

**2024 TERMS & CONDITIONS FOR THE PUBLIC BALLOT OF GENERAL ADMISSION TICKETS
AND WHEELCHAIR TICKETS**

INTERNATIONAL MATCHES

AMENDED ON 6 OCTOBER 2023: NEW CLAUSE 2.15

1. DEFINITIONS

In these Terms & Conditions, the following words or expressions shall have the following meanings:

- 1.1 **Accessibility Requirements:** any accessibility requirements of the Applicant and/or their Guest(s), including but not limited to (i) easy access to particular seats and/or facilities due to mobility impairments; (ii) the need for a person to accompany the Member to support their accessibility requirements;
- 1.2 **Accessibility Requirement Form:** the form completed by the Applicant pursuant to Clause 2.11;
- 1.3 **Applicant:** the person applying through the Ballot via the Platform;
- 1.4 **Applicant's Email Address:** the email address registered to the Applicant's account on the Platform;
- 1.5 **Application:** an entry in the Ballot by an Applicant;
- 1.6 **Ballot:** the ballot to allocate and allow Applicants to purchase Tickets;
- 1.7 **First Test Match:** the men's England v West Indies Test Match scheduled to be played on the Match Day;
- 1.8 **Friends & Family:** any person registered as 'Friends and Family' on the Applicant's account on the Platform. For more information about registering as 'Friends and Family', please visit the step-by-step [here](#);
- 1.9 **General Admission Ticket:** an electronic ticket for admittance and a numbered and reserved seat in the public stand at Lord's for the Applicant and if applicable, their Guest(s);
- 1.10 **Guest:** any guest of the Applicant who has been successful in purchasing Tickets pursuant to Clause 2.14;
- 1.11 **MCC:** Marylebone Cricket Club, incorporated by Royal Charter under number RC000862 of Lord's Ground, London NW8 8QN;
- 1.12 **Lord's:** Lord's Ground, London NW8 8QN;
- 1.13 **Match Day:** any day of the dates shown on the Platform for the (i) First Test Match; (ii) Second Test Match; (iii) One-Day International; and (iv) T20I Match all of which have been scheduled to be played at Lord's for which an Applicant has been successful in purchasing or been allocated a Ticket(s);
- 1.14 **One-Day International:** the men's England v Australia one-day international scheduled to be played on the Match Day;
- 1.15 **person** shall be deemed to include any individual, company, corporation or other entity;
- 1.16 **Platform:** MCC's ticket platform at <http://tickets.lords.org>;

- 1.17 **Second Test Match:** the men's England v Sri Lanka Test Match scheduled to be played on the Match Day;
- 1.18 **T20I Match:** the women's England v New Zealand T20I Match scheduled to be played on the Match Day;
- 1.19 **Terms & Conditions:** these terms and conditions;
- 1.20 **Terms & Conditions for the Sale and Allocation of General Admission Tickets and Wheelchair Tickets:** the terms & conditions for the sale and allocation of the Tickets for the Match Day copies of which are available on <https://www.lords.org/information/terms-and-conditions>;
- 1.21 **Ticket(s):** General Admission Ticket and/or Wheelchair Ticket;
- 1.22 **Ticket Confirmation Email:** the email sent by MCC confirming that the Applicant has been allocated the Ticket(s) pursuant to the Application, which shall be notified via email to the Applicant's Email Address; and
- 1.23 **Wheelchair Ticket:** an electronic ticket for admittance to Lord's for a person using a wheelchair within a designated wheelchair space at Lord's.

2. TICKET BALLOT

- 2.1 The Ballot is run by MCC.
- 2.2 Tickets are offered for sale via the Ballot and Applicants are asked to specify in the Application which type of Ticket they require. Each Ticket type has a separate Ballot.
- 2.3 Any person is eligible to enter the Ballot. The price for a Ticket(s) shall be set out on the Platform. Unless expressly stated otherwise, the price is inclusive of VAT.
- 2.4 Tickets are subject to availability. For the avoidance of doubt, an Application does not guarantee a Ticket.
- 2.5 By entering the Ballot, Applicants will be deemed to have accepted and agreed to be bound by these Terms & Conditions and the Terms & Conditions for the Sale and Allocation of General Admission Tickets and Wheelchair Tickets which are hereby incorporated into these Terms & Conditions save that in the event of any discrepancy between these Terms & Conditions and the Terms & Conditions for the Sale and Allocation of General Admission Tickets and Wheelchair Tickets, these Terms & Conditions shall prevail.
- 2.6 The Ballot opens at 10.00 on 21 September 2023 and closes at 12.00 on 9 October 2023. Any Applications received outside this period will not be considered, even if the Application appears to have been registered.
- 2.7 Applicants are limited to one Application for each Match Day and are limited to purchasing the number of Tickets as detailed on the Platform for each Match Day. No bulk entries will be accepted, and duplicate entries will be disqualified.
- 2.8 Applications may only be made for days one to four of the First Test Match and Second Test Match, the One-Day International and T20I Match. For the avoidance of doubt, no entries can be made for the fifth day of the First Test Match and Second Test Match.
- 2.9 Any Applicant who, in MCC's reasonable opinion, purchases Ticket(s) using any software, method or technique which is designed to increase the chance of success in the Ballot shall either (i) have the Application excluded from the Ballot; or (ii) have any Ticket(s) allocated and/or purchased cancelled in full as such conduct contradicts the spirit and intention of the Ballot.
- 2.10 A pre-authorized payment of the Ticket(s) must be made at the time of making the Application via the Applicant's account on the Platform. MCC accepts all major debit and credit cards for payment for the Ticket.
- 2.11 Once an Application has been submitted, the Applicant shall receive an email confirming receipt and summary of the Application and this shall be sent to the Applicant's Email

Address. Within this email and prior to the closing date of the Ballot, the Applicant may submit an Accessibility Requirement Form in relation to the General Admission Ticket(s) to allow MCC to use reasonable endeavours to accommodate any Accessibility Requirements, which shall be subject to Clause 2.4, Clause 2.12 and Clause 2.14.

- 2.12 To ensure a fair process, any Applicant submitting Accessibility Requirement Form or an Application for a Wheelchair Ticket may be required by MCC to provide supporting documentation. Any Applicant who fails to provide such supporting documentation on MCC's request may not have their Accessibility Requirements met or may not be allocated a Wheelchair Ticket, without any liability to MCC.
- 2.13 An Application may be withdrawn at any time prior to the closing date of the Ballot.
- 2.14 Applicants who have successfully been allocated Tickets will receive a Ticket Confirmation Email within 21 days of the Ballot closing and the payment method used by the Applicant will automatically be charged for the price of the Ticket(s). The Applicant is responsible for ensuring that sufficient funds are available to pay for the Ticket(s). If applicable, MCC shall use reasonable endeavours to allocate and group together Tickets for successful Applicants who are registered as Friends & Family.
- 2.15 Applicants that do not receive a Ticket Confirmation Email shall be notified by MCC that their Application has not been successful and shall be given the option to withdraw their Application if further Tickets become available and MCC operates a further ballot (**Second Ballot**). In the event MCC runs a Second Ballot, Applicants who have successfully been allocated Tickets will receive a Ticket Confirmation Email by 20 December 2023 and the payment method used by the Applicant will automatically be charged for the price of the Ticket(s). The Applicant is responsible for ensuring that sufficient funds are available to pay for the Ticket(s).
- 2.16 Unsuccessful Applicants will not be charged for the Ticket(s).
- 2.17 The outcome of the Ballot selection communicated by MCC is final.

3. GENERAL

- 3.1 MCC cannot accept any responsibility for any damage, loss, injury or suffered by an Applicant as a result of making an Application or as a result of not obtaining a Ticket.
- 3.2 MCC is not responsible for any technical glitches or malfunctions or any other problems out of its control that result in an Application not being properly received by MCC.
- 3.3 MCC reserves the right to: (i) amend these Terms & Conditions, including without limitation as regards the closing date for the Ballot; (ii) disqualify any Applicant who breaches these Terms & Conditions or has acted fraudulently in any way; and/or (iii) cancel, amend, withdraw, terminate or temporarily suspend either the Ballot in the event of any unforeseen circumstances or technical reason outside its control, with no liability to any Applicant.
- 3.4 Any personal data collected by MCC shall be processed by MCC in accordance with MCC's Privacy Notice, which may be viewed at lords.org/privacynotice
- 3.5 These Terms & Conditions are subject to and governed by English law.