

## **Terms and Conditions**

When you purchase your ticket, you are accepting that these terms and conditions form the basis of any contract between RADEMON ESTATE DISTILLERY LIMITED (RED) and you. No contract exists between you and RED for the sale of any tickets until we have received and accepted your order and received payment in full. Once cleared funds are received, there is a binding contract between us.

Public Tours

### **1. Prices**

Prices are in Sterling and inclusive of any applicable taxes. The price of the ticket includes as detailed in the event description.

Prices displayed on the site are subject to change without notice. Once you have paid, we will not increase the price of your tickets.

We accept most major credit and debit cards in partnership with our payment gateway.

### **2. Online Security**

To ensure that your purchase is secure, your card details will be encrypted on a secure third-party server ticketing hub

### **3. Refunds & Cancellations**

We do not offer refunds.

Up to 72 hours before your tour start time - you can make up to two changes to your booking date by making contact with RED in writing or by phone. Any additional changes thereafter will need to be authorised by RED. Authorisation will be permitted at the discretion of RED however we reserve the right to charge an amendment fee due to the additional administration involved.

If you need to cancel within 72 hours of the tour start time, please contact us by emailing [EVENTS@SHORTCROSSGIN.COM](mailto:EVENTS@SHORTCROSSGIN.COM). In order to cancel after the 72 hour cancellation deadline, you will need to contact us. We can only rebook you if we resell your

ticket. If we can't resell your ticket, we will credit your Taste and Tour account with 50% of your ticket price if you contact us between 71hrs – 48hrs before your tour, 40% if over 24hrs and finally, if you need to cancel within 24 hours of your tour, 30% of your tour price.

#### **4. Late arrival or no shows**

We recommend you show up before the tour start time. The distillery bar will be open and if the weather is nice our outside terrace overlooking the Rademon Estate, We try to commence at our tours at the scheduled tour time. Although we are a working distillery located in the countryside so timings may be delayed, we thank you for your patience. Refunds will not be provided.

#### **5. Cancellation due to transport issues or illness.**

As stated above, we do not refund customers who do not show up on time for tours. This policy includes, but is not limited to, issues due to flight or train cancellations, delays, issues caused by traffic or congestion or illness. We realise it can be no one's fault

#### **6. Cancellation by RED**

Tours may have to be cancelled at short notice by RED in the event of an emergency or unavoidable circumstances. A full refund will be issued in this very unlikely event.

#### **7. Guests under 18 years old.**

All tickets purchased online must be for over 18 year olds and we reserve the right to request ID should our guide believe it to be necessary. Alcohol will not be served to anyone under 18 years of age.

If your party includes under 18 year olds please contact us on [hello@shortcrossgin.com](mailto:hello@shortcrossgin.com) and we will be happy to make the reservation for you.

#### **8. Limitation of Liability**

RED total liability for in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement shall be limited to the price paid for the ticket.

RED will not be liable for failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control including without limitation Internet and Communication outages, fire, flood, war or other force majeure.

Any Party affected by such an event shall inform the other Party of same and shall use all reasonable endeavours to comply with the terms and conditions as detailed. Refunds in this instance only will be decided at the discretion of management on a case by case basis.

## **9. Severance**

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

## **10. Changes to these terms**

From time to time, the terms and conditions may change at the discretion of RED

## **11. Privacy**

Videoring of the tour or any RED event is not permitted, except by prearranged written consent. Photography is permitted.