



HIGHGROVE

FREQUENTLY ASKED QUESTIONS

1. Why have the Royal Gardens at Highgrove been closed?

Following guidance issued by the Government and Department of Health and Social Care - GOV.UK, and in the best interest of our guests, we have made the decision to close the Royal Gardens at Highgrove until at least the end of June 2020.

We will closely monitor the situation and continue to follow government advice and recommendations.

2. How do I contact the Royal Gardens at Highgrove?

Due to the UK governments decision regarding social distancing, we have now closed our offices and will no longer be able to receive any phone enquiries. We will be able to continue to reply via email.

Please be aware that due to current high level demand we may not be able to respond to your enquiry straight away. Our booking office is currently prioritising April bookings and visitors booked in April will be contacted via email within the next few days. Visitors who have booked for May and June will be contacted via email in due course.

We are not currently able to respond to any enquiries for bookings outside of the closure period.

We would like to thank you for your understanding and patience at this very difficult time.

3. How and when are you compensating/refunding attendees?

We are communicating with all customers that have booked tickets for Spring Walks, Garden Tours and the Talking Gardens event.

- **All customers with pre-booked tickets for Spring Walks will be automatically refunded in full within 28 days.**
- **For customers that have booked Talking Gardens all tickets remain valid and this event will be re-scheduled for later in the year – customers will be contacted.**
- **If you have booked a Garden Tour for May or June, we are advising customers that their tickets are still valid against new dates when they are announced. We anticipate the announcement of re-scheduled dates to be made by 19th June, however this is subject to change and dependent on the latest Government advice.**

As Highgrove donates all profits from garden tours and events to the Prince of Wales's Charitable Fund guests can also elect to donate your ticket price directly to this charity.



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4. Will you rearrange Talking Gardens to a later date?

Yes, we are currently making plans to move this event to October. Further information will be issued to those customers that have valid tickets with details on new dates.

5. Please advise your company's current situation regarding the virus with the elderly?

Following guidance issued by the Government and Department of Health and Social Care - GOV.UK, and in the best interest of our guests, we have made the decision to close the Royal Gardens at Highgrove until at least the end of June 2020.

If any of our guests should experience symptoms similar to those associated with the virus, please immediately contact your local health authority or doctor for further advice and instruction.

6. Can our vouchers be extended for 2021?

For those who have Champagne Tea or Garden Tour vouchers which have been redeemed against tours in May or June, we ask that you contact Customer Services where we will issue you a new voucher which can be used later in the 2020 season. Further tours will be released later in the year following advice from the UK Government.

We regret that Champagne Tea and Standard Individual Garden Tour vouchers are non-refundable.

As Highgrove donates all profits from garden tours and events to the Prince of Wales's Charitable Fund guests can also elect to donate your ticket price directly to this charity.

7. Will Garden Tours be impacted by the advice from government of no social contact?

Yes. Taking advice and guidance from Government, and in the best interest of our guests, we have made the decision to close the Royal Gardens at Highgrove until at least the end of June 2020.



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8. Can we move our current bookings to a later date?

We are communicating with all customers that have booked tickets for Spring Walks, Garden Tours and the Talking Gardens event.

- All customers with pre-booked tickets for Spring Walks will be automatically refunded in full within 28 days.
- For customers that have booked Talking Gardens all tickets remain valid and this event will be re-scheduled for later in the year – customers will be contacted.
- If you have booked a Garden Tour for May or June, we are advising customers that their tickets are still valid against new dates when they are announced. We anticipate the announcement of re-scheduled dates to be made by 19th June, however this is subject to change and dependent on the latest Government advice.

As Highgrove donates all profits from garden tours and events to the Prince of Wales's Charitable Fund guests can also elect to donate your ticket price directly to this charity.

9. As cancellations are beyond our control can you please advise whether we would receive credit, to return and book?

Unfortunately, we cannot offer credit.

- All customers with pre-booked tickets for Spring Walks will be automatically refunded in full within 28 days.
- For customers that have booked Talking Gardens all tickets remain valid and this event will be re-scheduled for later in the year – customers will be contacted.
- If you have booked a Garden Tour for May or June, we are advising customers that their tickets are still valid against new dates when they are announced. We anticipate the announcement of re-scheduled dates to be made by 19th June, however this is subject to change and dependent on the latest Government advice.

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10. Can you please tell me what options we have in view of my unavailability and the circumstances being outside of my control living outside of the UK?

Please check your country's recommendations on travel. If you have booked a Garden Tour for May or June, we are advising customers that their tickets are still valid against new dates when they are announced. We anticipate the announcement of re-scheduled dates to be made by 19th June, however this is subject to change and dependent on the latest Government advice.

We regret that **Champagne Tea** and **Standard Individual Garden Tour vouchers** are **non-refundable**.

For those who have Champagne Tea or Garden Tour vouchers which have been redeemed against tours in May or June, we ask that you email customerservices@highgrovegardens.com quoting your voucher code and we will issue you a new voucher which can be used later in the season. We anticipate the announcement of re-scheduled dates to be made by 19th June, following advice from the UK Government.

As Highgrove donates all profits from garden tours and events to the Prince of Wales's Charitable Fund guests can also elect to donate your ticket price directly to this charity.

11. You have stopped selling Garden Tour and Champagne Tea tickets for the rest of the year - why?

To enable us honour tickets that have already been purchased for Garden Tours and Champagne Tea Tours we have temporarily stopped sales on these tickets. We will be reviewing the position regularly and will make tickets available as soon as it is appropriate to do so.



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12. Could I please transfer the money towards a gift from your shop

No, unfortunately not.

- All customers with pre-booked tickets for Spring Walks will be automatically refunded in full within 28 days.
- For customers that have booked Talking Gardens all tickets remain valid and this event will be re-scheduled for later in the year – customers will be contacted.
- If you have booked a Garden Tour for May or June, we are advising customers that their tickets are still valid against new dates when they are announced. We anticipate the announcement of re-scheduled dates to be made by 19th June, however this is subject to change and dependent on the latest Government advice.

Our online shop will remain open and you can shop directly at <https://www.highgrovegardens.com/collections>

13. Why have you closed your Tetbury shop?

Following guidance issued by the Government and Department of Health and Social Care - GOV.UK, and in the best interest of our customers and employees, we have made the decision to close the Highgrove shop in Tetbury from close of business 20th March until at least end of June 2020. We are continuing to carefully monitor the situation and follow the latest information and guidance and we will re-open as soon as possible, following Government recommendations.

14. How do I contact you for more information?

For further information please email our booking office at highgrove@rct.uk
For information on Talking Gardens or Champagne Tea Tour / Garden Tour Vouchers, please email customerservices@highgrovegardens.com