



## **2025 TERMS & CONDITIONS FOR THE SALE OF HOSPITALITY EXPERIENCES**

### **ICC MEN'S WORLD TEST CHAMPIONSHIP FINAL 2025**

#### **1. DEFINITIONS**

- 1.1 **Accessibility Requirements:** any accessibility requirements of a Customer and/or their Guest(s), including but not limited to (i) step-free access; (ii) easy access to facilities due to mobility impairments; (iii) the need for a person to accompany the Customer and/or their Guest(s) to support their accessibility requirements;
- 1.2 **Account:** an account registered on the Website created pursuant to the Website Terms of Use;
- 1.3 **Booking Confirmation:** the communication issued by the LOC confirming a Purchaser's booking of a Hospitality Experience and the Charges and any other fees, together with ancillary information;
- 1.4 **Booking Request Form:** the form prescribed by the LOC to be completed by the Purchaser when confirming the Purchaser's intention to purchase a Hospitality Experience when booking directly via the LOC under Clause 2.3;
- 1.5 **Charges:** the charges a Purchaser has agreed to pay the LOC for a Hospitality Experience as detailed on the Platform or payable by the Purchaser in accordance with the Invoice or as otherwise notified by the LOC in writing;
- 1.6 **Contract:** a legally binding contract made in accordance with either Clause 2.2.3 or Clause 2.3.3;
- 1.7 **Customer:** a person who applies, purchases, holds, transfers and/or uses a Ticket(s) (as applicable), which shall include a Purchaser and/or a Guest;
- 1.8 **ECB:** The England and Wales Cricket Board Limited;
- 1.9 **Facility:** the Marylebone Suite, the Nursery Pavilion, The Willow or a hospitality suite at Lord's;
- 1.10 **General Admission Ticket** means the electronic ticket as defined in the ICC WTC Final Ticket Terms & Conditions;
- 1.11 **Ground Regulations:** those ground regulations of the LOC in relation to the ICC WTC Final which can be viewed at: [lords.org/groundregulations](https://lords.org/groundregulations);
- 1.12 **Guest(s):** any person the Purchaser invites to attend the Match Day in the Facility;
- 1.13 **Hospitality Experience(s):** the Ticket and food and drinks package provided by the LOC within a Facility detailed and sold on the Platform, or directly via the LOC or through a Reseller;
- 1.14 **Host:** the ECB, who have been appointed by IBC to host the ICC WTC Final;
- 1.15 **IBC:** ICC Business Corporation FZ LLC, a wholly owned subsidiary of the ICC incorporated to exploit the commercial rights to ICC events, being a company incorporated under the regulations of the Dubai Development Authority with its registered address at DMC-BLD05-VD-G00-075, Ground Floor, Dubai Media City, United Arab Emirates, and having its administrative office at Street 69, Dubai Sports City, Sheikh Mohammed Bin Zayed Road, PO Box 500070, Dubai, United Arab Emirates;
- 1.16 **ICC:** the International Cricket Council Limited, the international governing body for the sport of cricket;
- 1.17 **ICC Anti-Discrimination Code:** the ICC's Anti-Discrimination Code (available [here](#)), as updated from time to time;



- 1.18 **ICC WTC Final:** the final of the ICC Men’s World Test Championship 2025 governed by the ICC scheduled to be played on the Match Day;
- 1.19 **ICC WTC Final Ticket Terms & Conditions:** the terms and conditions for the sale and allocation of the General Admission Tickets and Wheelchair Tickets for the ICC WTC Final which can be viewed at <https://www.lords.org/information/terms-and-conditions>;
- 1.20 **Invoice:** an invoice from the LOC to the Purchaser for the Charges and any other fees when booking directly via the LOC under Clause 2.3;
- 1.21 **LOC:** means the entity appointed as the local organising committee for the Match Day by the Host being Marylebone Cricket Club, incorporated by Royal Charter under number RC000862 of Lord’s Ground, London NW8 8QN;
- 1.22 **Match Day:** 11 – 15 June 2025 for which the ICC WTC Final has been scheduled to be played at the Venue and the Purchaser has purchased a Hospitality Experience;
- 1.23 **Platform:** the portal operated by the LOC and available through the Website to enable Purchasers the opportunity to purchase a Hospitality Experience;
- 1.24 **Purchaser:** the person, company or other entity purchasing the Hospitality Experience;
- 1.25 **Purchaser’s Email Address:** the email address registered to the Purchaser’s Account on the Platform or provided by the Purchaser on the Booking Request Form;
- 1.26 **Reseller:** a reseller authorised by the ICC and the LOC to resell a Hospitality Experience to a Purchaser;
- 1.27 **Terms & Conditions:** these terms & conditions;
- 1.28 **Ticket:** a combined General Admission Ticket and Facility pass which shall be issued in electronic form only;
- 1.29 **Venue:** Lord’s Ground, London NW8 8QN;
- 1.30 **Website:** means the website [here](#) and/or any other website(s), domain(s) or sub-domain(s) established by or on behalf of IBC for the ICC WTC Final; and
- 1.31 **Website Terms of Use:** the terms & conditions for the use of the Website, which can be viewed at [here](#).

## **2. BOOKING AND PAYMENT TERMS**

### **2.1 General**

- 2.1.1 The Purchaser acknowledges that a Hospitality Experience is subject to availability and to these Terms & Conditions, the ICC WTC Final Ticket Terms & Conditions, the Ground Regulations and the LOC’s health, safety and security rules and regulations which may be in place from time to time.
- 2.1.2 The LOC shall use reasonable endeavours to ensure that a Hospitality Experience is in accordance with the details advertised by the LOC, however, the LOC reserves the right to vary a Hospitality Experience without further notice or liability to the Purchaser provided that such variation does not materially affect the quality of the Hospitality Experience.
- 2.1.3 Subject to Clause 2.1.4, any person wishing to purchase a Hospitality Experience must have an Account and do so via the Platform.
- 2.1.4 If a Purchaser wishes to purchase more than 12 Hospitality Experiences, they must do so directly via the LOC in accordance with Clause 2.3 below.



- 2.1.5 The LOC will not release a Ticket unless the Charges have been received in full and in cleared funds.
- 2.1.6 All Charges are exclusive of VAT (unless otherwise stated) which is payable in addition to the Charges by the Purchaser.
- 2.1.7 By making a booking under this Clause 2, the Purchaser will be deemed to have accepted and agreed to be bound by these Terms & Conditions.
- 2.1.8 If a Purchaser wishes to cancel a booking, the charges detailed at Clause 10 may apply.
- 2.1.9 The LOC shall endeavour to ensure that pricing and ticketing information provided is correct and accurate, however in some instances an error may occur. If the LOC becomes aware of any error after purchase, the LOC will endeavour to inform the Purchaser as soon as reasonably practicable via email to the Purchaser's email address. The Purchaser will have the option to (i) reconfirm the order at the correct price and/or information; or (ii) cancel the order. The Purchaser must confirm which option to the LOC within seven days of receiving the LOC's email under this Clause 2.1.9. If the Purchaser fails to notify the LOC within the seven days, the LOC will treat the purchase as cancelled. If the purchase is cancelled pursuant to this Clause 2.1.9, an automatic refund of the Charges will be made within 30 days to the credit or debit card used by the Purchaser to make the purchase of the Hospitality Experience and any Ticket (if already issued) shall be voided.

## **2.2 Booking via the Platform**

- 2.2.1 Purchasers must be 18 years old or above to purchase a Hospitality Experience via the Platform.
- 2.2.2 When making a purchase under this Clause 2.2, the LOC uses a third-party payment processor (**Payment Processor**) to process the payment. The processing of the payment will be subject to the terms, conditions and privacy policies of the Payment Processor in addition to these Terms & Conditions.
- 2.2.3 Unless otherwise agreed with the LOC, a Purchaser wishing to purchase a Hospitality Experience for themselves and their Guests must pay the Charges in full and cleared funds online via the Platform at the point of sale through the Payment Processor. Purchasers who have successfully booked a Hospitality Experience will receive a Booking Confirmation and at this point a legally binding contract will be in place between the LOC and the Purchaser.
- 2.2.4 The LOC accepts all major debit and credit cards for payment of the Charges.
- 2.2.5 Bookings made via the Platform are strictly limited to no more than 12 Hospitality Experiences per transaction using the Purchaser's Email Address.
- 2.2.6 The LOC is not responsible for any technical glitches or malfunctions on the Platform or any other problems out of its control that result in a purchase of a Hospitality Experience not being properly received by the LOC.
- 2.2.7 The LOC cannot accept any responsibility for any damage, loss, injury or disappointment suffered by a Purchaser as a result of using the Platform or as a result of not obtaining a booking for a Hospitality Experience.

## **2.3 Booking directly via the LOC**

- 2.3.1 If a Purchaser wishes to purchase more than 12 Hospitality Experiences, or where the LOC has otherwise agreed, the LOC shall send the Purchaser the Booking Request Form via email and a copy of these Terms & Conditions. The Purchaser must complete and return the Booking Request Form via email to [\*\*hospitality@lords.org\*\*](mailto:hospitality@lords.org) within two

working days of receipt of the Booking Request Form. The Purchaser shall ensure that the Booking Request Form is complete and accurate.

- 2.3.2 When the Purchaser submits a Booking Request Form, it shall be considered provisional until the Purchaser receives a Booking Confirmation. For the avoidance of doubt, the acceptance of the Booking Request Form is at the sole discretion of the LOC and does not create a binding contract between the LOC and the Purchaser. The LOC reserves the right to reject a Booking Request Form at any time and the LOC shall have no liability to the Purchaser in respect of such rejection.
- 2.3.3 A Booking Request Form and these Terms & Conditions will only become contractually binding as a confirmed booking when the Purchaser receives a Booking Confirmation.
- 2.3.4 Subject to Clause 2.3.5, within 14 days of the LOC issuing the Booking Confirmation, the Purchaser must pay the Charges in full and in cleared funds, unless otherwise agreed by the LOC.
- 2.3.5 If a booking for a Hospitality Experience is made within 12 weeks of the Match Day, the Purchaser must immediately pay the Charges in full and in cleared funds following the LOC issuing the Booking Confirmation, unless otherwise agreed by the LOC.

## **2.4 Booking directly via a Reseller**

- 2.4.1 Any bookings for Hospitality Experiences made by a Purchaser via a Reseller shall be in accordance with the Reseller's relevant terms and conditions of sale as advised by the Reseller to the Purchaser.
- 2.4.2 Payments made to a Reseller for the purchase of a Hospitality Experience shall be in accordance with the Reseller's relevant terms and conditions of sale as advised by the Reseller to the Purchaser.
- 2.4.3 For the avoidance of any doubt, a Purchaser who books a Hospitality Experience under this Clause 2.4 shall be bound by these Terms and Conditions unless stated otherwise.

## **3. CONDITIONS OF USE**

- 3.1 The Purchaser acknowledges, agrees and undertakes that:
  - 3.1.1 the Hospitality Experience shall be available for use in accordance with these Terms & Conditions for the purposes of spectating at the cricket match scheduled to be played, and entertainment of Guests, on the Match Day between such times as shall be stipulated by the rules and regulations governing admission to the Venue issued by the LOC from time to time;
  - 3.1.2 the Purchaser shall be responsible for the conduct of their Guests and that the Purchaser and their Guests are subject to these Terms & Conditions, the Ground Regulations, the ICC WTC Final Ticket Terms & Conditions and any other rules and regulations which may be in place from time to time and that the Purchaser and their Guests shall not do, omit or permit or suffer anything to be done which may be a nuisance or annoyance to the LOC, its Members, staff, agents, suppliers, contractors, licensees or any other person at the Venue on the Match Day or do anything or procure anything to be done that will or is likely to bring the LOC or the reputation of the LOC into disrepute;
  - 3.1.3 due to fire, health and safety regulations and any government guidelines or legislation as may be in force from time to time, there is a maximum capacity for the Facility, and that all occupants of the Facility are required to be in possession of a Ticket to gain entry to the Facility and comply with all health, safety and security checks on admission to the Venue that the LOC may impose from time to time;
  - 3.1.4 the Purchaser shall be responsible for all charges for additional services arranged by or on behalf of the Purchaser and/or their Guests and any other liabilities in connection with the use of the Facility which may have been incurred by the Purchaser and/or their



Guests and shall also be responsible for any such charges or liabilities incurred but not paid for when due;

- 3.1.5 the Facility must be vacated at the time advised by the LOC;
- 3.1.6 any person who makes abusive or threatening comments, whether racially or sexually motivated or otherwise, or who, in any way, acts in an abusive or threatening manner, or whose presence, as determined by the LOC, in its reasonable opinion, is a source of danger, nuisance or annoyance to others, may be subject to ejection from the Venue and any other action as may be determined by the LOC. Therefore, the Purchaser and/or their Guests shall not do or permit or suffer anything to be done which may be abusive, threatening, a source of danger, nuisance or annoyance to the LOC, its Members, staff, agents, suppliers, contractors, licensees or any other person at the Venue on the Match Day;
- 3.1.7 any property left anywhere on the LOC's premises remains at the entire risk of the owner of the property or person leaving the same, and the LOC accepts no liability for the theft or other loss or damage of such property;
- 3.1.8 the Purchaser or their Guests shall not bring into the Facility any food or beverage which has not been supplied by the LOC or its caterer; and
- 3.1.9 the Purchaser and their Guests are expected to comply with the LOC's dress requirements which shall be communicated to the Purchaser by the LOC prior to the Match Day. The Purchaser agrees to communicate the dress requirements for the Facility to their Guests. Admittance may be refused to anyone wearing dilapidated garments of any kind. The LOC reserves the right to update the dress requirements for the Facility from time to time.
- 3.2 The Purchaser acknowledges that the Purchaser has entered into the above acknowledgements, agreements and undertakings for the Purchaser and will procure the performance of the same by each of their Guests.
- 3.3 The Purchaser acknowledges that the possession, management and control of the Facility shall remain with the LOC and the LOC shall be entitled to enter at all times for the purpose of exercising such management and control and which at no time may be excluded from the Facility and in exercising such rights, provided the Purchaser is in compliance with the Purchaser's obligations as set out in these Terms & Conditions, the LOC shall cause as little disturbance and inconvenience as possible

#### **4. ACCESSIBILITY REQUIREMENTS AND DIETARY REQUIREMENTS**

- 4.1 If a Customer has any Accessibility Requirements, they should email Hospitality at [hospitality@mcc.org.uk](mailto:hospitality@mcc.org.uk) or telephone 0207 616 8598 and subject to availability, the LOC shall endeavour to satisfy any Accessibility Requirements by making any reasonable and practicable adjustments within the LOC's control.
- 4.2 Any Customer who has made a request under Clause 4.1 may be required by the LOC to provide supporting documentation. Any Customer who fails to provide such supporting documentation on the LOC's request may not have their Accessibility Requirements met without any liability to the LOC.
- 4.3 In the event that the LOC permits a person to accompany a Customer on a Match Day to support any Accessibility Requirements, the LOC shall provide the Customer with an additional General Admission Ticket free of charge provided that the person using the General Admission Ticket shall:
  - 4.3.1 be considered as a Guest;
  - 4.3.2 only attend the Match Day with the Customer; and
  - 4.3.3 not transfer the Ticket.

For the avoidance of doubt, all other elements of the Hospitality Experience are to be paid at the full prevailing rate.

- 4.4 If Clause 4.3 applies, the LOC will use reasonable endeavours to allocate the person accompanying the Customer with a seat adjacent to the Customer, however if this is not possible, the LOC will allocate the closest available seat to the Customer subject to the person accompanying the Customer being able to provide the levels of support required by the Customer.
- 4.5 If a Customer has any dietary requirements (including any food allergies) the Purchaser agrees to email Hospitality at [hospitality@mcc.org.uk](mailto:hospitality@mcc.org.uk) with full details of the dietary requirements, the name of the Purchaser's nominated representative, the names of their Guests and any other relevant information no later than 14 days prior to the Match Day or as otherwise agreed by the LOC. Any Purchaser who fails to provide such information in accordance with this Clause 4.4 may not have their request met, without any liability to the LOC. The LOC will pass on details of any dietary requirements to its caterer. However, the LOC does not guarantee that any of the food or drink products served at the Venue are free from nuts, wheat, lactose or any other allergens.

## **5. TICKETS**

- 5.1 Subject to payment of the Charges, the LOC or the Reseller shall send to the Purchaser prior to the Match Day the Tickets in a downloadable format that can be received through a mobile app or via email. The Customers are required to show a copy on a mobile device or to download and print a copy of the Ticket(s) on white paper at home to be presented and scanned to gain entry to the Venue.
- 5.2 The Purchaser shall be responsible for transferring the Tickets to a Guest provided that:
- 5.2.1 the Ticket is for the Guest's personal use and free of any consideration or for a fee or benefit no greater in value than the face value of the Ticket; and
- 5.2.2 the Purchaser draws their Guest's attention to these Terms & Conditions, including the Ground Regulations and ICC WTC Final Ticket Terms & Conditions, so that by accepting the transfer of a Ticket, the Guest also agrees to be subject to them.
- 5.3 No person will be admitted to the Venue and the Facility without a Ticket. No liability is accepted by the LOC in the event that a Customer is denied entry to the Facility or any other part of the Venue as a result of the Customer's failure to comply with these Terms & Conditions. No duplicate Tickets will be provided unless otherwise agreed by the LOC.
- 5.4 The use of the Ticket shall be subject to the ICC WTC Final Ticket Terms & Conditions save that in the event of any discrepancy between these Terms & Conditions and the ICC WTC Final Ticket Terms & Conditions, these Terms & Conditions shall prevail.
- 5.5 Unless authorised under these Terms & Conditions, a Hospitality Experience must not be re-sold or transferred and must not, under any circumstances, be auctioned, offered for sale or re-sale in any manner whatsoever or used in contravention of these Terms & Conditions.
- 5.6 A Hospitality Experience is personal to the Purchaser who purchased the Hospitality Experience and may only be used by the individuals identified and named as a Guest for such a Hospitality Experience.
- 5.7 No Customer shall purvey, advertise, auction, or otherwise offer for sale, or use as a competition prize, the Ticket(s) without the prior written permission of the LOC's Chief Executive & Secretary.
- 5.8 A Hospitality Experience may not be used in any manner that would constitute a breach of applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010. If the LOC reasonably suspects such use the



Hospitality Experience shall be null and void and the LOC shall be entitled to refuse entry to a Customer without any further liability to the Customer.

- 5.9 Any Hospitality Experience(s) acquired in breach of any of the provisions within this Clause 4 shall be null and void. The LOC shall be entitled to confiscate or invalidate any Tickets which are offered for sale or acquired in contravention of these Terms & Conditions without any further liability to the Customer.

**6. BREACH AND CONSEQUENCES**

- 6.1 The Customer agrees, without prejudice to any other rights which the LOC may have, that if the Customer breaches these Terms & Conditions they will:

6.1.1 be refused entry to and/or ejected from the Venue without refund or compensation;

6.1.2 have the Ticket confiscated and/or cancelled without refund or compensation;

6.1.3 exclude (indefinitely or for a period of time determined by the LOC) a Customer from using and/or applying to purchase any Ticket in respect of any future matches or events held at the Venue;

6.1.4 have any such other action taken against them as may be determined by the LOC; and/or

6.1.5 have legal action taken against them in connection with such matters.

**7. PLAY**

The Customer acknowledges and agrees that play is not guaranteed on a Match Day.

**8. REFUNDS**

- 8.1 Unless expressly stated within these Terms & Conditions, under no circumstances will any refund be made in respect of the Charges.

- 8.2 If there is a refund scheme in respect of the General Admission Ticket element of the Charges, then any refund will be made in accordance with the ICC WTC Final Ticket Terms & Conditions.

- 8.3 In relation to a Contract made between a Reseller and the Purchaser, the Reseller is solely responsible for processing any refund due to the Purchaser on behalf of the LOC. In the event the Reseller suffers an insolvency event prior to the Match Day and subject to the LOC honouring the Purchaser’s Contract made with the Reseller, any refund due under these Terms & Conditions shall be calculated in accordance with Clause 8.2.

**9. ADVERSE WEATHER DURING A MATCH DAY AND EARLY COMPLETION ON THE FOURTH DAY OF THE ICC WTC FINAL**

- 9.1 If a Match Day is abandoned for adverse weather, bar facilities will close at the time advised by the LOC. If a Match Day is interrupted due to adverse weather, the provisions of Clause 8.2 may apply.

- 9.2 With respect to the fourth day of the ICC WTC Final, a refund scheme shall operate as follows:

<b>Circumstance</b>	<b>Refund</b>
No play because the ICC WTC Final has been completed before the scheduled conclusion of a match	a partial refund of the Charges* which shall be calculated by the LOC, acting reasonably, in its sole and absolute discretion.
If less than 25 overs are played due to the early conclusion of the match	a partial refund of the Charges* which shall be calculated by the LOC, acting reasonably, in its sole and absolute discretion.



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\*Any refund of the Charges under this Clause 9.2 shall take into account any refund scheme in respect of the General Admission Ticket element of the Charges under the ICC WTC Final Ticket Terms & Conditions.

In relation to a Contract made between the LOC and the Purchaser, the LOC will refund the Purchaser within 30 days of the conclusion of the match.

In relation to a Contract made between the Reseller and the Purchaser, the Reseller shall refund the Purchaser in accordance with the Reseller’s terms and conditions of sale.

**10. CANCELLATION BY THE PURCHASER**

10.1 In relation to a Contract made between the LOC and the Purchaser, if, for unavoidable reasons, the Purchaser wishes to cancel the Contract prior to the Match Day, the Purchaser must notify the LOC by email at: [hospitality@lords.org](mailto:hospitality@lords.org). Subject to Clause 10.2, the following refunds may apply:

<b>Cancellation Notice</b>	<b>Refund</b>
More than 12 weeks prior to the Match Day	50% of the Charges*
Less than 12 weeks prior to the Match Day	No refund

\*Any refund of the Charges under this Clause 10 shall take into account any refund scheme in respect of the General Admission Ticket element of the Charges under the ICC WTC Final Ticket Terms & Conditions.

10.2 The LOC shall use its reasonable endeavours to obtain a suitable replacement customer. In the event that the cancelled Hospitality Experience is re-sold, the LOC shall be entitled to retain a handling fee of ten per cent (10%) of the Charges and ninety per cent (90%) of the Charges shall be refunded to the Purchaser within 30 days of the date the LOC resells the Hospitality Experience to a replacement customer. In the event that the cancelled Hospitality Experience is not re-sold, the LOC shall be entitled to retain the amount detailed in Clause 10.1 and if any refund is due, the LOC shall refund within 30 days of the Match Day.

10.3 In relation to a Contract made between the Reseller and the Purchaser, the Reseller’s cancellation terms shall apply in accordance with the Reseller’s terms and conditions of sale.

**11. EVENTS OUTSIDE THE LOC’S CONTROL**

11.1 The LOC will not be liable for any failure (whether complete or partial) or delay in relation to the performance of its obligations under these Terms & Conditions where the failure or delay arises from an event beyond its control.

11.2 If Clause 11.1 applies, the LOC will use its reasonable endeavours to provide alternative arrangements or provide alternative hospitality facilities at the Venue, subject always to availability.

**12. LIABILITY**

12.1 The Purchaser and their Guest(s) on a joint and several basis hereby agree that they shall indemnify, and keep indemnified, the LOC against any losses (of whatever nature and however caused or incurred), damages, liabilities, costs and expenses incurred by the LOC as a result of or in connection with (i) the Purchaser’s and/or their Guest(s) breach of these Terms & Conditions; and (ii) any damage caused by the Purchaser and/or Guest(s) at the Venue, including the Facility or any property, equipment or facilities except as a result of fair wear and tear.





- 12.2 The LOC does not make or give, and no staff or official of the LOC has any authority to make or give, any representation, condition or warranty regarding the amount of play occurring on the Match Day and in relation to the Facility, and any such representation, condition or warranty is hereby excluded.
- 12.3 Subject to Clause 12.5, the LOC shall not be liable for:
- 12.3.1 any injury, loss or damage whatsoever to a Customer on a Match Day nor for any refund, loss or damage to or theft of property howsoever such injury, loss or damage may be caused;
  - 12.3.2 any failure, delay, refund, loss, damage or expense caused by circumstances outside the LOC's control;
  - 12.3.3 whether foreseeable or not, and whether as a result of strike action or otherwise, any indirect or consequential loss or damages or the costs of any personal travel or accommodation or any other arrangements howsoever made in relation to any Match Day under any circumstances; and
  - 12.3.4 refund, loss, damage, injury or disappointment suffered for failure to download or bring a Ticket on the Match Day;
- 12.4 Subject to Clause 12.5, the LOC is not responsible for any:
- 12.4.1 interruptions, delay and/or restrictions of any play on a Match Day caused by the view from the Customer's seat and/or the actions of other spectators;
  - 12.4.2 technical glitches or malfunctions or any other problems out of its control that result in a purchase of a Hospitality Experience not being properly received by the LOC; and
  - 12.4.3 damage, loss, injury or disappointment suffered as a result of not obtaining a Hospitality Experience.
- 12.5 The LOC does not hereby seek to exclude liability for death or personal injury caused by its negligence, fraud, or fraudulent misrepresentation, or for any other liability unable to be excluded under any applicable law;
- 12.6 Subject always to Clause 12.5, in relation to a Contract made between the LOC and the Purchaser only, the LOC's total liability under, or in connection with, this Contract, whether in contract, tort (including negligence) or otherwise, shall be to use reasonable endeavours to make alternative arrangements or providing alternative hospitality facilities at the Venue or refunding the Purchaser the Charges; and
- 12.7 Subject always to Clause 12.5, in relation to a Contract made between the Reseller and the Purchaser only, the LOC shall not be liable any damage, loss, delay or expense incurred by the Purchaser that is caused directly by the Reseller.

### **13. ANTI DISCRIMINATION**

- 13.1 The ICC, ECB and the LOC are committed to promoting diversity and equal opportunities and expects all visitors to the Venue to share this commitment and comply with the ICC Anti-Discrimination Code.
- 13.2 All Customers visiting the Venue shall at all times refrain from any conduct or behaviour which is discriminatory on the grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- 13.3 If a Customer engages in any conduct or behaviours as detailed in Clause 13.2, as determined by the LOC in its reasonable opinion, Clause 6 shall apply.

### **14. TERMINATION BY THE LOC DUE TO INSOLVENCY OR NON-PAYMENT**



- 14.1 The Contract may be terminated by the LOC forthwith by notice in writing to the Purchaser, if the Purchaser shall go into liquidation or have a receiver, administrative receiver, manager or administrator appointed or shall enter into any composition or arrangement with creditors (other than pursuant to a solvent reorganisation) or, if a person, shall become otherwise insolvent or go bankrupt, and any payments due shall become immediately payable to the LOC.
- 14.2 If the Purchaser fails to make payment in accordance with Clause 2.3, the Contract may be terminated by the LOC with immediate effect by giving notice to the Purchaser and the LOC shall be entitled to resell the Hospitality Experience to a replacement customer without further notice or liability to the Purchaser.
- 14.3 In the event the LOC terminates the Contract pursuant to Clause 14.1, the LOC shall be entitled to retain the Charges.

**15. EFFECT OF TERMINATION OR EXPIRY**

- 15.1 Upon termination of the Contract pursuant to Clause 14.1 or upon the end of the Match Day, any amounts payable by the Purchaser to the LOC shall become immediately due and payable.
- 15.2 Any termination or expiry of the Contract shall be without prejudice to any other rights or remedies to which the LOC may be entitled under these Terms & Conditions as a result of or in relation to any breach or other event which gives rise to such termination and shall not affect any other accrued rights or liabilities of the LOC as at the date of termination or expiry.

**16. CAR PARKING**

This Contract shall not include the provision of car parking facilities by the LOC.

**17. NOTICES**

- 17.1 Save for a notice served under Clause 17.2, any notice required to be given hereunder shall be in writing and shall be served by email to the LOC to: [hospitality@lords.org](mailto:hospitality@lords.org) and the Purchaser's Email Address or such other address as the Purchaser has specified to the LOC on at least 10 days' notice.
- 17.2 A notice given under these Terms & Conditions in relation to cancellation, termination or arising out of default shall only be validly served if sent by email and a copy of such notice is also sent by pre-paid first class recorded delivery post (with proof of postage). For the avoidance of doubt, a notice given under these Terms & Conditions in relation to cancellation, termination or arising out of default shall not be validly served if only sent by email. The address for service for the LOC shall be: FAO Hospitality Department, Lord's Ground, London NW8 8QN and the address for service for the Purchaser shall be the postal address registered by the Purchaser as part of their Account or such other address as the Purchaser has specified to the LOC on at least 10 days' notice.
- 17.3 Any notice or communication given or made under these Terms & Conditions shall be deemed to have been received at the time of transmission (unless the sender receives an "out of office" notification and/or a notification that such email has not been successfully delivered), or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause, business hours mean Monday to Thursday 9.30am to 5.30pm and Friday 9.30am to 4.30pm on a day that is not a public holiday in the place of receipt.
- 17.4 In relation to a Contract made between the Reseller and the Purchaser, the Purchaser shall notify the Reseller in accordance with the Reseller's terms and conditions of sale.

**18. GENERAL**



- 18.1 Except as permitted by Clause 5.2, Hospitality Experiences are issued on the condition that they are for personal use only and shall not be resold, transferred, offered for sale or transfer, assigned or used for any commercial purpose.
- 18.2 The Booking Confirmation, these Terms & Conditions, ICC WTC Final Ticket Terms & Conditions and the Ground Regulations constitute the entire agreement between the parties and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Booking Confirmation and/or these Terms & Conditions. Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in the Booking Confirmation and/or these Terms & Conditions.
- 18.3 The LOC reserves the right to make amendments to these Terms & Conditions from time to time provided that any amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments. Up to date versions of these Terms & Conditions will be made available as soon as practicable on [the LOC's website](#).
- 18.4 If any provision within these Terms & Conditions are found by any competent authority or a court of law to be invalid or unenforceable for any reason, the invalidity or unenforceability of that provision will not affect the validity or enforceability of the remainder of these Terms & Conditions and the Contract shall continue in full force and effect.
- 18.5 No failure or delay by a party to exercise any right or remedy provided under the Terms & Conditions or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 18.6 The LOC will hold personal information relating to the Purchaser and their Guests for the purposes of administering the Contract. The LOC will keep a copy of such personal information for no longer than is necessary to administer the Contract. Individuals are entitled to receive a copy of their personal information held by the LOC on request and to correct any inaccuracies in it. Please see the LOC's Privacy Notice at [lords.org/privacynotice](https://lords.org/privacynotice) for more information.
- 18.7 No third party shall have the right to enforce any of these Terms & Conditions under the Contracts (Rights of Third Parties) Act 1999. However, is agreed and acknowledged that on account of Clause 3.2 and Clause 5.2.2, the LOC shall have the benefit of and be entitled to enforce all the provisions of these Terms & Conditions against Guests notwithstanding that they may not be a party hereto.
- 18.8 The Contract and these Terms & Conditions shall be governed by English law and subject to the exclusive jurisdiction of the English courts.

Ref: tchospitalityexperiences2025 wtc