

Booking Guarantee



Our 'book with confidence' guarantee provides full reassurance

If COVID-19 results in the temporary closure of the Gardens, or if we cancel, postpone, or reschedule the event/visit or if you are unable to travel due to government advice.

We will:

- Transfer your booking to the new scheduled date
- Transfer your booking to another event/date
- Cancel your booking and receive a full refund

Please read the T&Cs for full details.

Sir Harold Hillier Gardens Registered Charity - 274737

Thank you for supporting the charity of Sir Harold Hillier Gardens by purchasing tickets this helps us to continue our work in horticulture, conservation, education and recreation.

Booking guarantee T&Cs:

This guarantee applies to any scheduled events at Sir Harold Hillier Gardens showing the 'Book with confidence' guarantee stamp and outcomes must be applied to the entire booking.

The Gardens will endeavour to contact you regarding your booking. In the event where you are not contacted by us, please email us on info.hilliers@hants.gov.uk within 14 days of the original scheduled date of your event. The guarantee is only valid if you contact us within 14 days of the original scheduled date of the event.

In cases where customers are shielding, proof may be required.

If the event you transfer to is more expensive than your original booking, you will be required to pay any additional cost. If the event you transfer to is less than your original booking, a refund of the difference will be given.

Refunds will be made via the same payment method as the original booking was made.