

Standard Terms & Conditions of Sale

All bookings made using this Voucher are subject to Lee Valley Regional Park Authority's (the "Authority") Standard Terms and Conditions of Sale as amended and updated from time to time (the "Standard Terms and Conditions of Sale"). The Standard Terms and Conditions of Sale can be found by visiting www.visitleevalley.org.uk/tandcs or by contacting the activity centre specified on this Voucher. By purchasing and presenting this voucher the purchaser and or the recipient of this voucher agree to be bound by these Terms and Conditions.

Conditions of Use

1. This Voucher is issued by the Authority to the person named on this Voucher (the "Recipient"). The Recipient is entitled to book the activity specified on this Voucher only subject to availability and the Standard Terms and Conditions of Sale referred to above. The Standard Terms and Conditions of Sale which apply in respect of the use of this Voucher are those in force as at the time the relevant activity is booked.
2. The Recipient of this Voucher must present this Voucher to the Authority's staff on the day of the booked activity. The Recipient shall be refused participation in the booked activity if the Recipient is unable to produce the original Voucher to the Authority's staff.
3. The Authority reserves the right to reject this Voucher and refuse entry to the Authority's premises if the Authority's staff reasonably believe that the expiry date or any part of this Voucher has been altered or the Voucher has been obtained by way of theft or deception.
4. This Voucher may only be used by the Recipient.
5. This Voucher is valid until the expiry date stated on this Voucher and subject to any closures for annual winter breaks or maintenance whether routine or not. The purchaser and the Recipient may check the Authority's website or contact the Authority for details of any scheduled closures. The Authority may in circumstances where it is reasonable to do so extend the validity period of this Voucher. Any such decision will be on a case by case basis and be at the sole discretion of the Authority.
6. This Voucher is only valid for the activity specified on this Voucher. A Recipient choosing to use a Voucher for an activity where off-peak, concessionary or promotional rates are available will not be entitled to receive any price difference or deduction.
7. This Voucher remains the property of the Authority and has no cash value. This Voucher cannot be sold, exchanged, transferred and is not redeemable for cash and is non-refundable, except as set out below.
8. The Authority accepts no responsibility for any damage, theft or loss of this voucher. The Authority is unable to replace or reimburse the value of this Voucher if it is lost, stolen or damaged – please look after it carefully.
9. In accordance with clause 12 of the Standard Terms and Conditions of Sale, the purchaser of this Voucher has the legal right to cancel this purchase and receive a full refund at any time until the date which is 14 days after the date on which this Voucher is received provided that the Recipient has not booked a date for the activity specified on this Voucher within such time period. By accepting these Conditions of Use, the purchaser agrees to waive their right to a full refund if the Recipient books a date for the activity specified on this Voucher within such time period. Once an activity has been booked, the cancellation and rescheduling terms set out in the Standard Terms and Conditions of Sale will apply. Any booking rescheduled must take place within the validity period of this Voucher.
10. This Voucher cannot be used in conjunction with any other offer.

11. The Authority reserves the right to at any time and from time to time to amend these Conditions of Use without further or prior notice. Where the Conditions of Use are amended after the purchaser has completed their purchase of this Voucher, the Conditions of Use in force at the time the purchase is completed shall continue to apply to this Voucher.
12. The decision of the Authority in all matters under its control is final and binding and no correspondence will be entered into.
13. The Authority shall not be held responsible for failure to meet its obligations under these Conditions of Use when any failure is brought about due to some cause beyond its reasonable control. Examples of this might include, but not limited to acts of God, trade disputes, governmental intervention, fire, floods, acts of terrorism and disruption to computer and IT infrastructure.
14. The Authority shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, terrorist attack, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure.
15. If any of these Conditions of Use are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.
16. These Conditions of Use, and any dispute or claim arising out of or in connection with them, shall be governed by and construed in accordance with English Law.