



## 2026 Chestnut Tree House Open Gardens

### Terms & Conditions

#### 1. General

Entry to the Chestnut Tree House Open Gardens event constitutes acceptance of these Terms and Conditions. The event is organised by Chestnut Tree House to raise funds in support of vital hospice care.

#### 2. Tickets / Entry

- Please arrive at your allotted time. Entry outside of these times may not be permitted due to capacity.
- Tickets are non-refundable except in the event of cancellation by the hospice.
- Entry is valid only on the advertised event date(s) and times.

#### 3. Safety and Access

- Visitors enter gardens at their own risk. Please be mindful of areas such as the pond.
- Children must be supervised at all times especially in the car park and areas such as the playground and by the pond.
- Visitors must follow any safety signage and steward instructions.

## 4. Accessibility

- Not all gardens will be wheelchair accessible due to terrain.
- Accessibility information will be provided where possible, but visitors attend at their own discretion.

## 5. Dogs

- Strictly no dogs are permitted onsite unless for assistance requirements with previous permission.
- Assistance dogs must be kept on a lead at all times and owners must clean up after them.

## 6. Toilets and Facilities

- Toilet facilities are available onsite.
- Food and light refreshments will be available to purchase.
- Outside food will not be permitted.
- Please be aware that Chestnut Tree House is strictly a nut free site.

## 7. Photography

- There will be photography and/or videography at this event. If you do not wish your image to be taken, please let us know when you arrive. Photos/videos/comments may be shared on our social media channels. Southern Hospice Group may also use these to promote future events online and in print materials. If you want to withdraw your consent from any media, please contact:  
[mediaconsents@southernhospicegroup.org.uk](mailto:mediaconsents@southernhospicegroup.org.uk)

## 8. Weather

- The event will go ahead in most weather conditions.
- In extreme weather, the hospice reserves the right to close gardens or cancel the event for safety reasons.
- Updates will be provided via the hospice website and social media.
- Refunds will not be issued in the case of force majeure.

## 9. Parking

- Visitors park at their own risk and must park considerately and legally.

## 10. Conduct

- Visitors must respect that the gardens are private property.
- Please do not pick plants, use garden equipment or use garden furniture which is outside of the designated areas.
- Please keep to the paths and strictly do not enter restricted areas.
- Anyone behaving in a way that may cause damage, distress, or risk may be asked to leave.
- Please be aware that some areas are dedicated *in-memory* areas and are highly sensitive. Please stick to the paths here, no running and strictly no moving the *in-memory* stones.

## 11. Fundraising and Donations

- Entry fees and donations are non-refundable and go directly to support Chestnut Tree House.

## 12. Liability

- Chestnut Tree House is not responsible for loss or damage to personal property.