



Donna Nook ticket purchase Terms & Conditions

To help us manage visitor capacity onsite during this COVID-19 pandemic, all visitors are required to pre-book a timed entry slot to visit Donna Nook. You must select a date and arrival slot for your visit. Tickets are sold online and are only valid for the date and time stated upon them.

Your ticket

After placing your order with us you will be sent a confirmation email from Eventbrite with a summary of your order. This will be your ticket. You must print off or display on a smart phone and present this confirmation when asked to by a staff member or volunteer.

Refunds

Once a booking has been made, cancellations or amendments cannot be made. All tickets are non-transferable and non-refundable.

You are only entitled to a refund if Donna Nook is closed by the Trust due to changes in Government guidance or if inclement weather makes the site unsafe. You are also entitled to a refund if you are self-isolating due to Covid-19 or if the area you're travelling from is in local lockdown. If this happens, you will need to request a refund either:

(a) through your Eventbrite account

or

(b) by contacting us directly, either through the "Contact the organiser" option on Eventbrite or emailing us directly at info@lincstrust.co.uk

Refund requests will only be accepted if the above statement occurs and if the refund request is made up to 5 days after the event has happened.

The request will be responded to within 5 working days. Please allow 7 working days once the refund request has been accepted for the refund to come through.

If a refund request is submitted and doesn't meet the criteria above, it will be declined.

Other Terms

Adults must accompany all children under the age of 16.

Visits to Donna Nook must not be made by anyone who is self-isolating, in a high-risk group, or who has symptoms of coronavirus or has been in contact with anyone with symptoms of coronavirus.

Eventbrite

You can read Eventbrite's full Terms of Service online [here](#).