

Hopetoun House Preservation Trust

Terms & Conditions for online ticket sales including refund policy

These terms and conditions apply to your purchase of entry tickets to Hopetoun House and Grounds via our website <https://hopetoun.co.uk/> By booking a ticket you agree to these Terms & Conditions.

Hopetoun House is owned and managed by Hopetoun House Preservation Trust, South Queensferry, EH30 9SL. Scottish Charity Reg No SC009760 and VAT No 271434667

Before buying tickets to visit Hopetoun House and Grounds you should be careful to select the correct type of ticket, date and time of your visit. This is important for your comfort and safety as we limit the number of guests on site each day. Therefore, tickets are valid for booked dates only.

Once purchased, tickets cannot be exchanged, refunded or returned.

All prices are correct at time of publishing but are subject to change without notice.

Prices are shown in British Pounds and include VAT where applicable.

Tickets may not be exchanged, transferred or resold for commercial gain.

Any tickets which have been altered or defaced will be void.

All children under the age of 16 must be accompanied by a ticket-holding adult.

Concession/Student, HHA, Art Fund and season ticket admissions must be supported with photo ID.

Please double check our opening times before you visit - we'd hate for you to have a wasted journey. This is really important as we may have to close unexpectedly. Unfortunately, this can be at short notice.

Some facilities or rooms on site may be closed without notice; this may be due to operational, technical or safety reasons and we reserve the right to make these changes as necessary.

Hopetoun House reserves the right to alter admission times or content due to circumstances beyond our control.

The booking reference is confirmation of acceptance of the booking; you must bring your ticket with you to show our staff.

We reserve the right to refuse admission, or to remove visitors whose behaviour is deemed, our staff, to be inappropriate.

Dogs are very welcome in the grounds of Hopetoun but must always be kept on a lead. We ask all owners to bring their own poop bags and clean up after their dog. Dogs are not permitted inside in the House or The Stables Kitchen.

You are welcome to take photographs outside the House and inside the House (without flash please) for non-commercial private use. However, the use of tri-pods and selfie sticks is not allowed in the House. Wedding photography is not permitted onsite unless your wedding has been hosted by us.

Drone filming is not permitted anywhere on site.

Our grounds are spread out over a large area of over 100 acres, so it's sensible to wear appropriate footwear. You are welcome to bring a picnic to enjoy in the grounds, but please note that barbeques are not permitted.

You are welcome to arrive on bicycle, but, once on site, bikes, scooters, skateboards etc are not allowed on the grounds, this is for the safety and comfort of other visitors.

Please be aware that there are some areas in and around Hopetoun House and grounds, which are not quite level and areas where visitors could fall (such as the ha ha around the front lawns). Instead of putting up signs to spoil your view or to restrict access to these areas, we want to keep things just as they were intended when the landscape was designed many years ago. This relies on our visitors being alert to these potential issues and particularly keeping young children nearby and safe.

We cannot accept any responsibility for any loss or damage to personal property brought to the site.

When you purchase tickets via our website, we collect only information that is necessary to process your order. This information may include, but is not limited to, details such as your name and address. We only retain such information to process any transactions you undertake with us and for internal administration. We will not use your personal information for marketing purposes, unless you give us permission to do so, and we never share your details with anyone else.

Bookings on our website are handled by VenposCloud (owned by Vennersys), a comprehensive e-commerce solution. VenposCloud adopts the look and feel of our website, offering a seamless online experience for our customers. Card payments on this site are made via Optomany, a third-party payment processor. Customers' card transactions are processed securely and are not passed on to us or Vennersys. We do not retain, store or have access to customer credit/debit card information.

Hopetoun House is committed to protecting your information and privacy. For further details please visit our privacy policy <https://hopetoun.co.uk/privacy-and-cookies/>

Additional information on Coronavirus measures

Please check the Government guidance before visiting on:

www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#exceptions
<https://www.gov.scot/coronavirus-covid-19/>

We continue to monitor the situation regarding Covid-19 and we will implement any changes advised by the Scottish Government. Meanwhile, the safety and comfort of our visitors and staff is very important and therefore we are taking the following measures:

- We encourage online ticket bookings so that we can gauge the number of guests on site each day
- We encourage guests to pay for any additional purchases on site by card instead of cash
- We have hand sanitizer and hand washing facilities available on site for all guests
- We encourage our staff and guests to continue to wear masks in any indoor areas of Hopetoun House
- Although physical distancing is no longer a requirement, we understand that some guests will be more cautious than others, therefore we encourage all guests and staff to keep a safe and polite distance from each other
- When you visit, you are kindly asked to observe information on signs, follow any one-way routes or queuing systems that may be in place and follow the advice of our staff.
- If you are showing any of the symptoms of coronavirus, or if you have been in contact with anyone that has the virus in the last 7 days, you must not visit.

Through the admissions and cleaning procedures we are putting in place, and with your co-operation, we should minimise the risk of Covid 19 transmission while you visit Hopetoun. However, as with anywhere that you might visit or shop in, we obviously cannot guarantee that anyone visiting or working here has not unknowingly been exposed to or is carrying the virus. By purchasing your tickets, you acknowledge that the Hopetoun House Preservation Trust cannot be held responsible should transmission of the virus to you be traced to a visit to Hopetoun.

Please contact the Hopetoun House on 0131 331 2451 for any enquiries