

Terms & Conditions

Event & Garden Entry

You must accept these terms before you can proceed with your online booking. Tickets are sold subject to the following terms and conditions:

- Before making a purchase, please carefully review your individual selection, and which attractions you have purchased for.
- Tickets cannot be refunded after purchase or exchanged for another date or event. You may transfer tickets to another person unless required by Government Legislation.
- Tickets will be sent via email. If you do not receive an email within 1 hour, please check your spam/junk filter and then email cafe@reuthesevenoaks.com (Please note this email address isn't monitored 24/7 so there may be a few hours delay in getting a response even during working hours.
- Lost or damaged tickets can only be replaced with proof of purchase.
- Reuthe's reserves the right to close all or part of the grounds, catering outlets and activities, and to change or cancel events.
- All prices are correct at the time of publishing. However, they are subject to change without prior notice.
- All guests entering the main gardens must have a valid garden entrance ticket, VIP members should check in at the café before entering the gardens. Entry to the Plant Nursery and Café area is free and a ticket is not required.
- If booking an event ticket which includes food or drink all allergies or dietary requirements must be communicated with the café a minimum of 72 hours before the event and before booking to cafe@reuthesevenoaks.com
- Photography is allowed for non-commercial private use.
- Children 15 years and under must be supervised by an adult at all times whilst visiting Reuthe's The Lost Gardens of Sevenoaks.
- Dogs are welcome in the gardens as long as they're kept on a lead at all times.
- Reuthe's reserves the right to introduce security checks, and items such as bags and rucksacks may be subject to search.
- Some ticketed events are run by third parties, Reuthe's takes no responsibility for these events and any ticket enquiries should be directed to the third party organiser.
- Car parking is free except on special event days where a car parking ticket may be required. This will be indicated in the ticket booking system. Reuthe's cannot be held responsible for any damage caused to vehicles by other visitors whilst using our car parks.
- Reuthe's may hold you liable for any damage caused by you to the property or any of its contents or for any injury caused to any of our representatives or other visitors during your visit.



The Lost Gardens of Sevenoaks

- Reuthes Events Ltd excludes all liability for any loss, damage to personal property or injury to visitors, howsoever caused, but does not exclude liability where any death or injury is caused by the negligence of Reuthes Events Ltd or its staff.
- Reuthes has a ZERO TOLERANCE policy towards bullying and harassment towards its staff and agents. Any individual engaged in this sort of activity will be refused entry and banned from the site.
- Reuthes reserves the right, at its absolute discretion, to refuse entry or admission or to remove from any visitor from Reuthes The Lost Gardens of Sevenoaks without financial compensation, if you commit any breach of these Terms.
- Links from our site
- Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them. When accessing a site via our website we advise you check their terms of use and privacy policies to ensure compliance and determine how they may use your information.
- Jurisdiction and applicable law
- The English courts will have non-exclusive jurisdiction over any claim arising from, or related to, a visit to our site. These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
- Variations
- We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.