

NYBG

TICKET TERMS & CONDITIONS

Conditions of Sale

In buying ticket(s) from the New York Botanical Garden (“we” “us” “our”) you understand and agree that:

Your ticket(s) is/are valid only for the number of person(s), the date, and the entry time(s) stated on its/their face(s).

During your visit you must retain your ticket(s) safely for production on demand by our representative(s).

All events are rain, snow or shine.

We reserve the right at our discretion to alter our advertised arrangements for any exhibition, cancel any exhibition time slot and/or close the exhibition without notice; AND in any such event: (a) we shall not be liable to you for any loss of business, revenue, profits, anticipated savings or goodwill (whether direct or indirect) or for any indirect, special or consequential loss of any kind and in each case however arising, even if you have advised us of the possibility of same; and (b) our maximum liability to you shall not exceed the total amount you paid for your ticket(s).

These conditions of sale shall be governed by and interpreted in accordance with the laws of New York State, without regard to provisions concerning conflicts of laws.

Online Purchases

When buying tickets online for Garden exhibitions and events, you are entering into an agreement with the New York Botanical Garden, subject to the common terms of use of this website applicable to all transactions.

Receiving Your Order

Once your online booking has been confirmed, an order confirmation will be sent to the email address you specified.

It is your responsibility to check prior to purchase that the information you have supplied to us with regard to your item requirements is accurate. We are only responsible for issuing items in accordance with the information you provide.

Using Your Ticket

Once purchased, neither the date, entry time, nor event for which a ticket has been purchased may be changed. Payments for tickets are non-refundable. Tickets are valid only for the date stated upon them. No additional discounts will be applied after an order is placed.

On arrival at the event, the following will be required in order to validate a ticket purchased through the New York Botanical Garden website:

- 1) Appropriate proof of entitlement to any discounted ticket rate claimed (such as AAA card or Membership ID) for each person to be admitted with the ticket.
- 2) A legible printout of your ticket.
- 3) The credit or debit card used to make your purchase through this website. The New York Botanical Garden reserves the right to charge normal event entry prices to any person not able to validate their ticket in the above manner.
- 4) Any additional persons wishing to enter with a ticket holder will be required to pay the normal entry rates.
- 5) The New York Botanical Garden takes photographs and video footage daily. By your presence in the Garden you consent to the use of photographs and video of you in promotional materials for the Garden.
- 6) Children 16 and under must be accompanied by an adult at all times.
- 7) The Garden reserves the right to inspect all bags.
- 8) Your visit to the New York Botanical Garden is at all times subject to any notice to visitors we post on our premises, and subject to any direction, supervision, and guidance of our staff.
- 9) We have the right, without liability to you, to refuse to allow you to enter our premises or the exhibition and/or escort you from our premises if you, in our judgment, breach any of these conditions or violate New York Botanical rules or policies governing behavior on our premises.

Cancellation

Should cancellation of the event, or any day of the event, be necessary, the New York Botanical Garden will attempt to contact all advance ticket purchasers via email to arrange the exchange or refund of tickets. Customers are advised to check their email before visiting the Garden to avoid an unnecessary journey should an event be cancelled. If an alternative visit date cannot be arranged, the Garden will then refund the full price paid, including the payment processing fees, to customers.