



## E-Ticket Terms & Conditions

E-Tickets are advance purchase open-dated vouchers available for our scheduled public tours and certain self-hire products. They are usually offered at a preferential rate with no minimum charge and are ideal for individuals and small groups. Please ensure that you have read these Terms & Conditions before making your online purchase. If you have any questions call us on 01223 359750 or email [enquiries@scudamores.com](mailto:enquiries@scudamores.com).

### 1. General Information

#### 1.1 Rates

All prices quoted on this website include VAT charged at the current rate, where applicable.

#### 1.2 Payment

We require full payment online to confirm your e-ticket and accept most major debit and credit cards, except China UnionPay and Diners Club.

#### 1.3 Currencies

You can choose to pay in GBP (£) or the equivalent in AUD (\$), CAD (\$), CHF (F), CNY (¥), DKK (kr), EUR (€), JPY (¥), NOK (kr), SEK (kr) or USD (\$). The non-GBP exchange rate is set by WorldPay and updated daily at midnight.

#### 1.4 Product Withdrawal

All e-tickets are subject to availability and we reserve the right to withdraw e-ticket products at any time without prior notice. Should we do so, holders of unexpired, unredeemed e-tickets will be offered the choice of either taking an alternative product of the same or greater value, or of receiving a full refund.

#### 1.5 Refunds

All refunds are at the discretion of the Scudamore's Management Team. Any agreed refunds occur in the purchase currency and at the same exchange rate of the original purchase.

#### 1.6 Disability Access

We are committed to overcoming the constraints of our historic riverside locations to ensure that the widest range of people can access our punt stations and enjoy the river. Please get in touch for more information and to discuss your specific requirements with us.

### 2. Using Your E-ticket

#### 2.1 Validity

E-tickets can be used from the time of purchase, are for a single use and can only be used during our standard opening hours. They are valid for 6 months from the date of purchase, after which they expire. They cannot be used once expired.

#### 2.2 Redemption

To redeem your e-ticket you need the unique e-ticket code on your Scudamore's confirmation email. You can either print out your e-ticket or present it to our staff on your mobile device. If you lose your code we can use your name and email address to find the code for you.

#### 2.3 Altering E-tickets

Please contact us if you would like to change your e-ticket from one product to another. We are not able to refund the difference should you change your e-ticket to a product of lower value.

#### 2.4 Cancelling E-tickets

Once purchased, we cannot refund e-tickets except in specific cases of product withdrawal (please see paragraph 1.7).