

BERKSHIRE WINTER MILLION REFUND TERMS AND CONDITIONS

1. These terms and conditions (the “Terms and Conditions”) govern how Windsor Racing Limited (“ARC”) and Ascot Racecourse Limited (“Ascot”) (jointly referred as the “Parties”) process customer (the “Customer”) refunds in respect of tickets (the “Tickets”) issued for the Berkshire Winter Million races taking place at the Parties’ racecourses, Royal Windsor Racecourse and Royal Ascot Racecourse, respectively (jointly referred as the “Racecourses”), in 2025.
2. The Customer may purchase single, two-day passes or three-day passes for the racedays taking place on Friday 17 January 2025 and Sunday 19 January 2025 at Royal Windsor Racecourse (“ARC Fixtures”) and Saturday 18 January 2025 at Royal Ascot Racecourse (“Ascot Fixture”) (each a “Fixture”).
3. Once purchased, Tickets shall only be refunded or transferred in case of abandonment, as detailed below.

3.1 Single Ticket

If the Customer purchases a single Ticket for one Fixture and that Fixture is abandoned, the following terms shall apply:

- a. If the Customer purchased a Ticket for an ARC Fixture and that Fixture is abandoned, ARC’s standard refund policy, available [here](#), will apply;
- b. If the Customer purchased a Ticket for the Ascot Fixture and that Fixture is abandoned, Ascot’s standard refund policy, available [here](#), will apply.

3.2 Two-Day Passes

If the Customer purchases a two-day pass for the Ascot and Sunday Fixtures and one or more Fixtures is abandoned, the following terms shall apply:

- a. If the Customer purchased a two-day pass for Ascot and the Sunday Fixtures and only the Sunday Fixture is abandoned, ARC will offer a complimentary ticket to a 2025 fixture taking place at Royal Windsor Racecourse;
- b. If the Customer purchased a two-day pass for Ascot and the Sunday Fixtures Ticket and solely the Ascot Fixture is abandoned, Ascot will offer a complimentary ticket to Betfair Ascot Chase Raceday in February 2025;
- c. If all Fixtures are abandoned, a full refund will be issued by both ARC and Ascot.

3.3 Three-Day Passes

If the Customer purchases a three-day pass and one or more Fixtures is abandoned, the following terms shall apply:

- a. If one of the Friday or Sunday Fixture is abandoned, ARC will offer a complimentary ticket for a 2025 fixture;

- b. If the Friday and Ascot Fixtures are abandoned, ARC will offer a complimentary ticket for a 2025 fixture and Ascot will offer a complimentary ticket to Betfair Ascot Chase Raceday in February 2025;
 - c. If solely the Ascot Fixture is abandoned, Ascot will offer a complimentary ticket to Betfair Ascot Chase Raceday in February 2025;
 - d. If both ARC Fixtures are abandoned, but the Ascot Fixture is not abandoned, ARC will send the Customer an email offering two complimentary tickets to a 2025 fixture taking place at Royal Windsor Racecourse;
 - e. If the Ascot and Sunday Fixtures are abandoned, Ascot will offer a complimentary ticket to Betfair Ascot Chase Raceday in February 2025 and ARC will send the Customer an email offering a complimentary ticket to a 2025 fixture taking place at Royal Windsor Racecourse;
 - f. If all Fixtures are abandoned, a full refund will be issued by both ARC and Ascot.
4. In case of abandonment, both Parties shall communicate with the Customer as reasonably practicable to the email address provided when purchasing the Ticket.
 5. If ARC offers the Customer the option of a refund or credit, the Customer will have 30 days to reply to such email. If the Customer does not reply within that timeline, ARC will issue a non-refundable, non-exchangeable credit note.
 6. If a Party issues a refund, such refund will be processed to the same way of payment used by the Customer at checkout.
 7. In the event of an abandonment in case the Customer purchased a multi-day pass, Customers give permission for their data to be used by the corresponding Party for such Party to fulfil the refund policy above.
 8. These Terms and Conditions shall be governed by English Law and the Parties and Customer submit to the exclusive jurisdiction of the English courts.