



## Hospitality Bookings – Terms and Conditions 2026

### 1. Definitions and Interpretations

In these conditions these words have the following meaning:

“The Company”	Henley Festival Limited.
“The Contract”	Any contract under which the company provides hospitality packages to the client.
“The Client”	The individual firm, company or other party with whom the Company contracts.
“The Event”	The day or days of the Henley Festival in connection with which the Company is providing Hospitality Packages to the Client.
“Hospitality Packages”	The Hospitality Packages and any other related services at The Event supplied by the Company to the Client in accordance with the Contract.
“Supply”	Includes any supply of Hospitality Packages and other services under the terms of the Contract between the Company and the Client.
“Ticket Terms and Conditions of Sale”	The terms and conditions of sale issued by the Company in respect of the tickets gaining entry to the Event and the performance at Event which the Contract remains “subject to”.

### 2. Contract Terms

**HENLEY FESTIVAL LTD**  
Leander Club  
Henley-on-Thames  
Oxfordshire  
RG9 2LP

+44(0)1491 843 400 | [info@henley-festival.co.uk](mailto:info@henley-festival.co.uk) | [www.henley-festival.co.uk](http://www.henley-festival.co.uk)

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2.1 The Contract will come into existence once the Company has received the full payment paid by the Client and signed the Hospitality Terms and Conditions (Ts&Cs). The Company will not be under any obligation to the Client until the Contract comes into existence.

2.2 The Contract and the Client is also subject to the Ticket Terms and Conditions of Sale and unless otherwise agreed in writing by the Company these conditions will override any terms or conditions stipulated in or referred to by the Client in its order and Booking Form or in any pre-Contract negotiations or post-Contract correspondence or exchanges.

2.3 Any description or specification contained in the Company's brochures, catalogues, price lists or other advertising materials is intended merely to present a general picture of the Hospitality Packages and will not form a representation or be part of the Contract.

2.4 The Company reserves the right to correct any clerical or typographical errors made by its employees, agents, subcontractors or suppliers at any time and such error will not form part of the Contract.

2.5 The submission of a signed copy of the Ts&Cs by the Client shall be deemed as acceptance of these Terms and Conditions.

2.6 The Company reserves the right to terminate at its discretion the Contract and retain any deposit by serving 7 days' notice if the remaining amount due under the Contract and the issued invoice is not paid within 30 days of the date of the Contract and the invoice.

### **3 Prices**

3.1 All prices quoted are exclusive of VAT and any other duties, taxes or charges.

### **4 Payment**

4.1 The Company will invoice the Client for the full amount at the time their booking is accepted. Payment of the full amount invoice will be due in 14 days from the date of the invoice.

4.2 Tickets will not be issued, nor a contract come into existence until payment in full is received.

4.3 The Client will not be entitled to withhold payment of any invoices by reason of any alleged right of set off or any claim or dispute with the Company.

### **5. Privacy**

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5.1 By purchasing Tickets and accepting these, the Client acknowledges that their personal data will be processed by the Company in accordance with the Company Privacy Policy. The Client also acknowledges that their personal data will be processed by our Official Partners to arrange for Tickets to be dispatched, provide the Client with any goods or services that they may have ordered, and will include any such information as may be helpful to have in order to attend the Event.

#### 5.2 Company Privacy Policy summary (for Company Shows & Events)

a) When the Client purchases a Company Show or event ticket, the Company and where applicable its ticketing partner may use personal data to provide the goods or service the Client has purchased and the legal basis for this processing is the purchase contract the Client has entered into with us.

b) The Company will collect and use the following information about the Client:

Name, Address and postcode, Email address, Telephone number, Bank and/or credit card details, Membership number (if applicable)

c) The Company will also create information about the Client that becomes its personal data such as; visits to Company Shows and events to obtain potential indicators of your Show or event interests. The Company will retain only name, address, email address, phone number and show ticket purchases for up to two years.

Where the Client has bought Show or event tickets, the Company may rely on its legitimate interest to communicate about other Company Shows or events or offers that may be of interest, this may be via postal or email communication.

The Client can unsubscribe to emails by clicking on 'unsubscribe' in our email. The Client can also decide how to hear from the Company at any time by going to the website or contacting our team on 01491 843400 or by emailing [info@henley-festival.co.uk](mailto:info@henley-festival.co.uk)

The Client can also object to the way we process the data or exercise its rights under Data Protection by contacting the HFT Data Protection Officer at – [dataofficer@henley-festival.co.uk](mailto:dataofficer@henley-festival.co.uk).

#### 5.3

- a) The Company reserves the right to choose to accept or reject the Clients application for hospitality in the case of an application being rejected in whole or in part the Client will be notified as soon as reasonably practicable. The Company's failure to notify the Client of the rejection of an application in whole or in part does not mean that the application has been accepted.
- b) The Company shall not be responsible for any fees or charges levied by the Client's bank or payment card provider.
- c) The Company will make every reasonable effort to ensure that the services are in accordance with the details set out in the booking form or on the Company's website or in any marketing materials but the Company reserves the right in its sole discretion to make any changes to the services which do not reasonably or materially affect the quality of the services. The Client will not hinder or delay or otherwise prevent the performance of the services by the Company and the Client will provide the Company with all reasonable assistance and cooperation for the Company to perform its obligations under the Terms and Conditions relating to the Festival.
- d) If the Client becomes aware that incorrect or insufficient information has been provided to the Company the Client will provide the Company with corrected and/or additional information without delay.

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- e) The Client will pay the cost of clearing up any unreasonable debris resulting from its actions and will not damage or deface any of the premises in any manner whatsoever.
- f) Where the number of guests that attend the Festival is less than the number of guests specified in the initial booking by the Client the Client will be required to pay for the number of guests specified in such initial booking.
- g) The Company's prior written approval is required to increase the number of guests which form part of any booking as there may be restrictions on the number of guests that can be accommodated. If subject to the Client obtaining such approval from the Company the number of guests that attend the event is greater than the number of guests specified in the initial booking by the Client then the Client will pay for the actual number of guests agreed with the Company.
- h) The Client will fully indemnify the Company for any loss or damage to property at the event suffered or incurred by the Company and any loss or liability arising from any claim made against or incurred or paid by the Company arising from or caused by the Client's acts or omissions.

## 6 Cancellation

6.1 In addition to Clause 2.6 the Company may cancel the contract for any other reason.

6.2 The Client may not cancel this Contract and Hospitality Packages are not refundable.

## 7 Liability

7.1 The Company will not be liable for any loss or damage whatsoever if:

- a) the Event is cancelled
- b) scheduled participants and/or performers in the Event are changed
- c) the time, date or venue of the Event is changed
- d) the Company is unable to provide the Hospitality Packages due to circumstances beyond its reasonable control.

7.2 Where the Company contracts with third parties in order to provide some or part of the Hospitality Packages the Company will not have any liability in respect of any direct or consequential loss or damage arising out of or in connection with the provision of some or part of the Hospitality Packages by such third parties.

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7.3 The Company will have no liability at all in respect of the Hospitality Packages which are the subject of the Contract to any individual firm, company or other person other than the Client.

7.4 Any liability of the Company to the Client arising out of any breach of the Contract and/or the Company's negligence will be limited to the price of the Hospitality Packages. The Company shall have no further or other liability in respect of direct or consequential loss or damage sustained by the Client. This clause is without prejudice to any liability of the Company for death or personal injury arising out of the negligence and wilful default of the Company, its services, employees, agents or subcontractors.

7.5 The Client shall indemnify the Company against all costs, expenses, actions, claims and demands made or alleged by any person, firm, company or other party resulting from any action, omission or representation by the Client or any breach of their conditions by the Client.

## 8 Variation of Arrangements

8.1 Where the Event is cancelled or the date or the venue of the Event is changed the Company will use its reasonable endeavours to offer the Client an acceptable alternative Event date, event or venue as the case may be.

8.2 Subject to Clause 8.1 Hospitality Packages are not refundable where the Event is cancelled or rescheduled.

## 9 Assignment

9.1 The Client shall not be entitled to assign, transfer or part with the benefit of the contract in the Hospitality Packages supplied under the contract without the consent of the Company which if not forthcoming shall only use the Hospitality Packages for its own benefit and for its invitees who shall not under any circumstances have been charged by the Client or paid by the Client for attending the event.

9.2 Where the Client is recognised as an Agent by the Company, the Company consents to the Client assigning, transferring or parting with the benefit of the contract to their clients.

## 10 General

10.1 These conditions in the Contract are governed by English Law and fall party to the Contract agreeing to submit to the non-exclusive jurisdiction of the Courts of England and Wales.

10.2 The headings in these conditions are inserted for convenience only, they are not to affect their interpretational construction. The Parties will submit to the jurisdiction of the English Courts.

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10.3 If any provision of these conditions becomes illegal or void for any reason the validity of the remaining provisions shall not be affected.

10.4 Failure by the Company to enforce strict compliance with these conditions by the Client will not constitute a waiver of the Company's rights under any of the conditions.

10.5 Your Hospitality Packages and Event information will be dispatched as soon as possible before the Event providing full payment has been received.

10.6 All accounts or services provided at the Event which are not covered by the Hospitality Package are due for payment at the time.

10.7 The Company has no responsibility for any property or personal effects left at the Event.

10.8 If Hospitality Packages are to be posted to the Client rather than collected by the Client, then risk in the Hospitality Packages shall pass to the Client upon the items being posted to the address given by the Client. The Company shall not be liable for any loss, damage or cost arising by non-delivery and reserve the right to let in an additional charge for issuing replacement Hospitality Packages for those lost whether in the post or otherwise.

10.9 Challenge 25 – Anyone who appears under the age of 25 must produce ID or a proof of age card to receive an Adult Wristband. If they are unable to produce ID, an Under 18 wristband will be issued. If you hold an Adult ticket but cannot satisfy proof of age, you will receive an Under 18 wristband and replacement ticket. Both types of wristband grant entry to the Festival.

Suitable forms of ID that are acceptable include:

Passport or photo card driving licence issued in any EU country (provisional driving licenses are also acceptable).

Duly authorised for and on behalf of - Company Name:

Signed:

Date:

Name in Capitals:

Position:

Duly authorised for and on behalf of Henley Festival Trust

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Signed:

Date:

Name in Capitals: JO BAUSOR

Position: CEO

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