

Restaurant Terms & Conditions 2019



LORD'S
THE HOME OF CRICKET

November 2018

01 | General

- 1.1 All restaurant bookings are subject to availability.
- 1.2 Lunch sittings are staggered. Guests will be allocated a sitting time when they make their booking.
- 1.3 Bookings may be made by contacting MCC by email at restaurants@lords.org or via the Restaurant Reservations telephone line **020 7616 8563**.
- 1.4 A booking in one of MCC's restaurants does not entitle entry to Lord's Ground.
- 1.5 The dress code for entry to our restaurants is smart/casual. Smart jeans are acceptable, shorts should be tailored, flip flops and trainers are not permitted.
- 1.6 MCC will hold your personal information for the purposes of processing your booking. MCC will hold your personal information for no longer than is necessary to administer and facilitate your booking. You are entitled to receive a copy of your personal information held by MCC on request and to correct any inaccuracies in it. Please see MCC's Privacy Notice on www.lords.org for more information.

02 | Pelham's

- 2.1 Pelham's may be open for breakfast, lunch and afternoon tea on days of International Matches, and the One Day Cup Final, and dinner on days of Twenty20 Cup Matches ("Major Matches"), and may be open for lunch and afternoon tea only on days of non-Major Matches, subject always to the scheduled commencement time of the match in question.
- 2.2 On days of Major Matches Pelham's is only available to Full Members and their guests for whom they have purchased Rover tickets. Associate and Senior Members may also make bookings, with guests, for the days on which they are entitled to purchase Rover tickets.
- 2.3 Pelham's may be open on days one, two and three during a County Championship four day match. Please note that Pelham's is always closed on day four of a County Championship match.
- 2.4 Pelham's may be open only on days one to four during a Test Match. No bookings will be taken for day five of a Test Match.

02 | Pelham's continued

- 2.5 Bookings made for days of Major Matches will be balloted and Members informed at least four (4) weeks prior to the Major Match in question as to whether they have been successful. Members who have been unsuccessful will have the option of being placed on a waiting list and informed at any time prior to such Major Match whether they have secured a booking.
- 2.6 All bookings for days of Major Matches require payment upfront. A credit or debit card number must be provided at the time of booking in order to secure the booking.
- 2.7 On days of Major Matches, Members must accompany their guests for bookings in Pelham's.
- 2.8 All bookings for days of non-Major Matches of seven (7) persons or more require a deposit of £20 per person. A credit or debit card number must be provided at the time of booking in order to secure the booking. This deposit will be redeemable against the final bill.
- 2.9 All bookings for afternoon tea on days of non-Major Matches require payment upfront. A credit or debit card number must be provided at the time of booking in order to secure the booking.
- 2.10 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 a booking has been made. For example, if a booking is made for day four of a Test Match, any changes to a booking must be made at least 14 calendar days prior to day one of that Test Match.
- 2.11 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.
- 2.12 Refunds will be issued if there is no play on a day of a match due to an early conclusion of such match (i.e. it concluded the day before).
- 2.13 No refunds will be issued if there is no play on a day of a match due to inclement weather.
- 2.14 On days of non-Major Matches, lunch bookings may also be made by any member of the general public.
- 2.15 On days of non-Major Matches, MCC reserves the right to cancel any lunch bookings due to failure to attract the minimum number of bookings required. In such instances, MCC will try to make alternative arrangements for lunch to be taken in the Lord's Tavern, located by Grace Gate of Lord's Cricket Ground.
- 2.16 Only guests with a reservation will be allowed entry to Pelham's.
- 2.17 Particular tables in Pelham's cannot be guaranteed under any circumstances, including any tables located by the windows.
- 2.18 Guests are asked to arrive at their designated sitting time. Tables will only be held for 15 minutes before being released and re-sold without further notice. If guests are running late for any reason, they are asked to call the Restaurant Reservations telephone line on 020 7616 8563 as soon as possible. Guests should note that there is no guarantee that tables will be held for any longer than 15 minutes.

03 | The Thomas Lord Restaurant

- 3.1 The Thomas Lord Restaurant ("the Thomas Lord") may be open for breakfast, lunch and afternoon tea on days of Major Matches only.
- 3.2 All bookings require payment upfront. A credit or debit card number must be provided at the time of booking in order to secure the booking.
- 3.3 Bookings will be balloted and Members informed at least four (4) weeks prior to the Major Match in question as to whether they have been successful. Members who have been unsuccessful will have the option of being placed on a waiting list and informed at any time prior to such Major Match whether they have secured a booking. Following the ballot process, if there are still places available, bookings will be open to any member of the general public.
- 3.4 Guests are asked to arrive at their allocated sitting time. Tables will only be held for 15 minutes before being released and re-sold without further notice. If guests are running late for any reason, they are asked to call the Restaurant Reservations telephone line on 020 7616 8563 as soon as possible. Guests should note that there is no guarantee that tables will be held for any longer than 15 minutes.
- 3.5 The Thomas Lord will be open only on days one to four of a Test Match, unless otherwise advised by MCC. No advance bookings will be taken for day five of a Test Match.
- 3.6 Any changes to a booking must be made at least 14 calendar days prior to the scheduled commencement of a Major Match, irrespective of the day for which a booking has been made for. For example, if a booking is made for day four of a Test Match, any changes to a booking must be made at least 14 calendar days prior to day one of that Test Match.
- 3.7 If a booking is cancelled more than 14 calendar days prior to the scheduled commencement of the day for which the booking has been made, 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 Major Match, no refund will be issued.
- 3.8 Refunds will be issued if there is no play on a day of a Major Match due to an early conclusion of such Major Match (i.e. it concluded the day before).
- 3.9 No refunds will be issued if there is no play on a day of a Major Match due to inclement weather.

04 | MCC Cricket Academy

- 4.1 The MCC Cricket Academy Restaurant ("MCC Cricket Academy") may be open for breakfast and lunch on days of Major Matches only.
- 4.2 Bookings will be balloted and Members informed at least four (4) weeks prior to the Major Match in question as to whether they have been successful. Members who have been unsuccessful will have the option of being placed on a waiting list and informed at any time prior to such Major Match whether they have secured a booking. Following the ballot process, if there are still places available, bookings will be open to any member of the general public.
- 4.3 All bookings require payment upfront. A credit or debit card number must be provided at the time of booking in order to secure the booking.
- 4.4 Guests are asked to arrive at their designated sitting time. Tables will only be held for 15 minutes before being released and re-sold without further notice. If guests are running late for any reason, they are asked to call the Restaurant Reservations telephone line on 020 7616 8563 as soon as possible. Guests should note that there is no guarantee that tables will be held for any longer than 15 minutes.
- 4.5 The Cricket Academy will be open only on days one to four of a Test Match, unless otherwise advised by MCC. No advance bookings will be taken for day five of a Test Match.
- 4.6 Any changes to a booking must be made at least 14 calendar days prior to the scheduled commencement of a Major Match, irrespective of the day on which a booking has been made for. For example, if a booking is made for day four of a Test Match, any changes to a booking must be made at least 14 calendar days prior to day one of that Test Match.
- 4.7 If a booking is cancelled more than 14 calendar days prior to the scheduled commencement of the Major 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 Major Match, no refund will be issued.
- 4.8 Refunds will be issued if there is no play on a day of a Major Match due to an early conclusion of such Major Match (i.e. it concluded the day before).
- 4.9 No refunds will be issued if there is no play on a day of a Major Match due to inclement weather.

05 | The Harris Garden Restaurant

- 5.1 The Harris Garden Restaurant (“the Harris Garden”) may be open for lunch bookings on days of Major Matches only.
- 5.2 Bookings will be balloted and Members informed at least four (4) weeks prior to the Major Match in question as to whether they have been successful. Members who have been unsuccessful will have the option of being placed on a waiting list and informed at any time prior to such Major Match whether they have secured a booking. Following the ballot process, if there are still places available, bookings will be open to any member of the general public.
- 5.3 Subject to the sitting time allocated, guests may also be given a finishing time due to turnaround times for tables.
- 5.4 Guests are asked to arrive at their allocated sitting time. Tables will only be held for 15 minutes before being released and re-sold without further notice. If guests are running late for any reason, they are asked to call the Restaurant Reservations telephone line on 020 7616 8563 as soon as possible. Guests should note that there is no guarantee that tables will be held for any longer than 15 minutes.
- 5.5 MCC requires a credit or debit card number to secure all bookings.
- 5.6 Any changes to a booking, including cancellation of the booking, must be made at least 14 calendar days prior to the scheduled commencement of the Major Match, irrespective of the day on which a booking has been made for. For example, if a booking is made for day four of a Test Match, any changes to a booking must be made at least 14 calendar days prior to day one of that Test Match.
- 5.7 If a booking is cancelled less than 14 calendar days prior to the scheduled commencement of the Major Match, or if there is a booking no-show, a cancellation fee of £20.00 per person will be charged to the credit or debit card supplied at the time of making the booking.

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

Ref: tcsrestaurants2018