

# Terms & Conditions - Restaurant Packages

- Full prepayment is required for the restaurant packages, once payment has cleared we will post out tickets and car parking passes.
- Methods of payment :-
  - Credit Card - payment is required at least 5 working days prior to the raceday.
  - Cheque - payment is required at least 10 working days prior to the raceday. (Please make cheques payable to 'Windsor Racing Ltd')
  - BACS transfers are accepted and payment details are shown on all invoices.
- Payment for table only bookings is taken on the morning of the raceday before the start of the race meeting.
- Any item outside of the restaurant packages and table only bookings (e.g. drinks) is payable to the restaurant cashier on the raceday prior to departure.
- In the event of a no show on the raceday or cancellation within 10 working days prior, no refund will be issued.
- Club tickets and car parking passes are numbered and recorded on issue. Lost or forgotten tickets and car parking passes cannot be replaced free of charge on a raceday. However, in advance, if a photocopy or log of the ticket serial number is kept; lost or forgotten tickets may be able to be replaced. It is strongly recommended that a record of the serial number listed on each ticket is recorded upon receipt.
- Restaurant **dress code** is smart casual. Smart jeans (no rips, tears or fraying) are acceptable but please note, shorts, t-shirts, sports attire and trainers are not permitted and we do ask that men wear a collared shirt. The Racecourse reserves the right to refuse admission if our standards are not met.
- Racecards, which are included in the restaurant packages only, will be available from the restaurant manager on the raceday.
- All menu items are subject to availability, early arrival in the restaurant is recommended.
- No food or drink may be brought into the restaurant.
- Any personal items left in the restaurant are done so at the owners own risk.
- The Racecourse reserves the right to reallocate tables in the restaurant.
- Please ensure Club tickets are worn during the race meeting and are clearly displayed at all times to assist entry into the enclosure.
- Car parking passes must be displayed in vehicles throughout the race meeting; failure to do so will result in a charge being made.
- Pre-paid drinks are non-refundable and any that are not consumed on the raceday become the client's property.

- Laptop Computers - with the exception of authorized persons and in the interests of customer service, the use of laptop computers on the course is forbidden.
- Admission for dogs - no dogs are allowed on the racecourse with the exception of trained "assistance" dogs.
- The Racecourse reserves the right to refuse admission and to remove from the racecourse anyone who is, or appears to be, acting in an intoxicated, dangerous or threatening manner.

### **Abandonment Policy**

- If a race meeting is abandoned prior to the first race and NO food has been eaten, a full refund will be given. If food has been eaten then a full refund will only be given on admission value.
- If a race meeting is abandoned prior to the third race a 50% refund on admission value only will be given.
- If a race meeting is abandoned after the third race has been run, NO refund will be given.
- Please note, no refunds are issued on the raceday. To obtain a refund for abandonment please send in your ticket (with full contact details) within 28 days of the race meeting to: Royal Windsor Racecourse, Maidenhead Road, Windsor, Berkshire, SL4 5JJ.
- Any assistance you require or concerns should be brought to our attention immediately to a member of staff. We aim to give prompt assistance to you & respond promptly to any concerns you raise so that you continue to enjoy your day. Please note that we are not responsible for any matter of which you were aware & which you did not bring to our attention on your day.

**Customers are asked to ensure that all their guests are made aware of these Terms and Conditions to avoid disappointment on the day.**