

York Mansion House: Terms and Conditions

This page (together with any further pages referred to on it) defines the terms and conditions on which we enable you to make a booking for a place on any of our tours ('Tour') listed on our Website. Please read these terms and conditions carefully before booking any of our Tours. You should understand that by booking a place on any of our Tours, you agree to be bound by these terms and conditions.

Please understand that if you refuse to accept these terms and conditions, you will not be able to book a place on any of our Tours.

General

1. These terms and conditions govern the contract between us (York Mansion House) and you (the Customer), which shall be formed when full payment is received by us and a booking confirmation is sent to you.

Prices

2. The prices of our Tours are available on our Website. Prices listed are inclusive of VAT (if VAT is applicable) at the prevailing rate unless otherwise stated.
3. Prices for Tours are liable to change at any time, however except in cases of obvious error no change will be made to the price of a booking for which you have already paid and received a booking confirmation.

Cancellations and Refunds

4. In the event that you need to cancel or amend your booking for any reason, you must contact us by telephone on 01904 553660 / 553663 or by email at mansionhouse@york.gov.uk.
5. Where a request to cancel a booking is made up to 24 hours before the start time of a Tour, a full (100%) refund will be paid. Cancellations made less than 24 hours before the start of a Tour shall not be eligible for a refund.
6. All refunds will be processed by our external ticketing partner, Tyg, and repaid to the card details provided at the time of booking.
7. Subject to availability, you may request to transfer your booking to another date or time on the provision of not less than 24 hours' notice prior to the start time of the originally booked Tour. Where less than 24 hours' notice is provided, any request to transfer will be subject to the discretion of York Mansion House staff.
8. We reserve the right to cancel bookings made by you at any time, whether due to internal events or situations beyond our control. Wherever possible we will contact you no later than 48 hours in advance of the start time of your scheduled Tour to make arrangements to transfer your booking to another date or provide a full refund in accordance with clause 7 above.



9. In the event that we are not able to provide you with 48 hours' notice of cancellation by us, for example where a Force Majeure event occurs, we will provide you with as much notice as possible and, as above, arrangements will be made to agree an alternate date with you or provide a full refund.

Liability

10. No provision of these terms shall be taken to limit or exclude any liability of York Mansion House for:
 - a. death or personal injury caused by negligence;
 - b. fraud or fraudulent misrepresentation; or
 - c. any other matter in respect of which, as a matter of Law, liability cannot be excluded or limited.
11. When attending a Tour, all customers are required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings.
12. We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises.
13. Subject to clause 10 above, we do not accept any responsibility for accident, injury, or loss suffered while attending a Tour.

Attendance

14. In attending a Tour, you agree to abide by any restrictions or other policies notified to you on our Website, on display or otherwise brought to your attention at the Mansion House, or as may from time to time be imposed by the UK Government.
15. In the event that you fail to comply with any such restriction or policy, we reserve the right to refuse you access to the Mansion House and no refund shall be provided.

Force Majeure

16. Neither party shall be in breach of these terms nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control.

Publicity

17. We reserve the right to photograph or film our Tours, in whole or in part, for use in future publicity and marketing materials for the promotion of York Mansion House. If this applies to a Tour that you have booked, on your arrival at the Mansion House we will ask you to provide your consent to inclusion in any materials produced; if you do not consent, your image shall not be used in any such materials.

Privacy Policy

18. Our privacy policy sets out the ways in which we may use personal data collected from you and can be viewed online at <https://www.york.gov.uk/privacy/MansionHouse>.



Communications

19. When necessary to do so, we will contact you by e-mail or provide you with information by posting notices on our Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

Variations

20. We reserve the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and any other relevant operational changes.

Governing Law

21. These terms and any dispute or claim arising out of or in connection with them or their subject matter shall be governed by and construed in accordance with English law and the Customer hereby irrevocably submits to the jurisdiction of the English courts.

