



Exbury
GARDENS
& Steam Railway

TERMS AND CONDITIONS

- Tickets purchased online must be presented to staff upon entry, either on paper or on a mobile device. Tickets will be scanned and, therefore, details must be clearly visible.
- Our Steam Railway will reopen on 12th April 2021 (subject to government guidelines). Tickets are available online, or upon arrival on a first come, first served basis.
- Replacement membership cards may be subject to an administration charge.
- Tickets are non-transferable, non-extendable and only valid for the date stated on the ticket.
- Gift Vouchers are valid for 12 months from the date of purchase.
- All online payments are made securely through Worldpay.
- We reserve the right to close the gardens in extreme weather conditions without prior notice. This includes high winds, snow and ice.
- Our office can be contacted 7 days a week during our opening season on 02380 891203 or by emailing info@exbury.co.uk.
- All visitors must pre-book their tickets online, choosing one of the timed entry slots between 10am-4pm. Visitors should arrive at the booked time to access the gardens as safely and as quickly as possible.
- Visitors are asked to maintain 2-metre social distancing guidelines at all times. Please note that there are one-way systems in place in some areas of the gardens. Entry and exit routes have been adjusted for safety. Please look out for signs to ensure you adhere to these changes.
- Toilets are monitored and cleaned regularly, and a one-way system is in place for the gents' toilets at the Visitor Entrance and alternate cubicles and urinals are cordoned off in all open toilets to allow for social distancing.
- Sanitising stations are available to use outside the Visitor Entrance, by the exit and outside the toilets. We ask that visitors use these at all opportunities as well as regularly washing their hands.



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- Children under 15 must be accompanied by an adult.
- Guided buggy tours will not be operating for the time being.
- Bikes, balls and all other outdoor toys are not permitted in the gardens.
- We will be assessing First Aid callouts on a case-by-case basis looking for opportunities to treat without contact (e.g. providing parents with plasters and cleansing wipes and asking them to treat minor cuts and grazes on their children).
- The Five Arrows Gallery and Gift Shop are currently closed. The Gallery is expected to reopen on 12th April 2021 (subject to government guidelines), at which time a selection of Gift Shop stock will be available to purchase from the Garden Entrance.
- Whilst Exbury Gardens Ltd has taken all reasonable care to follow government COVID-19 safety guidelines, visitors enter at their own risk.
- The use of drones or UAVs (unmanned aerial vehicles) is not permitted on or over Exbury Gardens or the Exbury Estate.
- Disposable barbecues are not permitted at Exbury Gardens, as they pose a considerable fire risk and are likely to negatively affect the longevity, beauty and atmosphere of our gardens. The same also applies for any other portable cooking device such as camping rings.