

### **Customer Abandonment Policy – March 2021**

1. If the race meeting is abandoned before the day, then all pre-booked e-ticket-orders will be refunded in full (except the booking fee). Any refunds will be credited back onto the credit/debit card used to purchase the tickets as soon as possible.
2. If the race meeting is abandoned before the first race has been run, any abandonment tickets issued will allow admittance into a subsequent race meeting (s) as designated by Beverley Race Company Ltd. At our discretion, we will make a full refund of admission charges.
3. If the race meeting is abandoned after the first race has been run, no refunds will be made in respect of admission charges or will any abandonment tickets be issued.
4. When abandonment tickets have been issued before the first race has been run, each physical ticket would need to be exchanged on arrival to gain admittance at the subsequent designated race meetings and will only be admitted on the like for like to the same enclosure.
5. If a race meeting is abandoned because of Covid-19 restrictions, all pre-booked tickets will be entitled to a full refund.
6. If a ticketholder is subsequently unable to attend a race meeting due to having to self isolate or having tested positive for Covid-19, a full refund will be issued on that ticket. Beverley Race Company reserves the right to ask for proof of events.