

Waddesdon Manor

Conditions of Entry

For you to make the most of your visit and in the interests of safety and security, we would like to bring to your attention the following key terms and information which we require you to comply with and abide by at all times.

All persons entering the Waddesdon Manor site are admitted subject to these Entry Conditions.

For the purposes of these Entry Conditions, references to the “**Waddesdon Manor**” means those attractions and facilities which form part of the Waddesdon Manor estate including the car park, House, Gardens, Stables, Dairy, Windmill Hill, Eythrope Walled Gardens and any other areas which are available to members of the public to access.

1. Tickets & Admission

When you purchase tickets to Waddesdon Manor you agree to the terms and conditions of sale, set out below:

- Tickets can be purchased online through our website; by telephone by calling our Box Office team or on-site at the Welcome Pavilion. Full payment is required at the time of booking. Tickets can also be purchased through our chosen third-party ticket partners (to which separate terms and conditions may apply).
- The sale of tickets by anyone other than Waddesdon Manor and its chosen third-party ticket partners is strictly prohibited. Only persons authorised by Waddesdon Manor are permitted to sell or offer for sale any items to visitors within Waddesdon Manor grounds.
- Once purchased, tickets cannot be refunded or returned. Tickets can be moved to an alternative date subject to availability, using the ‘manage my booking’ link in the booking confirmation email. In the event of a ticket alteration where the replacement ticket carries a higher cost, the ticket holder will be required to pay the price difference.
- When you receive your tickets, they can either be printed or stored on your device electronically. All tickets must be produced at the admissions point, located in the main visitor car park, to gain entry. The QR code provided in your email confirmation forms part of your ticket and must be presented on arrival at the Welcome Pavilion to gain entry to Waddesdon Manor.

- All visitors, pre-booked or otherwise, must check in at the Welcome Pavilion in the car park to be issued a valid QR code providing access through the admissions gates along the entry footpath.
- All visitors entering the Waddesdon Manor site must hold and present a valid ticket. Tickets must be retained at all times and, where required by Waddesdon Manor staff submitted for examination. Presentation of a National Trust membership card alone will not be sufficient.
- Any tickets which have been altered or defaced will be void. Proof of entitlement for certain ticket types may be required for entry (for example, a National Trust member or local resident ticket). Admission without a valid ticket is not guaranteed.
- Unlawful resale or attempted unlawful resale of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation.
- All prices are correct at the time of publishing. However, they are subject to change without prior notice.
- Children aged 15 or under must be accompanied by an adult on site and organised events. Adults are responsible for supervising the children in their care at all times.
- Teachers and group leaders act as a 'responsible adult' and assume responsibility for the well-being, behaviour, and safety of their group at all times.

2. Cancellations

- For technical or operational reasons, some facilities may be closed, removed or altered at any time. Waddesdon Manor reserves the right to change the programme of opening if at any time it is deemed necessary or appropriate to do so.
- The property will remain open and events will take place whatever the weather, unless weather conditions pose a health and safety risk to our visitors and staff. We will make every effort to reschedule events should we close for reasons of health and safety. Any decision to close is at the discretion of Waddesdon Manor's management team.
- In the event that Waddesdon Manor cancels or reschedules an event, you will be entitled to a refund for the event. Refunds will be automatically processed and show in the account with which you made the booking within 7 working days.

- In the event of a cancellation or closure, Waddesdon Manor accepts no responsibility for travel, accommodation and any other associated costs.

3. Safety & Security

- Please be aware that we operate a secure, closed-circuit television system throughout the property in the public interest for the protection and safety of our visitors, staff, collection and property.
- Please do not leave personal property unattended whilst visiting, including in outdoor areas. Any unattended property will be handed to our Security team and will be processed in accordance with our lost property procedure. Anything unclaimed after one month will be donated to charity or disposed of, with the exception of bank cards, which will be destroyed the following day.
- Items left unattended on our premises which appear to present a security risk may be removed or destroyed by our security staff. We do not accept liability for any lost items and/or unattended property that we remove or destroy.
- To help protect Waddesdon's historic interiors we do not allow large bags, rucksacks, framed child carriers, picnic hampers, prams, pushchairs or children's scooters into the house. Small bags (under 21 x 29cm) are permitted and must be carried on the front of the body at all times. Bags which exceed these measurements, including bags which are folded down to reduce their size, will not be permitted inside and can be stored free of charge in Visitor Information.
- Food and drink are not allowed inside the house to prevent accidental damage to fragile textiles. Water is available; please ask a member of staff for assistance.
- Waddesdon Manor accepts no responsibility for loss or damage to any personal property.
- Waddesdon Manor reserves the right to search the bag(s) of any visitor entering the House, Grounds and car park, or any other event being held on the Rothschild Foundation Estate. Failure to comply with a request for such a search may result in entry being refused.
- It is prohibited to bring into Waddesdon Manor any weapons, ammunition, explosives, fireworks, smoke bombs, horns, whistles, drums, flagpoles, banners, balloons, sporting equipment, large umbrellas or any other item which in our reasonable opinion may cause danger or disruption to any attraction, facility,

event, visitors, staff or resident wildlife. The throwing of any article which could cause injury or affect the enjoyment of other visitors is strictly prohibited.

- Vehicles (including bicycles and electric bicycles) are parked at Waddesdon Manor at the owner's risk. Waddesdon Manor is not liable or responsible for any loss of or damage to visitors' vehicles and no guarantee is given as to the security of visitors' vehicles in the car park (including any contents left in vehicles).
- No vehicles are permitted to remain on the Waddesdon Manor property outside normal operating hours without prior written permission (which may be withheld).
- We do not advise leaving dogs or other pets in any vehicle parked on site at Waddesdon Manor. Waddesdon Manor reserves the right to report to relevant bodies and authorities any animals that are left unsupervised and found to be in distress.
- Animals are not allowed inside the House, shop or restaurant and around the aviary under any circumstance, unless you are a disabled visitor accompanied by a registered guide, assistant or companion animal. Whilst emotional support animals provide comfort, we are not obliged to permit them access based on providing emotional support.
- All dogs must be kept on a short lead whilst onsite, including in the gardens, lower grounds and car park.
- Smoking (including of e-cigarettes and vaping devices) is strictly prohibited inside, or within 10 metres of any facility at Waddesdon Manor. We ask visitors to be mindful of the comfort of others when smoking onsite.

4. Visitor Behaviour

- Waddesdon Manor is an inclusive organisation, and we value and respect our visitors, communities and colleagues. Any behaviour towards our colleagues or other visitors which contradicts this will not be tolerated, and visitors may be asked to leave.
- Waddesdon Manor reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Waddesdon Manor any visitor.
- Our staff are authorised to intervene where deemed necessary, for example in the event of antisocial behaviour, disturbance to other visitors, or any behaviour that puts the collection, buildings, or anyone else at risk. In such events, you may be asked to leave or be escorted from the site.

5. Access

- Visitors with disabilities may bring up to two accompanying essential companions free of charge when paying for a full price ticket. Supporting documents must be provided in person at the entrance points on site. The following documents are acceptable as proof of eligibility: Disability Allowance letter, PIP letter, Access Pass, or any other appropriate supporting documentation as issued by your local council.
- Where essential companion tickets gain access to events or dining experiences, they do not include materials or catering. Essential companions wishing to participate in events and dining experiences are required to purchase a full price ticket.
- Mobility scooters, wheelchairs and electric wheelchairs are welcome across the site. Wheelchairs are available to borrow, on a first come first served basis.
- For any questions relating to access requirements, please see our accessibility pages on our website which include an access guide and specifications, or; contact our Box Office team who will be happy to answer any questions.

6. Photography and Drones

- You are welcome to take photos and videos for personal, non-commercial use, as long as flash is turned off inside the Manor, to protect our light-sensitive collections. Please note that flash photography, additional lighting and the use of tripods or selfie sticks are not permitted.
- The use of drones is not permitted anywhere on site.
- There may be some items or displays that are on loan from other organisations who have stipulated that items cannot be photographed as part of the loan agreement. These will be clearly signposted.
- Photoshoots and professional photography are not permitted in the house and gardens without prior agreement. To arrange a photoshoot, please contact filming@waddesdon.org.uk.
- We ask that you respect the privacy of our staff and refrain from taking pictures/ videos of them. Photography and filming of children and young people is prohibited without the consent of the accompanying adult, this includes school groups and those attending family events.

- From time to time, Waddesdon Manor and third parties to whom we have provided our express authority may take photographs and/or video recordings of and/or sound recordings at, Waddesdon Manor (including in the car parks and surrounding areas, as well as at events) which may feature visitors. We endeavour to notify visitors via signage when this is taking place. If you do not wish to be photographed, filmed and/or recorded, please notify a member of staff.
- As a condition of sale, visitors to Waddesdon Manor consent to being photographed, filmed or sound recorded by security CCTV.

7. Visitor comments & Feedback

We welcome comments, feedback, and enquiries (including Access information). Please contact us via email: enquiries@waddesdon.org.uk; telephone: 01296 820414; or write to us: Waddesdon Manor, Waddesdon, Aylesbury, Buckinghamshire HP18 0JH

These terms and conditions were last updated on 30/04/2026.