

Leeds Castle Fireworks Spectacular

Terms and Conditions

By purchasing a ticket for and/or attending the Leeds Castle Fireworks Spectacular, you are agreeing to have accepted these terms and conditions. Purchase of any Ticket and/or attendance at the Event constitutes Your acceptance of these Terms and Conditions or Your acceptance on behalf of any person for whom You are purchasing Tickets. These terms and conditions should be read in accordance with, the terms and conditions of Leeds Castle that can be found at [https://www.leeds-castle.com](https://www.leeds-castle.com/) and the privacy policy that can be found at [https://www.leeds-castle.com/PrivacyPolicy.](https://www.leeds-castle.com/PrivacyPolicy) These Terms and Conditions are subject to change without notice and at Leeds Castle’s sole discretion. If you require clarification about a particular point please contact us by telephone on 01622 765400 (9am – 5.30pm) or by email [bookings@leeds-castle.co.uk](mailto:bookings@leeds-castle.co.uk)

Definitions:

Event: The Leeds Castle Fireworks Spectacular

Organiser or Leeds Castle: Leeds Castle Enterprises Ltd a company incorporated and registered in England and Wales with company number 01413563 whose registered office is at Leeds Castle, Maidstone, Kent, ME171PL.

Regulations: All current and future law, regulations, notices, governmental guidance or any order of any applicable governing body which affect the Organiser or You.

Terms: The terms and conditions in this document. Ticket: All ticket types that permit entry to the Event.

Ticket Holder: Person/s who purchased the Ticket for the Event.

Venue: Leeds Castle, Maidstone, Kent, ME17 1PL

You: The Ticket Holder and any person attending the Event and "Your" shall be read accordingly.

The Event

1. You need a valid ticket that must be produced to gain entry to the Event. To limit paper use your tickets can be scanned direct from your phone on arrival.
2. The Organiser reserves the right to refuse You entry to or eject You from the Event for any reason including, but not limited to if You refuse to comply with the Organiser’s security searches; for health and safety reasons; if Your Ticket is void; if You behave in a manner which does or is likely to affect the enjoyment of other persons at the Event; if You use threatening, abusive or insulting words or mannerisms; or if You breach these Terms.
3. It is a condition of entry to the Event that Leeds Castle may search You before You are granted entry to the Event. Leeds Castle reserves the right to conduct security searches; to look into your bag or to undertake a body search (pat down) upon entry. Refusal to either or both searches will result in admission being refused.
4. You shall not bring any item which Leeds Castle considers could be used as a weapon (including sharp or pointed objects such as knives); items with an open flame (e.g. candles, barbeques, gas/paraffin lamps; sky lanterns; camp fires; gas fires

etc.); fireworks (not including sparklers), laser pens and equipment, any illegal substances. Leeds Castle reserves to right to confiscate any item which may cause danger or disruption, be a health and safety risk, deemed unsuitable to be taken into the Event or is one of the items not permitted as detailed in these Terms and Conditions.

1. Anyone found in possession of illegal substances will be refused admission to, or be ejected from the Event and the Venue. Any items found that may be used in an illegal or offensive manner will be confiscated, regardless of whether or not the item itself is illegal. Refunds will not be due to those ejected from the Event.
2. The use of drones is strictly prohibited and attempts to fly them in or around the event area will result in loss thereof and possible prosecution.
3. Strobes, haze or smoke effects, pyrotechnics, lasers and other special effects may be used as part the Event. Please contact the Organiser if you have any concerns.
4. This is a standing event; no seating is provided or available at the Venue. You may bring your own seats to the Event.
5. There is an accessible viewing area at the Event, event stewards will show anyone wishing to use this space its location. If you have specific accessibility requirements, please contact the Organiser before your visit.
6. Disabled parking is available at the Venue for the Event, please ensure you show a blue badge to car parking attendants to ensure you are directed to accessible parking.
7. If You are registered disabled, You are entitled to a complimentary essential carers ticket. These are not available online and can be obtained only by emailing [enquiries@leeds-castle.co.uk.](mailto:enquiries@leeds-castle.co.uk) The Organiser may ask for proof of eligibility which could include, for example your DLA/PIP documentation, your Attendance Allowance documentation, the Access Card, or blue badge guide. The Organiser reserves the right to cancel an essential companion Ticket if they suspect the Ticket has been claimed fraudulently or without entitlement thereof.
8. There is no land train, mobility bus or other mobility assistance at the event. Some wheelchairs are available on site.
9. Bicycles shall not be allowed into the Venue.
10. Except for assistance dogs, animals shall not be allowed into the Venue.
11. No person under the age of 16 will be permitted to enter the Event unless accompanied by an appropriate adult. All persons regardless of age must be in possession of a valid Ticket to gain entry to the Event. Children aged 3 – 15 years of age inclusive require a child ticket. Children 2 and under are free but must have a ticket to gain entry to the Event, including babes in arms.
12. By attending the Event, you give Your express consent to Your actual or simulated likeness being included within any film, photograph, audio and/or audio-visual recording without payment or compensation to be exploited in any and all media for any purpose at any time. The copyright to which shall be owned by Leeds Castle and/or its partners. If You attend the Event with Your child and/or are the guardian for a child aged under 16 years old, You express consent on their behalf. If You are attending with somebody else’s child/ren aged under 16 years old, You will procure the consent of the child’s parent or legal guardian prior to attending the Event.
13. Access to specific areas within the Venue are subject to capacity constraints, Leeds Castle accepts no liability and will issue no refunds if you are unable to access an area due to that area being at maximum capacity. You may be required to queue so please arrive early to avoid disappointment.
14. If you wish to report or make known your thoughts about any Event-related issues at the Event itself, please do so to an identified member of the Event staff.
15. If you wish to report, comment on, or make known your thoughts about any Event- related issues prior to the Event, or wish to report, comment on, or make known your thoughts about any Event related issues after the Event, please do so in writing to [events@leeds-castle.co.uk.](mailto:events@leeds-castle.co.uk)

Tickets

1. Only customers holding a valid Ticket will be admitted to the Event. There are a limited number of Tickets available for the Event, and therefore purchase of Tickets is strictly subject to availability on a first come first served basis.
2. Tickets are non-refundable, transferrable and cannot be exchanged other than for the reasons set out in these terms and conditions.
3. Tickets are only valid for date specified on the Ticket.
4. Tickets may be dispatched to you electronically or by post (including secure, registered, recorded and regular post) or made available for collection at the venue box office.
5. You must retain the Ticket on Your person at all times during the Event as you may be asked to present this to gain access across the Venue.
6. Upon purchase, please check Tickets carefully as mistakes cannot always be rectified after purchase. Refunds will not be made on returned Tickets unless provided for under these Terms and Conditions.
7. Leeds Castle will not be responsible for any Ticket that is lost, stolen or destroyed. You are solely responsible for the safekeeping of Your Ticket. It is Your responsibility to notify Leeds Castle of any issues in this regard and no later than two working days before the Event (5.00pm on Thursday 6th November 2025). If duplicates are issued, a reasonable administration fee may be charged.
8. Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on You to use, alter, copy, or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.
9. Tickets are personal revocable licenses and shall at all times remain the property of Leeds Castle and subject to these Terms and Conditions. You may not re-sell or transfer a Ticket for commercial gain or otherwise. If a Ticket is re-sold, transferred, or advertised for profit or used for competitions, promotions or hospitality packages by anyone other than Leeds Castle or an authorised sub-agent, it will be made void without refund and You will be refused entry to, or ejected from, the Venue.

Event Schedule & Cancellations

1. Leeds Castle reserve the right to alter or vary the published Event programme. The Organiser is not obliged to offer refunds or exchanges due to any such changes.
2. All advertised times are approximate and subject to change. It is the Ticket Holder’s responsibility to check that the Event has not been cancelled or made the subject of a schedule alteration. Information on such matters will be made available by Leeds Castle as soon as reasonably practicable on the Event website, via social media and by contacting the Ticket Holder via the email address used for Ticket purchase. Please be advised that circumstances causing cancellation or schedule alterations can sometimes arise at late notice. Leeds Castle will not refund or meet the costs of any alternative travel or accommodation arrangements or be responsible for any loss of enjoyment or other indirect loss as a result of an Event not running to the advertised times.

Liability

1. You agree that Leeds Castle, its group companies, officers, employees, servants or agents will not be liable for any loss, injury or damage to any person (including Yourself) or property however caused (including by Leeds Castle or its group companies, officers, employees, servants or agents): (a) in any circumstances unless due to the negligence of Leeds Castle, its group companies, officers, employees, servants or agents; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury due to the negligence of Leeds Castle, its servants or agents); or (c) to the extent that any increase in any loss or damage results from the breach by You of any of these Terms and Conditions. The Organiser does not exclude or limit in anyway our liability to You where it would be unlawful to do so.
2. Leeds Castle will not be liable to You for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure (events beyond the control of Leeds Castle). For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond Leeds Castle’s control including, without limitation, an act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, royal mourning, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements and/or acts or regulations of national or local governments.
3. You agree that Leeds Castle shall not be liable to You for any indirect or consequential costs, claims, actual or alleged losses howsoever arising out of or in connection with the Event and/or the Organisers obligations hereunder including but not limited to, loss of profits, anticipated profits, savings, business or opportunity, or loss of publicity or loss of reputation, or opportunity to enhance reputation, or loss of contract or other economic or consequential loss arising from the performance(or any failure to perform) these Terms and Conditions.
4. Leeds Castle will not have any liability to You whatsoever for loss or expenses incurred in connection with the Event or any cancellation of the Event, including, without limitation, costs of any personal travel, accommodation or hospitality arrangements made relating to the Event or the cancellation or postponement of the Event.

Personal Data

1. The Organiser may collect and use the personal data of all persons attending the Event in order to enter into, administer and manage your visit(s) including managing and performing the underlying contract with you
2. Leeds Castle’s data protection policy can be found at [https://www.leeds-](https://www.leeds-castle.com/PrivacyPolicy) [castle.com/PrivacyPolicy](https://www.leeds-castle.com/PrivacyPolicy)

General

* 1. To the fullest extent permissible in law, Leeds Castle shall be entitled to assign all and any of its rights and obligations under these Terms and Conditions, provided that Your rights are not adversely affected.
  2. If any provision of these Terms and Conditions is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision(s) and remainder of these Terms and Conditions valid or enforceable.
  3. If Leeds Castle delays or fails to enforce any of these Terms and Conditions, it shall not mean that it has waived its right to do so.
  4. Any person, other than Leeds Castle who is not a party to these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.
  5. Nothing in these Terms and Conditions and no action taken by You or Leeds Castle under these Terms and Conditions shall create, or be deemed to create, a partnership, joint venture or establish a relationship of principal and agent or any other fiduciary relationship between You and Leeds Castle.
  6. These Terms and Conditions constitute the entire agreement between the parties in connection with the subject matter of these Terms and Conditions and supersede any previous terms and conditions, agreement or arrangement between You and Leeds Castle relating to the subject matter of these Terms and Conditions.
  7. Nothing in these Terms and Conditions shall purport to exclude liability for fraud or fraudulent misrepresentation.
  8. These Terms and Conditions shall be governed by the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.