

Terms and Conditions: Leander Club

These are the terms and conditions (Terms) on which we sell dining and entry tickets for Leander Club during Henley Royal Regatta Week (HRR)

Please read these Terms carefully as they tell you who we are and on what basis you are purchasing tickets.

1. These terms

1.1 These Terms apply to any purchase of tickets for Leander Club during HRR. To the extent to which different terms apply to different methods of purchase, it is made clear below.

1.2 We have the right, without liability to you, to refuse to allow you to enter the Club and/or to escort you from our premises if you, in our judgment, breach any of these Terms.

2. Information about us

2.1 By purchasing tickets, you are entering into an agreement with Leander Club, Henley-on-Thames, Oxfordshire, RG9 2LP (we, us, our) on these Terms.

Our registered company number is 09983188 and our VAT number is 199 7212 19.

3. Your tickets

3.1 Tickets are valid only for the date stated upon them. During your visit you must retain your tickets for production on demand by our representatives. Badges must be worn at all times. If you are purchasing tickets on behalf of others, it is your responsibility to bring this information to their attention prior to the Regatta.

3.2 Please note that tickets are non-transferable, non-refundable, not for resale and will not be replaced if lost, stolen, damaged or unavailable for any reason whatsoever. We will void any tickets which have been transferred or resold. Please note that you do not have a right to cancel your purchase if you change your mind.

4. Payment

4.1 We accept payment with Visa Debit and Credit cards and MasterCard. Purchases bought in person can be paid for in cash (GBP).

4.2 For all remote purchases, payment is taken immediately. Once payment has been confirmed a contract will come into existence between you and us on these Terms and we will dispatch the tickets to you. If we are unable to accept your order for any reason (e.g. due to a pricing error), we will inform you of this (normally by telephone) and will not charge you for the tickets.

5. Receiving your tickets

5.1 All purchases

5.1.1 It is your responsibility to check prior to completing your purchase that the information you have supplied to us is accurate.

5.1.2 Where you request ticket delivery (UK only): delivery will be by Royal Mail, second class.

5.1.3 Where you request ticket collection: ticket collection in person is free of any additional charges. All items can be collected from the Badge Tent during Regatta week.

5.2 Online purchases. Once your purchase has been confirmed an order confirmation will be sent to the email address you specified in your order.

6. Conditions of entry 6.1. Your visit to the Leander Club is at all times subject to any notice to visitors we post on the premises, and the online visitor information (<https://www.leander.co.uk/hrr-2026>), as may be amended from time to time, which covers matters such as dress code, use of mobile phones, parking, food and drink and children. Members should also refer to the Member Area of our website for further relevant information. If you are purchasing tickets on behalf of others, it is your responsibility to bring this information to their attention prior to the Regatta. Please ensure you have read this information before your visit. In addition, all visitors must comply with any reasonable instructions given by our staff or any third party instructed on our behalf during your visit.

7. Amendments or cancellation by us

7.1 We reserve the right at our discretion to alter our advertised arrangements for the Regatta for any reason.

7.2 In the unlikely event that the whole Regatta is cancelled, we will refund the cost of purchased tickets.

8. Our responsibility for loss or damage suffered by you

8.1 We are not liable for business losses. We only supply tickets for private use. If you use the tickets for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.

9. Use of your information

Please note that during the ticket purchase process we will collect personal information from you such as your name, contact details and certain payment information. All personal information collected will be processed in accordance with our Privacy Policy

10. Questions and complaints

10.1 If you have a question about your order or a complaint, in the first instance please telephone +44 (0)1491 575782 or email regatta@leander.co.uk. Alternatively, you can write to us at the address at clause 2.1.

11. Governing law 11.1 These Terms are governed by English law and you can bring legal proceedings in respect of tickets in the English courts. However, if you live in Wales, Scotland or Northern Ireland, you are not prevented from bringing a claim against us in the courts of the country you live in.