

NOVEMBER 2020

WHAT DAYS AND TIMES ARE THE TOURS AVAILABLE?

Monday – Sunday
11.00, 12.00, 13.00 and 14.00

HOW MUCH WILL A TOUR COST?

Adult £25
Senior (over 60s) £20
Disabled (carer goes free) £20
Student (ID required) £18
Children (aged 5-15) £16
Family (2 adults & 2 children aged 5-15) £60
Infants (under 5s) Free
Prices subject to change

HOW LONG WILL THE TOUR LAST?

90 minutes.

WHAT WILL I SEE ON THE TOUR?

Led by an expert guide, the Tour includes the Grade II* listed Pavilion, legendary Long Room, Players' Dressing Rooms with the Honours Boards, Committee Room, Writing Room, and MCC Museum, home to the iconic Ashes Urn.

To celebrate the return of our tours, we've enhanced the experience by opening up more areas of the Grade II*-listed Pavilion, previously not included. Tours will now include exclusive access to the Players' Dining Room, where greats of the game have dined on match days, and the Pavilion Roof Terrace, which offers a breath-taking view of the Ground, including the new Compton and Edrich stands which are now taking shape a year into construction.

IS PRE-BOOKING ESSENTIAL?

All Tours must be pre-booked and paid for in advance of the Tour via MCC's website at tours.lords.org. For the avoidance of doubt, no walk-up bookings will be taken by MCC.

HOW MANY PEOPLE WILL BE IN MY TOUR GROUP?

We have restricted the number of persons permitted to attend Lord's, including imposing maximum attendance numbers as part of a Tour. Private Bespoke Tours available for just 2 – 5 people, please contact the Tours office on **020 7616 8595** or **email tours@mcc.org.uk** for more information.

CAN I CHANGE OR CANCEL MY TOUR BOOKING?

Yes. If you wish to cancel your Tour booking, please email tours@mcc.org.uk. You will need to do this at least 72 hours prior to the commencement of your pre-booked Tour.

WHERE DO WE MEET?

Entry to Lord's to attend a Tour shall be via the Grace Gate entrance only or as otherwise stipulated on MCC's website.

WHAT TIME SHOULD I ARRIVE FOR MY TOUR?

MCC recommends that you arrive 30 minutes prior to the start time of your Tour to allow sufficient time to clear security, complete relevant temperature check (if required), health questionnaire and view the Museum. Please note that you will not be permitted to enter Lord's until 30 minutes prior to the commencement of your Tour.

WILL I HAVE TO WEAR A FACE COVERING?

In accordance with Government guidelines, a face covering (e.g. a suitable face mask) must be worn, unless you are exempt, inside the Museum, the Pavilion, Lord's Shops, and as otherwise designated by any MCC staff member or security steward.

IS THERE ANYWHERE TO LEAVE LUGGAGE OR BAGS?

Only small handbags and rucksacks will be allowed to be taken on a Tour. This is to assist with MCC's security checks and minimise unnecessary contact. For the avoidance of any doubt, there are no locker or luggage storage facilities available at Lord's.

WILL THERE BE HEALTH QUESTIONNAIRE ON ARRIVAL?

Prior to entry to Lord's, you may be required to complete a health questionnaire which will require you to confirm that you are not currently suffering from any COVID related symptoms and been in contact with, a known or suspected case of COVID-19 or travelled outside the Common Travel Area (UK, Republic of Ireland, Channel Islands and Isle of Man) in the last 14 days.

All personal data collected as part of the completion of the questionnaire shall be processed by MCC in accordance with its Privacy Notice and data protection legislation. All records will be deleted after 21 days in accordance with Government's Test and Trace Guidelines.

ARE THERE TOILETS?

Yes, toilets will be open for visitors, with regular cleaning in place.

DO I NEED TO HAVE MY TEMPERATURE CHECKED AND WHAT IF IT'S TOO HIGH?

All visitors to Lord's may be required to undertake a temperature check on arrival. If you refuse to have your temperature taken you may be denied entry to Lord's, and your Tour booking cancelled with no refund payable. If you have your temperature taken, and it is higher than 37.5 degrees, you shall not be allowed to enter Lord's or join a Tour and you shall be issued a full refund.

WHAT OTHER SAFETY PROCEDURES ARE YOU INTRODUCING TO KEEP THE TOUR SAFE FOR VISITORS AND STAFF?

All visitors and MCC staff will be required to adhere to Government guidance and legislation with regard to social distancing. No physical contact with MCC staff, including Tour Guides will be permitted. Lord's has been awarded the 'We're Good to Go' industry standard by Visit Britain, which demonstrates that we adhere to the respective COVID-19 Government and public health guidance.

IS THERE ANYWHERE I CAN EAT AT THE GROUND?

Catering facilities are closed inside the Ground and The Lord's Tavern pub is closed until further notice. St John's Wood High Street is a short walk away which has various food/drink shops.

I HAVE A CREAM TEA OR LUNCH VOUCHER AT THE LORD'S TAVERN, WHAT SHOULD I DO?

If you have purchased or given a voucher valid for 12 months, they are now extended for 24 months.

The Lord's Tavern is closed until further notice, therefore you may want to use your voucher when full services resume.

Alternatively, you can book the Tour only, please follow the booking instructions as stated on your voucher to confirm your visit online, following an email to tours@mcc.org.uk requesting a refund for the cream tea or lunch upgrades.

CAN I PARK AT LORDS?

There are no parking facilities available at Lord's.

The nearest car park to Lord's is Q-park St John's Wood located outside the congestion zone.

On-Street parking available outside the ground, for more information and prices please check the Westminster council website.

Click here to find out how to get to us.

lords.org/lords/visit-us/how-to-get-here

DO YOU HAVE LIFTS?

Where lifts are used as part of a Tour, there will be a limit to one person in the lift at any one time or as otherwise agreed by MCC.

DO YOU ACCEPT CASH?

MCC are accepting contactless or card payments only in the Museum and Lord's Shops.