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Event terms and conditions

Meanings and introduction

1. The Royal Horticultural Society (the "RHS", "we", "us" or "our") and our authorised agents and distributors (the "Official Partners") sell, allocate and issue tickets for events (the "Tickets") at RHS Flower Show Cardiff, RHS Chelsea Flower Show, RHS Chatsworth Flower Show, RHS Hampton Court Palace Flower Show and RHS Flower Show Tatton Park (the "Venue") only upon the Event terms and conditions and Showground Regulations (together the "Terms") published by us from time to time. By buying or being issued with Tickets all recipients of Tickets ("you") including the original buyer ("the Buyer") are deemed to have accepted the Terms.

Other terms and conditions may apply to Tickets purchased through our Official Partners. These Terms should be read in conjunction with any terms and conditions of our Official Partners. If there is any inconsistency between these Terms and the terms of our Official Partners, these Terms will prevail to the extent of the inconsistency.

All our tickets are non-transferable

2. Tickets are **STRICTLY NON-TRANSFERABLE**. You must not resell or transfer Tickets (except as referred to at clause 3). You must not auction, donate, offer for sale, or advertise Tickets for sale via the internet or elsewhere.

3. Tickets may only be used by the Buyer and, if the Buyer has bought more than one Ticket, the person(s) intending to accompany that Buyer to the Venue. Buyers must be prepared to show valid official government issued photo ID (such as passport or driving licence) which matches the details on the tickets. Ticket holders may also be required to show a valid official government issued photo ID on entry to the Venue.

4. Tickets must be bought or obtained only directly from us or our Official Partners. We reserve the right to refuse to sell or distribute to individuals, companies or agencies who we suspect have resold, or intend to resell Tickets or who we suspect have otherwise contravened, or intend to contravene, these Terms or the terms and conditions of our Official Partners.

5. **A Ticket obtained in contravention of these Terms, or which in our reasonable opinion is being used or is intended to be used in contravention of these Terms, shall be void. All rights conferred or evidenced by such Ticket shall be nullified.** This may include you being refused entry, or the Ticket being cancelled, without notification. No compensation will be provided and we reserve the right to withhold any refund. Any person seeking to use a Ticket obtained in contravention of these Terms whether used in order to gain access or remain at the Venue will be a trespasser and will be liable to legal action and subject to ejection.

6. Tickets remain our property at all times.

7. You must not use Tickets as prizes in promotions, hospitality or travel packages, auctions, lotteries or competitions (including charity auctions, lotteries or competitions) without our prior written consent.

Maximum number of tickets

8. RHS Members may buy a maximum of four tickets per show at the RHS member price (eight for Joint Members).

Additional terms for RHS Chelsea Flower Show only

9. You may buy or acquire a maximum of four Tickets per show. If you are a RHS Member, this maximum number of Tickets includes the permissible maximum number of RHS Member Tickets.

10. If you leave the showground, you will not be re-admitted.

11. We do not allow entry to children aged five years or under or to pushchairs, prams or babes in arms.

Replacement Tickets, Refunds and Exchanges

12. Any replacement of lost, damaged or stolen Tickets is at our discretion. An administration charge of £5 is payable.

13. We do not refund Tickets except in certain circumstances when a show is abandoned or curtailed. Our Refund Policy is below.

14. If the Buyer is unable to use one or more Tickets, the Buyer may return the Tickets to us for exchange; our Fair Exchange and Resale Policy is below.

15. Tickets may, subject to conditions 16 and 17, be exchanged for a ticket of the same value or less on an alternative day or show (RHS Flower Show Cardiff / RHS Chelsea Flower Show / RHS Chatsworth Flower Show / RHS Hampton Court Palace Flower Show / RHS Flower Show Tatton Park) within the same year.

16. Neither RHS nor our Official Partners are bound to exchange Tickets. In order to apply for an exchange, the Buyer of the Ticket must return the Ticket to the outlet from which they were bought (either us or our Official Partner) at least two weeks before the date of the show as shown on the original Ticket. Any exchange is at our discretion and is subject to availability. An administration charge of £5 is payable for Ticket exchanges.

17. Tickets will not be exchanged if they were (or we have reason to believe they were) advertised for sale, sold, or transferred, or bought or acquired from any unofficial source. In particular, we will not exchange Tickets advertised for sale, bought or acquired using unauthorised ticket agents, or exchange websites.

Fair Exchange and Resale policy: Refunds are not offered for tickets that cannot be used, but we offer an exchange to another day subject to availability.

On sold out shows we also accept back tickets for attempted resale. An administration charge of £5 is payable for Ticket resales. Refunds will only be given if tickets are resold.

Refunds and exchanges of tickets for meal and hospitality services are at the discretion of our Official Partners. Please see any additional terms and conditions that may apply to 'Ticket and Meal' packages at the time of booking.

In general

18. Concessions, including member discounts, promotions and carer tickets, must be mentioned when you buy Tickets and cannot be applied for in retrospect.

19. Possession of a Ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.

20. You and your property are liable to be searched by authorised personnel on entry to the Venue and at any time during the event. Failure to submit to any requested search by authorised personnel will lead to refusal of admission, and/or ejection, and may also lead to exclusion from the Venue.

21. We reserve the right to change the advertised show date and show schedule of events without notice or liability, where it is necessary to do so.

22. If admission is reasonably refused for whatever reason, or if you are reasonably ejected or excluded from the Venue for whatever reason, no money will be refunded or compensation provided.

23. We reserve the right to change the Terms, from time to time.

24. The Showground Regulations are available below.

Privacy

25. By purchasing Tickets and accepting these Terms, you consent to your personal data being processed by Us in accordance with the [RHS Privacy Statement](#). You also consent to your personal data being processed by our Official Partners, including Sodexo Limited and The Way Ahead Group Limited (trading as SEE), to arrange for your Tickets to be dispatched, provide you with any goods or services that you may have ordered, and send you such information as may be helpful for you to have in order to attend the Event.

Preview Evenings

Separate terms and conditions apply to the RHS Chelsea Flower Show Charity Gala Preview and the RHS Hampton Court Palace Flower Show Preview Evening. Tickets can be purchased from RHS. To obtain a copy of the terms and conditions, please write to: RHS Special Events Limited, 80 Vincent Square, London, SW1P 2PE or [email Preview Tickets](#)

Abandonment or Curtailment of Show - Refund Policy

1. Buyers of Full-Day Tickets

(i) If the show is abandoned for a whole day, then the original Buyer of the tickets will be refunded with the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day concerned.

(ii) If the show closes within two hours of the time the show actually opened to holders of full-day tickets, and does not re-open that day, the original Buyer of the tickets will be refunded with the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day concerned.

(iii) If the show closes after two hours but within four hours of the time the show actually opened to holders of full-day tickets, and does not re-open that day, the original Buyer of the tickets will be refunded with half of the amount that they paid for the ticket(s). The maximum refund payable will be half of the face value of the ticket(s) for the day concerned.

(iv) If the show closes after four hours from the time the show actually opened to holders of full-day tickets, no refund will be made.

(v) If the show opens later than its advertised start time, then the original Buyer of the tickets will be refunded as follows:

a. if the show opens up to two hours late, half of the amount that they paid for the ticket(s). The maximum refund payable will be half of the face value of the ticket(s) for the day concerned.

b. if the show opens two or more hours late, the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day concerned.

2. Buyers of Half-Day Tickets

(i) If the show is abandoned for the entire half-day, then the original Buyer of the tickets will be refunded with the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day and period concerned.

(ii) If the show closes within one hour of the time the show actually opened to holders of half-day tickets, and does not re-open that half-day, the original Buyer of the ticket(s) will be refunded with the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day and period concerned.

(iii) If the show closes after one hour but within two hours of the time the show actually opened to holders of half-day tickets, and does not re-open that half-day, the original Buyer of the ticket(s) will be refunded

with half of the amount that they paid for the ticket(s). The maximum refund payable will be half of the face value of the ticket(s) for the day and period concerned.

(iv) If the show closes after two hours from the time the actually show opened to holders of half-day tickets, no refund will be made.

(v) If the show opens later than its advertised start time, then the original Buyer of the tickets will be refunded as follows:

a. if the show opens up to one hour late, half of the amount that they paid for the ticket(s). The maximum refund payable will be half of the face value of the ticket(s) for the day and period concerned.

b. if the show opens one or more hours late, the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day and period concerned.

3. Buyers of Evening Tickets

(i) If the show is abandoned for a whole day, then the original Buyer of the tickets will be refunded with the amount that they paid for the ticket(s). The maximum refund payable will be the face value of the ticket(s) for the day and period concerned.

(ii) If the show closes within one hour of the time the show actually opened to holders of evening tickets, and does not re-open, the original Buyer of the ticket(s) will be refunded with half of the amount that they paid for the ticket(s). The maximum refund payable will be half of the face value of the ticket(s) for the day and period concerned.

(iii) If the show closes after one hour from the time the show actually opened to holders of evening tickets, no refund will be made.

4. General Refund conditions

(i) The RHS's decision on how long the show is open will be final.

(ii) Only the original Buyer of the tickets is eligible for refunds on production of the Tickets.

(iii) Wherever possible and in accordance with the provisions above, refunds will be made automatically by RHS or the Official Partners for tickets bought in advance, using the original payment method (i.e. direct to credit / debit card account or by cheque).

(iv) Tickets bought at the show should be returned to: RHS, 80 Vincent Square, London, SW1P 2PE. Applications for refunds will only be accepted if received within 60 days of the event. Refunds will be made by cheque and sent by 1st class post.

(v) Ticket holders will not be eligible for refunds in any of the following circumstances:

* If tickets were purchased from any other source other than through RHS or the Official Partners including but not limited to unauthorised ticket agencies, exchange websites or other sources.

* If only part of the show was forced to close, except as provided above.

(vi) Refunds will only be given on tickets according to these Terms and the terms and conditions of our Official Partner issuing the Tickets.

(vii) You are responsible for any travel, accommodation and hospitality arrangements for the show and except as stated in our Refund Policy, RHS shall not be liable for loss or damage of any kind whether direct or consequential, including but not limited to travel expenses, car parking fees and catalogues arising from cancellation, abandonment or curtailment of the show and the ticket holder waives all rights of whatsoever nature against RHS, the Official Partners, its employees, servants, agents, independent contractors or representatives arising from cancellation, abandonment or curtailment of the show. Nothing in the terms and conditions shall exclude or restrict liability for personal injury or death due to negligence.

5. Buyers of 'Show Ticket & RHS Membership' packages

The following additional clauses apply:

(i) Only the face value of the show tickets (or part thereof) will be refunded, not the value of the membership.

6. Buyers of 'Ticket and Meal' packages

(i) The show tickets element of the package will be refunded to the original Buyer in accordance with the policies above.

The following additional clauses apply:

(ii) If the show closes before the end of the meal booking period, the original Buyer will be refunded with the amount that they paid for the meal element of the package, provided that the RHS has been notified along, with details of the original Buyer, within 60 days of the event.

(iii) If the show closes after the meal booking period, no refund of the meal element of the package will be made.

(iv) Meal and other hospitality packages at RHS Chelsea Flower Show are provided by Sodexo Limited ('Sodexo') on behalf of RHS. Sodexo's terms and conditions will apply to the meal and/or hospitality services provided by Sodexo, which are available on the ticket website at the point of purchase.

Showground regulations

1. Any person ("you") who enters any of RHS Flower Show Cardiff, RHS Chelsea Flower Show, RHS Chatsworth Flower Show, RHS Hampton Court Palace Flower Show and RHS Flower Show Tatton Park or the surrounding areas or other property controlled by The Royal Horticultural Society (the "RHS", "we", "us" or "our") on events days (the "Venue") is admitted only on the basis of these conditions. By seeking entrance to, or entering, the Venue you are deemed to have accepted these conditions.

2. Entry to the Venue requires a valid ticket, authorised accreditation or pass. All tickets, accreditation and

passes are **STRICTLY NON-TRANSFERABLE**. Authorised personnel reserve the right to request that you produce a valid ticket and photo identification at any time.

3. If you enter a Venue you must comply with oral and/or written instructions issued by RHS management, stewards and/or police officers. We reserve the right to refuse you admission, or to eject you from the Venue, if you do not comply with oral and/or written instructions.

4. You and your property are liable to be searched by authorised personnel on entry to the Venue and at any other time during the event. Failure to submit to any requested search by authorised personnel will lead to refusal of admission or ejection and may also lead to exclusion from the Venue.

5. Animals cannot be admitted at RHS Chelsea Flower Show or Preview Evening, or at RHS Hampton Court Palace Flower Show Preview Evening, except for guide and assistance dogs. Dogs may be admitted at other Venues. Please check the ticket website to confirm whether dogs are permitted at the relevant Venue. Dogs will only be admitted subject to the following terms:

- There is a limit of one dog per booking
- Dogs must be kept on a lead, supervised and under your control at all times
- Dogs will not be permitted into any of the indoor restaurant areas and certain other designated areas within the Venue. Please follow all signs at Venues which state that dogs are not permitted
- Please be a responsible dog owner and clean up after your dog using the bins provided
- By bringing your dog to a Venue, you represent that the dog is in good health and has not harmed or shown aggressive or threatening behaviour toward any person or any other dog
- We reserve the right in our absolute discretion to refuse admission to, or eject from the Venue, any dog that is or appears to be aggressive, threatening, dangerous or disruptive, or if we believe that your dog may cause harm toward any person, property or other dog
- You will be liable for and indemnify us from and against all claims, costs, loss, damage and liability caused by your dog or arising out of a breach of or failure to comply with these terms

6. We are entitled to refuse admission to or eject you if we think fit, provided we act reasonably.

7. We reserve the right to amend these conditions from time to time.

8. The following activities are prohibited and any person who in our reasonable opinion carries out or is likely to carry out such an activity may be ejected and excluded from the Venue:

- a. the use of foul or abusive language, obscene or indecent gestures or chanting, including threatening, abusive or insulting language directed to a person by reason of their colour, race, sexuality, nationality (including citizenship) or ethnic or national origins;
- b. any dangerous behaviour;
- c. any unnecessary noise or behaviour likely to cause distress, confusion or nuisance of any kind and/or interrupt filming;
- c. the climbing onto buildings, fences, walls, structures or fittings within the Venue;
- d. the obstruction of gangways, access ways, exits, entrances and stairways;
- e. the unauthorised carrying, wearing, distribution, display or other use of promotional, commercial, offensive, political or religious printed matter, including but not limited to leaflets, banners, clothing, signs, symbols;
- f. the carrying, wearing distribution, display or other use of Ambush Marketing (an activity by a party which utilises the publicity value of an event without having any official involvement or connection with the event) material

9. The following items are prohibited ("Prohibited Items") within the Venue:

Any objects or clothing bearing political or offensive statements or commercial identification intended for Ambush Marketing, large flags, banners, rattles, fireworks and other explosive devices, flares, pyrotechnics, air horns, musical instruments, klaxons, smoke canisters, laser pointers, cooking devices, bicycles, skates, articles which could or might be used as a weapon (including firearms and any sharp or pointed objects such as knives) - and any other item which in the reasonable opinion of RHS could be used as a weapon or cause nuisance or harm to others.

10. If you are found with a Prohibited Item, this item will be confiscated by authorised personnel and you may be ejected from the Venue or refused entry into the Venue. The item will be disposed of without compensation unless you return the item to a safe place.

11. Filming, photography and broadcasting takes place during the show at the Venue. You give your express consent to the use of your actual or simulated likeness and voice in connection with the production, exploitation and advertising of the show without compensation or credit, throughout the world.

12. You must not undertake any Ambush Marketing.

13. You must not breach or infringe the rights of any sponsors, suppliers, broadcasters or other parties commercially associated with the show.

14. You must not (unless authorised by us in writing in advance) conduct promotions or commercial activity, including the distribution or offer for sale of any newspaper, periodical, drink, food, merchandise, ticket or any other article.

15. You must not (unless authorised by us in writing in advance) conduct a charitable collection.

16. The consumption of intoxicating liquors is permitted only in the bars or other authorised areas or places during hours decided by RHS, and the right is reserved to close bars at any time.

17. Smoking is banned in all enclosed spaces at the Venue.

18. Please note that the show is a temporary, outdoor show on open parkland and is subject to varying weather and ground conditions. Although some temporary track way is laid, much of the show is on open ground and care must be taken. We therefore advise that you check the weather forecast for the day of your visit, consider the nature of the show and the effects of any inclement weather on surface conditions, and wear suitable clothing and footwear. In extreme weather conditions, access may be restricted in the

interest of safety.

19. The use of cameras, video or other recording or transmission equipment for commercial purposes is prohibited. Such equipment maybe confiscated if such use is suspected. Any images, photographs or recordings may not be sold or used commercially without our prior written consent. We own all intellectual property rights in images or recordings taken within the Venue.

20. RHS will be not be liable for any loss, theft or damage including to any person who enters the Venue, your personal belongings or property or any vehicle or its contents in any car park, however caused, save for any death or personal injury as a result of our negligence or other breach of statutory duty or other type of liability which cannot by law be excluded or limited.

21. You enter the Venue at your own risk.

Shows FAQs

Frequently asked questions about RHS Flower Shows.
