

Tickets – terms and conditions of booking and use:

All tickets to Land of Iron are subject to these terms and conditions. This includes the following types of tickets:

Entry Tickets: for general admission to the museum

Exhibition Tickets: for entry to temporary, special or paid-for exhibitions

Event Tickets: for entry to events held on-site at the museum.

In booking a ticket, or using a ticket regardless of whether you were the person who booked it, you understand and agree that:

You will not be allowed to enter the museum without a valid entry ticket. If an exhibition or event requires an exhibition ticket or event ticket, you will not be allowed to enter or attend that exhibition or event without such a ticket.

Your ticket is valid only for the number of person(s) detailed on the ticket.

Purchase of a ticket allows admission to the museum and repeated guided tours (if purchased) last for 365 days from the date of issue.

During your visit you must retain your ticket safely for production on demand by our representative(s) if required.

Your ticket cannot be refunded or exchanged (except as set out in our cancellation policy below).

If you are unable to visit the museum or attend an exhibition or event because of illness or suspected illness, or because your attendance has been affected by travel restrictions, please contact us directly.

Your visit to the museum, including to any exhibition or event, is at all times subject to any notice to visitors we post on our premises and to the direction, supervision and guidance of our staff, which may include directions in relation to health and safety and, in particular, to the prevention of the spread of the coronavirus through social distancing and the wearing of personal protective equipment.

Your ticket is subject to our resale policy below.

Year ticket holders MUST have their printed ticket, their annual pass card, or a clear photo of their ticket and MUST show valid ID for the named persons on the ticket to gain entry.

We do not hold records of year tickets that have been purchased on the premises so a loss of ticket would result in your entry under this ticket invalid.

We reserve the right, at our sole and absolute discretion, to refuse to allow you to enter the museum, or to enter into any exhibition or event, and/or escort you from our premises if, in our judgment, you breach any of these terms and conditions and in such case, we shall have no liability to you.

We also reserve the right, at our sole and absolute discretion, to:

- alter our advertised arrangements for opening and admission to the museum, or for any exhibition or event
- cancel any Ticket without notice; or
- close the Museum (or any part thereof) without notice,
- AND in any such event (a) we shall not be liable to you for any loss of business, revenue, profits, anticipated savings or goodwill (whether direct or indirect) or for any indirect, special or consequential loss of any kind and in each case howsoever arising, even if you have advised us of the possibility of same; and (b) our maximum liability to you shall not exceed the total amount you paid for your ticket.

For the avoidance of doubt, nothing in these terms and conditions shall limit our liability to you for death, personal injury or fraud, or any other liability that cannot, as a matter of law, be excluded or limited.

This agreement is subject to the laws of England and Wales and the exclusive jurisdiction of the English courts.

Resale policy:

If a ticket is resold or transferred for profit or commercial gain by anyone other than us or one of our authorised sub-agents, then that ticket will be void. If you attempt to enter the museum, an exhibition or an event with a ticket that has been resold without Land of Iron's written consent, you will be refused entry to, or ejected from, the museum and no compensation will be payable to you by us.

Cancellation policy:

It may be necessary in some circumstances Land of Iron to cancel your ticket. If we have to cancel a ticket you booked in advance (or to cancel a day of an event for which you have booked an event ticket), we will attempt to contact you to arrange an exchange or refund of your ticket. This contact will be in the form of an email, so you are advised to check your email inbox before visiting the museum to avoid an unnecessary journey should your ticket be cancelled. If an alternative visit date cannot be arranged, the museum will then refund the full price paid, if any, for your ticket.

Receiving your e-ticket:

Once your online booking has been confirmed an order confirmation will be sent to the email address you specified. Please complete ALL your correct information for your ticket and where necessary Gift Aid to be valid.

It is your responsibility to check prior to booking that the information you have supplied to us with is accurate. We are only responsible for issuing e-tickets in accordance with the information you provide.

Gift Aid MUST be in the name of the person donating and not another. The person visiting the museum MUST be the named person on your Gift Aid as the ticket is valid for this person.

The date, time slot or event for which an e-ticket has been booked can only be changed once booking is complete by contacting Land of Iron by emailing visits@ironstonemuseum.co.uk or by telephoning 01287 642877. Payments for e-tickets are non-refundable (except as set out in our Cancellation policy).

Using your e-ticket:

E-tickets are valid only for the date, entry time and/or event stated upon them.

On arrival at the Museum (or at the entry to the exhibition or event for which you hold an e-ticket), the following will be required in order to validate an e-ticket booked through the Museum website:

- 1) Appropriate proof of entitlement to any discounted rate claimed (such as NUS card or pension booklet) for each person to be admitted with the e-ticket; and
- 2) A legible printout of your e-ticket or the display of this on your mobile device.
- 3) Valid ID for the main named person on the ticket. Further names for the other visitors will be required to convert your ticket into a year ticket.

These terms and conditions were last updated in June 2025. We may update these terms and conditions from time to time.

Please contact us directly for our full refunds policy visits@ironstonemuseum.co.uk