

# COUNTY MATCH DAY HOSPITALITY PACKAGES TERMS & CONDITIONS



OCTOBER 2019

## 01 INFORMATION

For all enquiries, please contact the Lord's Operations Team on 020 7616 8563 or via email at [cmdh@lords.org](mailto:cmdh@lords.org).

Customers may book County Match Day Hospitality Packages ("Packages") directly here ([lords.org/cmdh](https://lords.org/cmdh)) or they may purchase a County Match Day Hospitality Voucher ("Voucher") online here ([lords.org/cmdh](https://lords.org/cmdh)).

Early bookings are recommended to avoid disappointment.

## 02 GENERAL

- 2.1 All bookings are subject to availability.
- 2.2 All bookings must be placed through [lords.org/cmdh](https://lords.org/cmdh). Full payment is required to secure any booking.
- 2.3 Packages may be purchased on days one (1) to three (3) of any County Championship match. Please note that Packages are not available to be purchased for any Twenty20 matches, The Hundred matches, One-Day Internationals or Test Matches.
- 2.4 Any changes to a booking must be made at least 14 calendar days prior to the scheduled commencement of any Match, irrespective of the day for which the booking has been made. For example, if a booking is made for day three (3) of a Match, any changes to a booking must be made at least 14 calendar days prior day one of that Match.
- 2.5 If a booking is cancelled more than 14 calendar days prior to the scheduled commencement of any Match, a full refund will be issued less a £5 per person administrative charge. If a booking is cancelled 14 calendar days or less before the scheduled commencement of a Match, no refund will be issued.
- 2.6 If there is no play on a particular day due to early conclusion of a Match, refunds may be issued or an alternative date on which to redeem a Voucher may be offered, as determined by MCC.
- 2.7 Refunds will not be issued if there is no play due to inclement weather.

## 02

### GENERAL

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- 2.8 As part of its Package offering, MCC offers a traditional package, which includes a ticket to the Match, lunch and a tour of Lord's and a luxury package, which includes, a ticket to the Match, lunch, afternoon tea, a gift, a glass of Champagne and a tour of Lord's.
- 2.10 Lunch bookings will be served in Pelham's, or such other venue as may be allocated by MCC, from 12.00. Timings for your lunch sitting will be confirmed prior to the date of the Match.
- 2.11 MCC reserves the right to cancel any lunch and/or afternoon tea sittings, as relevant, due to low attendance. In such instances, MCC shall endeavour to make alternative arrangements for the customer to have lunch or afternoon tea elsewhere in the Ground, failing which the customer will be offered an alternative date. Customers will be informed whether Pelham's or another venue will be available for lunch and/or afternoon tea prior to the match.
- 2.12 Please note that Pelham's is always closed on day four (4) of a County Championship match.
- 2.13 MCC shall hold customer's personal information for the purposes of administering their booking for the Package. MCC will keep a copy of customer's personal information for no longer than is necessary to administer the booking for the Package. Individuals are entitled to receive a copy of their personal information held by MCC on request and to correct any inaccuracies in it. Please see MCC's Privacy Notice on lords.org for more information.

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### BOOKINGS MADE WITH A VOUCHER

- 3.1 Each voucher is valid for one year from the date of purchase. Please refer to the voucher for its expiry date.
- 3.2 There is no cash equivalent for a voucher.
- 3.3 Vouchers cannot be used in conjunction with any other offer.

Please note that parking is not available at Lord's. However, should a customer require disabled parking, they should contact the Club Facilities Department on 020 7616 8653. Parking is subject to availability.

Ref: tscscountymatchdaypackages2020