



Heart of Midlothian Heritage Trail and Stadium Tours

TERMS AND CONDITIONS

1. The terms and conditions upon which Heritage Trail and Stadium Tour ticket sales are issued are as set out below. Heart of Midlothian is hereby referred to as 'the club'. By participating in a Stadium Tour, or Heritage Trail, ticket holders are deemed to have accepted these Terms and Conditions.
2. These terms and conditions are subject to change at any time.

Heritage Trail and Stadium Tour Ticket Terms

3. Concessions are defined as all those under 18 years of age or over 65 years. Proof of age is required to be presented at the start of the tour/trail. Only photographic identification will be acceptable. Anyone found incorrectly using any ticket type who does not meet the criteria for that ticket will be removed from the tour/trail and no refund will be given.
4. Tickets are non-refundable after they have been purchased. No discount or refund will be offered for any tour or trail missed, or that the holder could not attend.
5. Tickets shall be void if re-sold at a premium or for commercial purposes, or used as prizes in competitions or lotteries, without the clubs' prior written consent.
6. Tickets are issued subject to the Tynecastle Stadium Ground Regulations, copies of which are available from Heart of Midlothian Football Club
7. Concession tickets for under 18's can only be bought in conjunction with a full paying Adult priced ticket. There is a limit of 2 Under 18 tickets per Adult ticket.
8. Medical conditions and/or assistance requirements must be provided at the time of booking and upon any change of circumstances.
9. We reserve the right to cancel or amend arrangements for any tour. In this event, any participant unable to transfer to an alternative tour will be given a gift voucher for a future tour or a full refund at the discretion of the management. Heart of Midlothian FC will not be responsible for any further compensation.
10. Admission to the tour or trail cannot be guaranteed if the bearer arrives at the meeting point less than 5 minutes before the advertised start time.
11. Tour tickets will be allocated on a first come first served basis, the ticket site will clearly show when a tour or trail is sold out.
12. Ticket holders must follow the lawful directions of the tour leader and any other representative of Heart of Midlothian FC.



13. Except for photography for bona fide private, non-commercial uses, the possession or operation of recording or transmission equipment of any kind is prohibited on the Stadium Tours. This includes, without limitation, photography, filming, audio and any other recording or transmission.
14. Heart of Midlothian FC may arrange the taking of official photography or filming on any Tour with, for use in Press and Social Media outlets to publicise the Tours.
15. Any person seeking to use a ticket in breach of these conditions may be denied entry to a tour or ejected from it. In any such event that person may also be subject to legal action by the club, and the club reserves the right to retain any money paid for the Ticket.
16. The failure, or delay, by the club to exercise a right or remedy under these terms and conditions or by law does not constitute a waiver of that (or any other) right or remedy.
17. Parents/Carers are requested to ensure that children have the opportunity to visit the toilet before taking part on tours to avoid disruption.
18. Insurance cover will be provided, although this does not extend to damage or loss of a participant's personal property. Heart of Midlothian staff are not responsible for any loss or injury during tours.
19. We reserve the right to remove from tours, without refund, any person who is found misbehaving or displaying inappropriate behaviour.
20. Should sessions be amended or cancelled due to unforeseen circumstances, customers will be contacted by email and/or a notice will be posted on official Hearts online channels. It is advised to check these channels before travelling.
21. Please be aware that as Tynecastle Park is a working stadium, currently undergoing building works, certain parts of the stadium may be inaccessible to Stadium Tours without notice being given. As such, Heart of Midlothian FC cannot guarantee that all advertised elements of the Stadium Tour route will be accessible at all times and Heart of Midlothian FC reserves the right to alter or vary the route of the Stadium Tour at its discretion without compensation or refund.
22. Any promotion offered is, unless otherwise stated, solely applicable for pre-booked Stadium Tours. All promotions are run independently and no two or more promotions can be claimed at any one time.
23. Heart of Midlothian FC shall be entitled to refuse admission or re-admission to, or to eject from the Stadium, or Heritage Trail, any person who does not comply with these Terms and Conditions.
24. Tour and Heritage Trail participants are responsible for their own personal safety at all times. We ask that you pay attention when crossing roads and that you do so with your own personal safety in mind. We also ask you to be aware of any dangers, such as loose paving stones.



25. These terms and conditions are governed by Scots law, and any dispute relating to them, shall be subject to the exclusive jurisdiction of the Scottish courts.

General Terms

26. From time to time, the club may wish to keep you up to date with the latest information and news about Hearts Heritage activity. Such communication includes email, text, telephone and direct mail and will only involve activity directly related to the club. If you do not wish to receive such information please alert us at the time of sale or tick the appropriate box on the application form