over 18) should be responsible for no more than two children under 16 years of age. All Attendees, regardless of age, must have a valid Ticket and will be expected to show a valid form of identification if required.

3.3 Furniture (Supplementary to Condition 5)

Shooting sticks are permitted within both the County and Tattersalls Enclosures.

Garden furniture and picnics are permitted in the Lawn Enclosure. Alcohol is NOT permitted within any enclosure within the Racecourse. Furniture, picnics and alcohol are not permitted to be taken into the County, Tattersalls or Live Concert area on "Raceday" or "Jockey Club Live presents" Unless authorisation has been granted from the Racecourse executive.

Unbranded awnings, gazebos (maximum size 3m x 6m) or large fishing umbrellas may be used in the Lawn Enclosure, however they must be positioned well back from the running rail and secured appropriately. The Racecourse reserves the right to request these items to be taken down or refused entry should there be a safety threat, i.e. bad weather.

3.4 Food and Drink (Supplementary to Condition 9)

Food and drink (soft drinks only) is permitted to be brought in to The Lawn Enclosure only, alcohol is NOT permitted. Glass and metal will not be permitted into any enclosure including the Lawn Enclosure. You shall not take any food, drink, glass

bottles into other areas unless this is specifically permitted by the Operator.

Picnics are only permitted within the Lawn Enclosure and not within the County or Tattersalls Enclosure. BBQ's are permitted within the Lawn Enclosure only and must be disposable and raised off the ground.

4 NEWMARKET RACECOURSE, ROWLEY MILE, CAMBRIDGE ROAD, NEWMARKET, CB8 0TF

4.1 Raceday Admissions (Supplementary to Condition 4)

4.1.1. Standard Racedays Children under the age of 18 accompanied by a full paying adult will gain free admission. Unaccompanied young persons aged 16 or 17 years old will need to purchase a full adult Ticket to gain entry and must conduct themselves in an appropriate manner. Children under 16 are not permitted entry unless accompanied by a responsible adult (over 18). You are responsible for each child that you bring onto the Racecourse and should ensure each child complies with these Conditions. Each accompanying adult (over 18) should be responsible for no more than three children under 16 years of age. A barcoded Ticket will be required for any person under the age of 18, to permit free admission.

4.1.2. Newmarket Nights

Children's Tickets will not be available. Any persons under the age of 16 must be accompanied by a responsible adult of 18 and above. You are responsible for any Attendee under 16 that you bring onto the Racecourse and shall ensure they comply with these Conditions. All 16 and above need to purchase a full priced Ticket, any unaccompanied young persons aged 16 or 17 years old must conduct themselves in an appropriate manner. Each accompanying adult (over 18) should be responsible for no more than two children under 16 years of age. All Attendees regardless of age, must have a valid Ticket and will be expected to show a valid form of identification if required.

4.1.3. Summer Saturday Live

Reduced priced children's Tickets will be available for children aged 5-15 when accompanied by a responsible adult of 18 or over. Children aged 4 and under are entitled to free admission and must be registered at time of booking. All 16 and above need to purchase a full priced Ticket, any unaccompanied young persons aged 16 or 17 years old must conduct themselves in an appropriate manner. Each accompanying adult (over 18) should be responsible for no more than two children under 16 years of age. All Attendees regardless of age, must have a valid Ticket and will be expected to show a valid form of identification if required.

4.2 Furniture, Food and Drink (Supplementary to Conditions 5 and 9)

4.2.1. Garden furniture and picnics are permitted in the Garden Enclosure. Alcohol is permitted into the Garden Enclosure when accompanied with a substantial picnic (See Condition 9.2). Furniture, picnics and alcohol are not permitted to be taken into the Grandstand & Paddock or Premier Enclosure at any time including the live music performance.

4.2.2. Patrons are permitted to bring picnics into the Garden Enclosure only. Alcohol can only be brought in with a substantial picnic and it is limited to one bottle of wine

or champagne per person or 4 cans of beer, cider or pre-mixed aperitif. Spirits, fortified wines, Pimm's or similar will not be allowed onto the Racecourse. See Condition 5.4 for full list of items not permitted in the enclosure with a picnic.

4.2.3. Picnics are not allowed to be consumed anywhere in the Premier or Grandstand & Paddock Enclosures.

4.2.4. No alcoholic drinks are allowed trackside in the Premier Enclosure until racing has concluded.

4.2.5. Unbranded awnings, gazebos (maximum size 3m x 6m) or large fishing umbrellas may be used in the Garden Enclosure however they must be positioned well back from the running rail and tethered down securely. The Racecourse reserves the right to request these items to be taken down or refused entry should they a safety threat i.e. in bad weather.

4.3 Parking (Supplementary to Condition 15)

4.3.1. Unbranded awnings and/or gazebos are permitted to be used in the car parks however the area for use is limited to your car parking space. Unattended awnings or gazebos will be disposed of if they are deemed unsafe.

4.3.2. BBQ's are not permitted within the car parks.

4.3.3. Camping is not permitted on site including the Operator's car parking areas. This includes the use of tents, campervans, caravans or cars.

5 NOTTINGHAM RACECOURSE, COLWICK PARK, NOTTINGHAM, NG2 4BE

5.1 Raceday Admissions (Supplementary to Condition 4)

Children under the age of 18 accompanied by a full paying adult will gain free admission.

5.2 Nottingham Food and Drink (Supplementary to Condition 9)

5.2.1. Garden furniture and picnics are permitted in the Picnic lawn only. Soft drinks and juices are permitted, but alcohol is not permitted into the picnic lawn under any circumstances. Furniture, picnics and alcohol are not permitted to be taken into the Grandstand or Premier Enclosure at any time. See Condition 5.4 for full list of items not permitted in the enclosure with a picnic.

5.2.2.

Unbranded awnings, gazebos (maximum size 3m x 6m) or large fishing umbrellas may be used in the Picnic lawn area however they must be positioned well back from the running rail and tethered down securely. The Racecourse reserves the right to request these items to be taken down or refused entry should they a safety threat i.e. in bad weather.

5.3 Parking (Supplementary to Condition 15)

Unbranded awnings and/or gazebos are permitted to be used in the car parks however the area for use is limited to your car parking space. Unattended awnings or

gazebos will be disposed of if they are deemed unsafe. BBQ's are not permitted within the car park.

ANNEX B: ABANDONMENT POLICY & REFUND PROCEDURE

Racecourse Regulations and Notices

1 The Operator may abandon racing;-

1.1 Where so directed by the BHA, the police or emergency services or their respective servants or agents; or

1.2 In any emergency or other exceptional circumstances beyond the reasonable control of the Operator

1.3 In the event of racing being abandoned, only the face value of the Ticket will be refunded and the Operator will not be liable for any further loss of money or expenses incurred.

1.4 The Refund policy is only applicable to Tickets purchased from our authorised sellers.

1.5 Refunds on badges or Tickets purchased will only be paid in the following circumstances:

Standard Raceday

(a) Abandonment before completion of the first race: a full refund will be given

(b) Abandonment before completion of the third or feature race, whichever is later: a 50% refund will be given

(c) Abandonment thereafter: no refund will be given

Music/Concert and Racedays

In the event that any live music performance on the main stage is abandoned, the following policies will apply –

(a) Should Racing take place and :

a. The live music performance is abandoned or the performance lasts less than 20 minutes: an 90% Ticket refund will be applicable of the face value.

b. The live music performance is over 20 minutes and under 45 minutes: a 40% Ticket refund will be applicable of the face value.

c. The live music performance is 45 minutes or over: no refunds will be issued

(b) Should no racing take place and:

a. The live music performance is abandoned or the performance lasts less than 20 minutes: a 100% Ticket refund will be applicable of the face value

b. The live music performance is over 20 minutes and under 45 minutes: a 50% Ticket refund will be applicable to the face value

c. The live music performance is 45 minutes or over: a 10% Ticket refund will be applicable of the face value

In any event, should the line up of the band, group or Artist change or a member of the group or Artist does not attend then the Operator will not be liable for Ticket refunds, any loss of money and/or expenses incurred. **No refunds can be issued**

on the day. Where the Operator has agreed to a refund, in order to obtain this, Attendees should follow the procedure below:

- a. If Tickets, badges or car park labels were purchased in advance via the ticket hotline, the internet or by post, by Debit/Credit Card an automatic refund will be made to the original payment method.
- b. If Tickets, badges or car park labels were purchased in advance by any other means, or your card has expired for any reason, we will contact you regarding your refund.
- c. If Tickets, badges or car park labels were purchased on the raceday in order to obtain a refund Attendees should send their Ticket with full customer contact details within 28 days of the date of the race meeting to the relevant Racecourse office as set out in Annex E.
- d. A refund will then be processed and returned to the customer accordingly.
- e. Hospitality clients should contact us on the number set out in Annex E.
- f. Any queries should always be directed to the Operator in the first instance.

ANNEX C: ANNUAL MEMBERS OF ALL RACECOURSES – LIVE MUSIC

Events performances or racedays.

- a) Members of Racecourses holding Live Music Events will not receive any refund for any cancellation of live music
- b) If an event is cancelled, altered or postponed, the Operator will use reasonable endeavours to try to contact the Attendee as soon as possible to inform them.
- c) It is the Attendees' responsibility to check the website or onsite marketing regularly in the run up to an event to ascertain whether an event has been cancelled or rescheduled.
- d) The Operator shall not be in breach of the event Ticket agreement by virtue of any cancellation, alteration or postponement.
- e) The Operator may make alterations to events which are not material in nature and so no refunds will be given. A material change is a change which, in the Operator's reasonable opinion, significantly alters an event from its billing at the point of Ticket purchase.

ANNEX D: COVID-19 CODE OF CONDUCT

IMPORTANT: PLEASE READ THESE TERMS CAREFULLY BEFORE YOU ATTEND ANY JOCKEY CLUB RACECOURSE OR ENTER INTO ANY NEW CONTRACT WITH JCR. THESE TERMS TELL YOU ABOUT IMPORTANT INFORMATION AND TERMS THAT WILL APPLY DURING THE COVID 19 CRISIS. IF YOU HAVE ANY CONCERNS OR QUESTIONS, PLEASE CONTACT YOUR APPLICABLE RACECOURSE

Application

These Covid T&Cs shall apply to all events (whether racing related or not) that take place on any racecourse owned or operated by JCR after the Effective Date until further notice in writing from JCR.

Where you are a party to an existing JCR Contract entered into prior to the Effective Date, then these Covid Terms shall be treated by the parties as a variation to such JCR Contract.

If there is any inconsistency between any of these Covid T&Cs on the one hand and the terms of your JCR Contract(s) on the other then these Covid T&Cs shall prevail in preference to the terms of your JCR Contract. d. Unless explicitly varied by these Covid T&Cs, the terms of your JCR Contract(s) shall continue to apply in full.

Interpretation

In these Covid T&Cs references to the terms below shall have the following meaning:

“BHA” means the British Horseracing Authority. “Code of Conduct” means the Supplementary Conditions - COVID-19 Code of Conduct which supplements the Terms and Conditions of Entry to all JCR racecourses, the current version of which is appended to these Covid Terms, as amended by JCR from time to time. “Covid 19 Reason” means where the cancellation of a JCR Contract or abandonment of a race, race day or meeting is caused by any Legal Requirement or where JCR, in its absolute discretion, decides that the JCR Contract conference, event or race, race day or meeting either cannot be performed or run safely or is not economically viable. “Effective Date” means 22nd June 2020 “JCR Contract” means any contract whatsoever you may have with JCR that governs the supply to you by JCR after the Effective Date of any racecourse entry, facilities, catering or other services whatsoever at any JCR racecourse whether related to racing or otherwise including, without limitation, any of the following contracts: the “General Terms and Conditions of Entry” to each racecourse, entry tickets, boxholder contracts, annual membership agreements and any contract for the provision of hospitality or other conferences or events. “JCR” means Jockey Club Racecourses Limited (Company No: 02909409). “Legal Requirements” shall mean laws, regulatory requirements, government order or any actions, recommendations, guidance, announcements or restrictions whether made by a government body, authority, public health organisation or other similar official body including the British Horseracing Authority and Public Health England. “Long Term Contract” means any contract which entitles the contracting party as a minimum to entry into more than one race day or other multi day conference or event at a JCR racecourse.

“You”, “Your” means any person who is a party to a JCR Contract.

Supplemental Terms

Cancellation during Covid 19 crisis. JCR may, in its absolute discretion, end any JCR Contract at any time by writing to you (including by email or via our websites). JCR shall not be obliged to provide reasons for any such cancellation and save for providing a refund as set out below shall have no other liability or obligation whatsoever to you arising from any such cancellation.

Refund rights in event of cancellation by JCR where your JCR Contract is for a single day event. In the event that JCR cancels a JCR Contract in accordance with clause 3 (a) above in respect of a single day event only then:

It shall provide a refund of any amounts which you have already paid in respect of the applicable JCR Contract less any applicable deduction set out in clause

Where the cancellation has been caused by a Covid 19 Reason, then JCR reserves the right to deduct from any such refund an amount equal to what JCR decides, in its absolute discretion, is your reasonable share of any unavoidable costs that JCR has to pay in connection with your JCR Contract or the related event;

iii. you shall not be obliged to pay any further amounts in respect of the applicable JCR Contract.

Refund rights for Long Term Contracts where there is a cancellation of part of a conference or event or an abandonment of a race, race day or meeting by JCR.

JCR may, in its absolute discretion, cancel part of a conference or event or abandon any race, race day or race meeting at any time by writing to you (including by email). JCR shall not be obliged to provide reasons for any such cancellation or abandonment and, save for providing a refund as set out below, shall have no other liability or obligation whatsoever to you arising from any such cancellation or abandonment.

Where the cancellation of part of a conference or event or the abandonment of any horse race, racing day or meeting by JCR is caused by a Covid 19 Reason then if you are a party to a Long Term Contract JCR shall pay a refund to you in accordance with clause 3 (c)

iii. JCR shall, in its absolute discretion, determine the refund due under clause 3 (c) (ii) taking into account the relative value of the race days or part of the conference or event which has been cancelled or abandoned against the entire conference or event or, as applicable, all the race days available within the Long Term Contract and your reasonable share of any unavoidable costs that JCR has to pay in connection with the cancelled or abandoned event.

JCR's right to amend JCR Contracts. i. JCR may, in its absolute discretion, vary any space, facilities, the maximum allowed attendee numbers, any fees or charges or any other term specified in your JCR Contract to reflect changes in or to comply with any applicable Legal Requirements.

To the extent that any such variation shall cause an increase in the fees or charges payable under your JCR Contract (for example if a larger space is required to safely operate the event in accordance with the Legal Requirements) JCR will write to you to confirm this change ("Change Notice"). You may end this Agreement and request a refund of any fee or charges already paid by providing notice in writing to JCR within 7 days of the date of such Change Notice or if earlier by at least 5 days before the applicable event.

iii. JCR shall be entitled to deduct from any such refund an amount equal to what JCR decides, in its absolute discretion, is your reasonable share of any unavoidable

costs that JCR has to pay in connection with the cancellation of your JCR Contract or the related event.

IF YOU DO NOT END THE APPLICABLE JCR CONTRACT WITHIN THE TIME SPECIFIED IN CLAUSE 3 (d) (ii) THEN YOU SHALL BE DEEMED TO HAVE ACCEPTED THE CHANGES TO YOUR JCR CONTRACT (INCLUDING ANY INCREASED CHARGES) AS SET OUT IN THE CHANGE NOTICE.

Your rights as set out in this clause 3 (d) shall constitute your sole remedy arising from any variation of your JCR Contract in accordance with this clause and JCR shall have no further liability to you whatsoever arising from any such changes.

Customer's right to Cancel

- This clause sets out your right to, as applicable, cancel all or part of a JCR Contract in the event that JCR has not exercised any of its rights to cancel or abandon all or part of your JCR Contract. If JCR does exercise any cancellation or abandonment right then this clause shall not apply.
- If you or any other Critical Attendee (defined below) is unable to attend an event covered by your JCR Contract for a Valid Reason (defined below) then you shall be entitled by providing notice in writing to JCR (such notice to include reasonable evidence of the applicable Valid Reason) to elect to either:
- cancel the applicable JCR Contract which involves a single day event only (excluding Long Term Contracts) in full and receive a full refund;
- where your JCR Contract involves a single day event only and you wish it to continue without the applicable Critical Attendee, to vary the JCR Contract to reduce the number of attendees and receive a partial refund, calculated on a pro rata basis by comparing the number of attendees who are unable to attend the event for a Valid Reason by the total number of persons in the contracted party; or
- where your JCR Contract is a Long Term Contract, to vary that Long Term Contract by the removal of a day(s) and receive a partial refund which will be calculated by JCR, in its absolute discretion, taking into account the relative value of the race day or part of the conference or event which has been removed against the entire conference or event or, as applicable, all the race days available within the Long Term Contract; or
- instead of requesting a refund, move your booking to a later date or, where you are a party to a Long Term Contract, to vary that contract by replacing the day on which the Critical Attendee(s) cannot attend with an equivalent date in the future selected by JCR.
- JCR may request you to provide further evidence of any applicable Valid Reason and reserves the right to reject any election made under this clause 3 (e) if JCR believes, acting reasonably, that insufficient evidence of a Valid Reason has been provided.
- For the purpose of this clause:
- A "Critical Attendee" is either the party to the JCR Contract or, for Group Contracts, the person who is hosting the other attendees to the applicable event;
- A "Group Contract(s)" is any JCR Contract which provides for the entrance of more than one person to the applicable event.

- A “Valid Reason” means where you or another Critical Attendee either: a. is incapacitated with Covid 19; or b. have been told to shield or are self-isolating following applicable Legal Requirements.

Conditions of Entry.

- JCR reserves the right to impose such new conditions of entry into its racecourses as it, in its absolute discretion, considers necessary to comply with Legal Requirements, for example JCR may at its discretion undertake health screening prior to your attendance at any racecourse.
- JCR shall use all reasonable endeavours to inform you of these conditions in advance and reserves the right, without penalty or liability, to refuse entry or to eject you from any racecourse if these conditions are not complied with.
- Social distancing and other Legal Requirements. It is your responsibility to, and to procure that any Attendees that you have invited to any event at a JCR racecourse, act responsibly and in accordance with any Legal Requirements and the Code of Conduct. CR shall not be liable in any way for any illness or loss whatsoever arising from your failure to comply with this obligation.
- JCR reserves the right, in its absolute discretion and without penalty or liability, to deny entry to or eject from the racecourse any person breaching such Legal Requirements or the Code of Conduct.
- Your responsibilities. Everyone attending JCR’s racecourses has a duty to other event Attendees and JCR’s staff and contractors and it is your responsibility to ensure that you and, as applicable, your Attendees do not attend any event at any JCR racecourse if at the time of the applicable event you or any Attendee (or any member of your or their household or support bubble) are experiencing any Covid 19 symptoms as published by the government from time to time or have been told to self-isolate by the NHS test and trace programme or should not attend because of Legal Requirements
- Behind closed doors racing. JCR has the right to refuse entry to you at any event designated as “behind closed doors”, unless you have been officially accredited by JCR to attend that event.
- Restricted attendance numbers. JCR has the right to refuse entry to you at any event where a capacity limit has been set by Legal Requirements and may at its absolute discretion define who can attend that event, if you are denied entry refunds would be calculated as set out in 3 (a) and 3 (b) above.
- Restricted use of the racecourse facilities. JCR has the right to refuse entry to designated areas or facilities which are closed or where a capacity limit has been set by Legal Requirements or the Code of Conduct.

CONTACT

- If you have any questions about these Covid T&Cs please speak to your designated contact or email tandc@thejockeyclub.co.uk.

CODE OF CONDUCT.

SCOPE OF THIS CODE OF CONDUCT

The following Supplementary Conditions - COVID-19 Code of Conduct (this “Code of Conduct”) supplements the Terms and Conditions of Entry to the Racecourse, including any applicable Special Conditions (the “Entry Contract”).

This Code of Conduct should be read in conjunction with the Entry Contract. However, if any provision in this Code of Conduct conflicts with a provision in the Entry Contract, this Code of Conduct shall take precedence and shall modify the Entry Contract to the extent necessary to give effect to the relevant provision of this Code of Conduct.

Unless stated otherwise, any terms used in this Code of Conduct shall have the meanings given to them in the Entry Contract.

This Code of Conduct will be continuously updated in accordance with current Government guidance. Until further notice, all Attendees should review this Code of Conduct each time they attend the Racecourse.

COVID 19 CODE OF CONDUCT

It is important to us to protect the health and wellbeing of all racegoers. We ask you to come racing with us in that same spirit.

- As part of the latest government advice and to protect everyone’s health in light of the ongoing COVID 19 public health situation, we will require contact information and consent to our health code of conduct from everyone who visits our racecourses before they arrive, whether you’re a visitor, guest, official, member of stable staff or a participant everyone will need to provide consent in advance. If you are the lead organiser or booker for your day with us, your guests accompanying you must also individually and directly consent with us in advance of their arrival.
- This advance information will be used to plan for on the day operations at the racecourse and for track and trace or localised lockdown should it be required.
- We ask you not to come to the racecourse if you feel unwell or are displaying symptoms of Covid 19. Noncompliance would result in a risk to public health and as such, non-compliance means you will not be granted access to the racecourse.
- Data will only be held in accordance with applicable law and will be removed after 21 days if you do not opt in to remain in contact with us.
- For your own safety and that of your fellow racegoers, you must observe and consent to the following before entering our Racecourse:
 - It is against the law to attend in a party or gather as a group of more than 6.
 - You must not attend if you:
 - o have any Covid-19 symptoms (fever, cough, loss or changed sense of smell)
 - o receive a positive Covid-19 test result
 - o are required to self-isolate for travel or NHS contact and trace reasons

- Carry out your own personal health assessment and make sure that you are fit and well to attend, considering your own age, health status and clinical vulnerability.
- Check your travel arrangements are in place to travel to and from the racecourse you are visiting, refer to the latest guidance from public transport providers. We encourage spectators to walk or cycle to the event where possible.
- Know where your racecourse entry point is and, if an entry time is specified on your ticket, arrive in good time to go through all the necessary entry procedures (health questionnaire, identity validation, ticket check, bag search etc).
- Your temperature may be taken on entry.
- Ensure you maintain good hand hygiene at all times, use the hand sanitiser dispensers provided around the venue and avoid touching your face or any unnecessary surfaces.
- You must wear a face covering in all public covered areas, when not eating or drinking and especially when queueing, visiting toilets, walking along corridors etc.
- At all times and in all parts of the Racecourse, you must observe 2m social distancing or 1m+ with mitigation with people not from your household or support bubble. Avoid hugs, handshakes and any contact with people not in your household or support bubble.
- Avoid face to face contact with others, when moving past other spectators, turn your back if you need to pass others.
- Do not mix with other people not in your household or support bubble.
- Avoid shouting, singing or celebrating as this increases the transmission risk.
- Follow all signage and instructions of stewards, staff or officials at all times.
- Make sure all walkways, corridors and doorways etc are clear before you walk through and do not stand in gangways or circulation routes.
- Do not enter any area if there is insufficient space to socially distance.
- Do not try to access other areas of the racecourse that your ticket does not allow you entry to.
- Minimise the amount of time spent indoors.
- Observe respiratory etiquette and always cover your mouth if needing to cough or sneeze.
- All payments inside the venue are contactless.

ANNEX E: RACECOURSE OPERATORS' CONTACT DETAILS JOCKEY CLUB RACECOURSES; RACECOURSE OPERATORS.

- Aintree Racecourse, Ormskirk Road, Aintree, Liverpool, L9 5AS For tickets or membership, please call 0344 579 3001 For Hospitality, please call 0151 522 2911
- Carlisle Racecourse, Dundar Road, Carlisle, Cumbria, CA2 4TS For tickets or membership , please call 0344 579 3002 For Hospitality, please call 01228 554 700
- Exeter Racecourse, Kennford, Exeter, EX6 7XS For tickets or membership , please call 0344 579 3005 For Hospitality, please call 01392 832 599

- Epsom Downs Racecourse, Epsom Downs, Epsom, KT18 5LQ For tickets or membership , please call 0344 579 3004 For Hospitality, please call 01372 477 747
- Haydock Park Racecourse, Newton-le-Willows, WA12 OHQ For tickets or membership, please call 0344 579 3006 For Hospitality, please call 01942 402 624
- Huntingdon Racecourse, Thrapston Road, Brampton, Huntingdon, PE28 4NL For tickets or membership, please call 0344 579 3007 For Hospitality, please call 01480 453 373
- Kempton Park Racecourse, Staines Road East, Sunbury-on-Thames For tickets or membership, please call 0344 579 3008 For Hospitality, please call 01932 753 518
- Market Rasen Racecourse, Market Rasen, LN8 3EA For tickets or membership, please call 0344 579 3009 For Hospitality, please call 01673 843 434
- Newmarket Racecourse, Rowley Mile, Cambridge Road, Newmarket, CB8 0TF For tickets or membership, please call 0344 579 3010 For Hospitality, please call 01638 675 300
- Nottingham, Colwick Park, Nottingham, NG2 4BE For tickets or membership, please call 0344 579 3011 For Hospitality, please call 0115 958 0620
- Sandown Park, Portsmouth Road, Esher, Surrey, KT10 9AJ For tickets or membership, please call 0344 579 3012 For Hospitality, please call 01372 477 747
- Warwick Racecourse, Hampton Street, Warwick, Warwickshire, CV34 6HN UK For tickets or membership, please call 0344 579 3013 For Hospitality, please call 01926 405 560
- Wincanton Racecourse, Wincanton, Somerset, BA9 8BJ For tickets or membership, please call 0344 579 3014 For Hospitality, please call 01963 435 840