

THE 156TH OPEN AT ROYAL LYTHAM & ST ANNES 2028

Priority Access Pass Terms and Conditions

These terms and conditions ("**Terms**") set out the basis on which we sell our Priority Access Passes for the Event ("**PAP**"). You must accept these Terms to purchase a PAP from us.

These Terms apply to the purchase of a PAP only. When you use your PAP to purchase one of our Official Travel Packages ("**Travel Product**") you will be required to agree to the terms and conditions that apply to the Travel Product you are purchasing.

A PAP is not a financially protected product and will not benefit from any ABTA or ATOL financial protection.

By placing an order for your PAP you consent to us marketing to you for the purpose of providing you with the opportunity to redeem and manage your PAP. This marketing will be by email, text message, post and telephone.

Definitions

PAP Value:	The value of the individual PAP purchased by you as set out in the confirmation email.
Event:	The 156th Open at Royal Lytham & St Annes 2028
Expiry Date:	30 th August 2028

Placing Your PAP Order

- You must be at least 18 years old and must have a permanent address in the United Kingdom/Europe.
 - You can place an order for your PAP at www.TheOpenExperiences.com. Your order ("**Order**") constitutes an offer made by you to us to purchase the number of PAPs you select. All Orders are subject to our acceptance at our sole discretion.
 - If we accept your Order, we will send you an email confirming that your Order has been accepted. The contract between us ("**Contract**") will automatically be formed when we send you the confirmation email.
 - The price of a PAP will be as quoted on our site, except in cases of obvious error.
 - You must pay for the PAP(s) during the online checkout process. You may pay by any payment method we make available to you at the time of payment. Available payment methods will be set out on the relevant payment screen.
 - You must pay us in Pound Sterling. You will be responsible for paying all bank and foreign exchange charges as applicable.
-

Your PAP

- A PAP does not represent a commitment to purchase any Travel Product from us and is fully refundable up until the Expiry Date.
- Each PAP provides you with:
 - access to a PAP access window relevant to the PAP you have purchased to purchase one of our range of Travel Products before non-PAP holders; and
 - a code to redeem the PAP Value against your final balance payment of any Travel Product relevant to your PAP that you purchase before the Expiry Date.
- You must have a PAP for each Party Member for your Travel Product booking (e.g., four Party Members require four PAPs).

- The PAP holder must be the Lead Booker purchasing the Travel Product. You will require a PAP for each traveller if purchasing in the PAP access window.
 - We will deliver your PAP redemption code(s) to you by email at the time of your PAP purchase.
 - It is your responsibility to keep your PAP redemption code(s) secure and confidential. We are unable to re-issue redemption codes if they are lost, deleted or have already been used.
 - If you purchase more PAPs than are subsequently necessary (i.e. you have four passes but you actually go on to buy a Travel Product for two people) we will automatically apply any additional PAPs to your booking, these will show as a credit against your final balance payment, provided that your booking is made prior to the Expiry Date.
 - Subject to our sole discretion we may permit you to use a PAP to purchase Travel Products outside of your PAP category after the advantage access window of the relevant category of PAP.
 - Once a PAP is redeemed against the Travel Product, all communications in relation to the PAP and the Travel Product will be sent to the Lead Booker of the Travel Product purchased.
-

The PAP Window

- We will inform you by email as to how and when you can use your PAP(s). It is your responsibility to ensure the email address provided is correct and up to date and that our emails are not directed to your junk/spam folder.
 - During the advantage access window, all Travel Products will be subject to availability and sold on a first come first served basis.
 - After the advantage access window closes you will still have the opportunity to redeem your PAP(s) until expiry or cancellation (by you or us), but you will be in the ordinary queue for Travel Products with non-PAP holders.
-

How To Use Your PAP

- To redeem your PAP when purchasing your Travel Product, you must insert the unique redemption code we send you:
 - in the online booking process; or
 - on the hard copy booking form we send you (if available);
 following the instructions we send to you, before the PAP access window opens (if any).
 - The value of your PAP will be credited against your final balance payment for the Travel Product. A PAP is a credit and is not a discount.
 - If you choose to pay in full when purchasing your Travel Product, the value of your PAP will not be automatically refunded. To obtain a refund on your PAP, you must submit a request via the online PAP cancellation form on www.TheOpenExperiences.com, as per clause 27.
 - PAPs can only be used against Travel Products.
-

Additional PAP Holder Benefits

- We may, at our discretion, provide additional benefits to PAP holders. If provided, any additional benefits will only apply to PAP holders. These will not apply to additional travellers in your group unless they are also PAP

holders. For example, if you have purchased six PAPs however there are eight travellers in your group, only the six PAP holders will receive the additional benefits of the PAPs.

24. To be eligible for any additional benefits you must purchase a Travel Product within the PAP holder priority access window and comply with any other requirements we notify to you from time to time.

If You Choose Not To Use Your PAP

25. Your PAP(s) will expire on the Expiry Date. We recommend you redeem PAPs as early as possible to avoid disappointment. After the Expiry Date, there will be no refund for any unused PAPs.
26. PAPs are fully refundable up until the earlier of:
- the point they are used to purchase a Travel Product (redeemed); or
 - the Expiry Date.
27. If you wish to cancel your Order/PAP you will need to visit www.TheOpenExperiences.com. You must complete the online PAP cancellation form, fully answering all questions to authorise your refund.
28. Once received we will cancel your redemption code and refund your money within 28 days. The method of refund will be at our discretion and may be made either by bank transfer, refund to the payment method you used to make your purchase or other method as we deem appropriate,
29. Once a cancellation notice is received by us, all rights associated with the cancelled PAP(s) will automatically terminate.
30. In the event that the Travel Product which the PAP has been redeemed against is cancelled any refunds due, inclusive of the PAP amounts, will be made in accordance with the terms and conditions that apply to the Travel Product you are purchasing. This may mean the relevant funds are refunded to the Lead Booker of the Travel Product and not the original PAP holder.

Our Cancellation of Your PAP

31. We will cancel your PAP and your redemption code immediately without notice and without refund if you fail to comply with any of these Terms.
32. We will cancel your PAP and your redemption code without notice if we do not receive full payment of all sums due for the PAP.
33. If for reasons outside of our control, or in the event we are required to, we cancel your PAP, we will provide you with a refund of your PAP order without any further liability.
34. All credit and debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be liable for any delay. If we receive a chargeback notification we will cancel your PAP(s) and redemption code(s) without notice.
35. If you have already redeemed your PAP(s) before we receive a chargeback notice we will cancel the contract for the Travel Product to which it has been applied without notice or refund, or at our discretion will require you to immediately pay the value of the PAP(s).
36. We reserve the right to pass on any charges we suffer as a result of any chargeback to you.

General

37. All information and prices provided on our website before Travel Products go on sale are indicative only. We make no representation, warranty or undertaking that a particular service or product will be available or within a

certain price range. Not all packages provided by us will be available at the time of launch.

38. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our Contract that is caused by events outside our reasonable control.
39. Our liability for losses you suffer as a result of us breaking our Contract is strictly limited to the value of your PAP Order. This limit does not apply to death or personal injury caused by our negligence, for fraud or misrepresentation or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.
40. We are not responsible to you for any loss of enjoyment, loss of opportunity, loss of goodwill, loss of anticipated savings, interest or any indirect or consequential losses which happen as a side effect of us breaking our Contract.
41. When using our site, you accept that communication with us will be mainly electronic although we may also contact you via telephone, text message, and post. We will contact you by email or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.
42. All notices given by you to us must be sent to customerservices@TheOpenExperiences.com or at the address set out in clause 49. We may give notice to you at either the email or postal address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an email is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an email, that such email was sent to the specified email address of the addressee.
43. These Terms and any document expressly referred to in them represent the entire agreement between us in relation to the subject matter of our Contract and supersede any prior agreement, understanding or arrangement between us, whether oral or in writing.
44. You acknowledge that, in entering into our Contract, you have not relied on any representation, undertaking or promise given by us or implied from anything said or written in correspondence between us prior to such Contract except as expressly stated in these Terms.
45. You may not transfer, assign, charge or otherwise dispose of our Contract, or any of your rights or obligations arising under it, without our prior written consent.
46. No waiver by us of any of these Terms shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing.
47. Contracts for the purchase of PAPs 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) will be governed by the law of England and Wales. Any dispute or claim arising out of or in connection with our contract or its formation (including non-contractual disputes or claims) shall be subject to the jurisdiction of the courts of England and Wales.
48. We collect and process your Personal Data in accordance with our Privacy Policy available upon request or found on our website.

About Us

49. The Open Experiences, Administrative Office: Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576 2954 00. Your Contract for the purchase of the PAP is with us.

Version: 28 April 2026