

TERMS & CONDITIONS

Data Protection Act

The Three Counties Agricultural Society is registered with The Data Protection Agency under the Data Protection Act 1998 and seeks to maintain and uphold good practice in accordance with the Act.

Opt-out Clause

You can use the Three Counties Agricultural Society website without providing us with any personal information. Apart from our online services, no details are mandatory, and should you choose not to provide them, the quality of the service will be unaffected.

Show Ticket Gift Vouchers

The Show Ticket Gift Voucher will be delivered by e-mail to the address provided – yours or the recipient's – as soon as the transaction is complete. The recipient can redeem the voucher for tickets to CountryTastic, RHS Malvern Spring Festival, Royal Three Counties Show and Malvern Autumn Show. The voucher can also be used to purchase extras such as show guides. Vouchers are valid for one year from the date of purchase. Vouchers are non-refundable and are not sold as specific to one particular show. In the event of a show cancellation or postponement unredeemed vouchers will not be refunded on this basis. These vouchers cannot be exchanged for products or merchandise, nor exchanged for cash or credited to a bank card.

Disabled Ticketing Policy

The Three Counties Agricultural Society does not wish to discriminate against visitors with disabilities, so the full admission rate will be charged. However, if a visitor has a full-time carer or attendant, a free ticket is available for them at the time of purchasing a standard price visitor ticket. This concession is available by:

Applying in advance, via our ticketing agency, Ticket Factory. Tel 0844 338 5400

Or

Paying on the gate, with appropriate documentary proof of need of carer.

Ticket Refunds Policy

If the event you have booked is cancelled, rescheduled or has changed location, you are entitled to a refund to the face value of the ticket.

If an event is rescheduled to another date, your tickets should be valid. If you cannot make the rescheduled date, then you are entitled to a full refund.

Otherwise, refunds are at the discretion of the Three Counties Agricultural Society. We will refund the face value of tickets only.

Refunds / Exchanges before a show:

When tickets have been ordered for the wrong day or event, or the customer can no longer make that particular day, the customer should contact our ticketing agency, Ticket Factory.

Refunds after a show:

There are no refunds after the show.

Exchanges after a show:

All tickets are non refundable and non exchangeable.

Lost or forgotten tickets:

When tickets have been lost, forgotten, or not yet arrived in the post, prior to the show; we will do our best to interrogate the ticketing system and find your order. Once we are assured your order is genuine and the tickets have not already been used, we will be able to allow you entry.

The layout of the showground makes it impractical to hold tickets at a central point for collection.

Group Bookings

Applicable for groups of 8 or more; please contact the dedicated group booking team at Ticket Factory.

0844 338 8002

groups@theticketfactory.com

External Sites

The Three Counties Agricultural Society has no moderation or control over content provided by external sites.

Web Browser

For optimal viewing, we recommend latest Chrome, Edge, Mozilla Firefox or Safari.

Copyright Information

The contents of this site remains:

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Privacy

As a user of the Three Counties Agricultural Society web site, we take your privacy very seriously. The following explains everything you need to know about the personal data that you supply and we hold, how we use the data, and how you stand legally on using information provided by you.

What do we collect?

The only data we collect is that provided by you on our Online Booking Forms. We do not use any hidden scripts to obtain information about you such as the browser or operating system you are using, or where you are connecting from. If at any time we need to know any other information, we guarantee to ask you first!

Site Tracking

We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the site to better meet the needs and visitors. This software does not enable us to capture any personally identifying information.

How do we use the data?

Online Box Office – We need to know your name, address and telephone details for advance ticket applications, so that your order can be actioned. On the booking forms, mandatory fields are marked with an asterisk (*). We ask for your email address and telephone number so we can contact you if needs arise.

Sharing your data

We do not share any data provided by you with anyone else. All data provided remains within the Three Counties Agricultural Society database, it is not accessible to anyone other than the Society.

Changing data you provide

If at any time you need to change the data you provide us with, you can contact us by email, telephone, fax or letter to correct the data you originally provided.