



York Racecourse Hospitality
Cancellation Policy, Terms & Conditions
 Hospitality Dining Packages
2018

1. Time Schedule for Refunds

The appropriate number of cancelled badges must be received at the York Racecourse office before 12 noon on or prior to the raceday in question before the appropriate refunds can be issued. We are unable to refund guests who do not attend by 12 noon on the raceday itself.

Race Meeting	Up to 21 days	20 – 15 days	14 – 8 days	7 – 0 days
Ebor, Voltigeur, Parade Ring, Dante, Winning Post Pavilion, Knavesmire Marquee or Roberto Pavilion	Full refund	75% refund	50% refund	Value of entrance badge
Weds 16 May	26 Apr	27 Apr – 2 May	3 May – 9 May	10 May – 16 May
Thurs 17 May	27 Apr	28 Apr – 3 May	4 May – 10 May	11 May – 17 May
Fri 18 May	28 Apr	29 Apr – 4 May	5 May – 11 May	12 May – 18 May
Sat 26 May	6 May	7 May – 12 May	13 May – 19 May	20 May – 26 May
Fri 15 June	26 May	27 May – 1 Jun	2 Jun - 8 Jun	9 Jun – 15 Jun
Sat 16 June	27 May	28 May – 2 Jun	3 Jun – 9 Jun	10 Jun – 16 Jun
Sat 30 June	10 June	11 Jun – 16 Jun	17 Jun – 23 Jun	24 Jun – 30 Jun
Fri 13 July	23 June	24 Jun – 29 Jun	30 Jun – 6 Jul	7 Jul – 13 Jul
Sat 14 July	24 June	25 Jun – 30 Jun	1 Jul – 7 Jul	8 Jul – 14 Jul
Fri 27 July	7 July	8 Jul – 13 Jul	14 Jul – 20 Jul	21 Jul – 27 Jul
Sat 28 July	8 July	9 Jul – 14 Jul	15 Jul – 21 Jul	22 Jul – 28 Jul
Weds 22 Aug	2 Aug	3 Aug – 8 Aug	9 Aug – 15 Aug	16 Aug – 22 Aug
Thurs 23 Aug	3 Aug	4 Aug – 9 Aug	10 Aug – 16 Aug	17 Aug – 23 Aug
Fri 24 Aug	4 Aug	5 Aug – 10 Aug	11 Aug – 17 Aug	18 Aug – 24 Aug
Sat 25 Aug	5 Aug	6 Aug – 11 Aug	12 Aug – 18 Aug	19 Aug – 25 Aug
Sun 9 Sept	20 Aug	21 Aug – 26 Aug	27 Aug – 2 Sep	3 Sep – 9 Sep
Fri 12 Oct	22 Sep	23 Sep – 28 Sep	29 Sep – 5 Oct	6 Oct – 12 Oct
Sat 13 Oct	23 Sep	24 Sep – 29 Sep	30 Sep – 6 Oct	7 Oct – 13 Oct

2. Replacement Badges

In the event that badges are lost, mislaid, left behind on the day or lost when posted on by you, these package badges/tickets can be replaced at raceday reception by completing the relevant form, stating your full contact and credit card details. If, following the raceday, you are then unable to return your original unused badges within 10 days of the race date including Saturday and Sunday's you will be charged for the replacement(s) at the daily County Stand entrance rate.

3. Abandonment

Your package price includes an insurance policy that will provide a full refund in the event that racing is abandoned before 10.30am on your chosen day. If racing is abandoned after that time, then the restaurant will be serving food and drinks as usual and no refund would apply for the restaurant elements. Please note that racegoers may be able to claim a refund equivalent to the cost of admission in line with the main racecourse and abandonment policy.

4. Dress Code

The private boxes are part of the County Stand experience and gentlemen are required to wear a jacket, collared shirt and tie. We suggest ladies suitable attire should be similar to attending a wedding. Please dress for a smart, formal atmosphere.

5. Booking & Payment

1. Receipt of your completed booking form or any similar correspondence such as email or letters will be confirmation of your agreement and understanding of the Terms and conditions.
2. YRH Racing co-ordinators will require your detailed requirements no later than 20 working days prior to the Race meeting.
3. YRH reserves the right to amend or substitute the menu content and price should circumstances demand.
4. Unless otherwise stated all prices are subject to VAT at the current rate.
5. We do not levy a service charge or gratuities, these are entirely at the client's discretion.

6. Contracted Numbers / Catering

1. Formal Seating: On booking we will advise as to the maximum number of guests that can be seated comfortably within your chosen facility. It is not always possible to increase numbers. Wherever possible we will provide the seating configuration requested.
2. Informal Seating: When booking a buffet, casual tables and chairs will be available but not seating for all guests, leaving adequate space for the buffet table.
3. YRH reserve the right to provide any alternative menu content for any late bookings.
4. YRH reserve the right to add a small supplement per head to any changes to our set menus.
5. YRH reserves the right to provide an alternative Box or Restaurant facility, should numbers be reduced or increased, or due to circumstances beyond our control.
6. YRH will endeavour to accommodate all pre notified dietary requests but cannot guarantee there will be no traces of nuts, seeds, eggs, gluten products, etcetera transferred during the preparation/finishing process.
7. Under no circumstances are clients permitted to consume food or drink which has not been purchased on the premises.

7. Loss or Damage to Property or Venues

1. You, our client, shall be responsible for the good behaviour of all persons attending the contracted event. YRH reserve the right to have any person causing nuisance or damage to the property removed.
2. YRH reserve the right to charge the contracted client/organisation for any damage to the premises or property. YRH will arrange for the relevant repairs and submit an account to you the client for repayment.
3. No fixings to the floors, ceilings or walls are permitted without prior approval from the York Racecourse Knavesmire LLP. Smoke or dry ice haze machines are not allowed on the premises
4. Linen – any linen found to be damaged / abused by the client will be charged at full replacement cost.
5. Flowers – Floral decoration is provided as a table dressing but remains the property of YRH. Any decorations taken away will be charged.

8. Audio Equipment/Entertainment

YRH can supply nominated sub-contractors for provision of audio visual equipment, alternative suppliers are permitted but they must supply a public liability and PAT test certificates.

9. Timings

Official event opening times are 11.15hrs, Ebor Festival 11.00hrs, Evening Meeting 16.00hrs and will close 2 hours after the last race.