

MARCH 2020

TERMS & CONDITIONS

1. By booking or joining a player experience tour of Lord's Ground ("Experience Tour"), customers accept these Terms and Conditions and MCC's General Ground Regulations, each as may be amended from time to time by Marylebone Cricket Club ("MCC") by posting the updated version on MCC's website at <https://tours.lords.org>, and <https://www.lords.org/visiting/comingto-lords/general-ground-regulations/> respectively.
2. MCC offers the following three types of Experience Tours:
 - a. 'Players' Dining Room Experience Tour' hosted by a former player;
 - b. 'Beyond the Boundary Experience Tour' hosted by a former player; and
 - c. 'Hat-Trick Experience Tour' hosted by a former player.
3. The Players' Dining Room Experience Tour lasts approximately three hours and is limited to 24 customers only.
4. The Beyond the Boundary Experience Tour lasts approximately three hours and is limited to 16 customers only.
5. Hat-Trick Experience Tour is hosted by a former player, lasts approximately four and a half hours and is limited to 16 customers only.
6. For exclusive bookings for any Experience Tour, customers will be required to book and pay for all places available for that particular tour (i.e. 16 or 24).
7. All bookings must be made online at <https://tours.lords.org>. Bookings for Tours are subject to availability.
8. MCC reserves the right to refuse admission to Lord's, or to remove a customer from Lord's, if MCC deems it reasonable to do so in its sole discretion.
9. Lord's is a working ground. Therefore, not all areas may be available on a particular Experience Tour date due to ground operations. Similarly, Experience Tour itineraries and content may vary at MCC's sole discretion without further notice. MCC cannot guarantee all advertised elements of the Experience Tour will be available on a particular date.

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10. Experience Tours run throughout the year, with the exception of days of International Matches, Twenty20 Cup Matches and The Hundred ("Major Matches"), preparation days, and large event days and during Christmas closures ("Exclusion Days"). Experience Tour availability will also be limited on days of other matches. In addition, there may be restrictions due to redevelopment or refurbishment works. Please check <https://tours.lords.org> for current information, including closures and areas of Lord's which may be unavailable on a particular date.
11. MCC recommends that customers arrive 30 minutes prior to the start time of their Experience Tour to allow sufficient time to clear security and view the Museum. Customers should note that they will not be permitted to enter Lord's until 30 minutes prior to the commencement of their Experience Tour.
12. Customers must be present at the start time of their Experience Tour or they risk losing their place on the tour.
13. If a Customer arrives more than 10 minutes after their Experience Tour is scheduled to commence, they will be denied entry to Lord's. No refunds will be issued for missed tours.
14. All Experience Tours are led by a former player and a Tour Guide. Customers must remain with the former player and Tour Guide at all times and follow any and all instructions given by or on behalf of MCC. Any person who fails to comply with such instructions may be removed from Lord's.
15. The MCC Museum is only open to visitors on public tour, an Experience Tour or spectators on days of cricket matches.
16. Experience Tours are limited to those over the age of 16 only.
17. Gift vouchers for Experience Tours may be purchased online at <https://tours.lords.org> or via the telephone on 020 7616 8595. Vouchers are valid for 12 months from the date of purchase. Please refer to vouchers for individual expiry dates. There is no cash equivalent for vouchers and vouchers cannot be used in conjunction with any other offer. Voucher expiry dates will not be extended under any circumstances.
18. Customers must bring their ticket, voucher and/or booking confirmation with them to Lord's in order to gain admittance to their Experience Tour.
19. Re-entry to Lord's, including to the Museum and/or Lord's Shop or other retail outlets, after the conclusion of an Experience Tour is not permitted under any circumstances.
20. The consumption of food and drink in the Museum, the Pavilion, the Media Centre and the Lord's Shop and other retail outlets is strictly prohibited.
21. All mobile devices should be switched off during an Experience Tour, unless being used to take photographs in an area designated by a Tour Guide.
22. Smoking is strictly prohibited during all Tours.

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23. All Experience Tours must be pre-booked and paid for in full in advance of the tour via MCC's website at <https://tours.lords.org>.
24. No group discount applies to any Experience Tours.
25. Experience Tour times are subject to alteration and/or cancellation at very short notice.
26. MCC reserves the right to cancel any booking for any Experience Tour due to low attendance at any time up to and including two (2) weeks prior to the Experience Tour for which the booking is made. If this occurs, customers will be offered a suitable alternative date if available or a full refund.
27. In the event the advertised former player is unavailable for any reason, MCC shall endeavour to find an alternative player classified in the same category as the advertised player as a replacement. If a replacement is unable to be found, the Experience Tour will continue as scheduled and the customer will be offered a part refund as outlined in paragraph 29 below.
28. If, due to circumstances beyond MCC's control, access to the outfield is prohibited, for example, on account of adverse weather conditions, the Experience Tour will continue as scheduled and the customer will be offered a part refund as outlined in paragraph 29 below.
- 29.

PLAYERS' DINING ROOM EXPERIENCE TOUR SCHEDULED TO BE HOSTED BY A FORMER PLAYER	CATEGORY 2000	CATEGORY 1990	CATEGORY 1980
Advertised player does not attend scheduled tour, per person	N/A	N/A	£100 per person
Advertised player does not attend scheduled tour, per package	N/A	N/A	£100 per person

BEYOND THE BOUNDARY EXPERIENCE TOUR SCHEDULED TO BE HOSTED BY A FORMER PLAYER	CATEGORY 2000	CATEGORY 1990	CATEGORY 1980
Advertised player does not attend scheduled tour, per person	N/A	N/A	£100 per person
Advertised player does not attend scheduled tour, per package	N/A	N/A	£100 per person
Access to outfield unavailable, per person	N/A	N/A	£100 per person
Access to outfield is unavailable, per package	N/A	N/A	£100 per person

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HAT-TRICK EXPERIENCE TOUR SCHEDULED TO BE HOSTED BY A FORMER PLAYER	CATEGORY 2000	CATEGORY 1990	CATEGORY 1980
Advertised player does not attend scheduled tour, per person	N/A	N/A	£125 per person
Advertised player does not attend scheduled tour, per package	N/A	N/A	£125 per person
Outfield is not available, per person	N/A	N/A	£100 per person
Outfield is not available, per package	N/A	N/A	£100 per person

- 30.** If a customer wishes to reschedule or cancel an Experience Tour booking, he or she must call 020 7616 8595 or email tours@mcc.org.uk at least 72 hours' prior to the commencement of their pre-booked Tour. No refunds will be issued for Tour bookings cancelled within 72 hours' of the commencement of an Experience Tour.
- 31.** In the event that an Experience Tour is cancelled by MCC, no liability shall be assumed by MCC for any personal travel, accommodation, promotional or hospitality arrangements made in relation to the tour or the cancellation of the tour.
- 32.** For the avoidance of doubt, other than as set out in these Terms and Conditions, no refunds will be issued in the event that MCC decides in its absolute discretion to vary the route or the content of an Experience Tour.
- 33.** Experience Tour tickets and vouchers are strictly non-transferable and may not, under any circumstances, be advertised, auctioned, used as a competition prize, and offered for sale or re-sale in any manner whatsoever. If MCC becomes aware that any tickets and/or vouchers have been misused, they will be immediately cancelled and no refund will be given.
- 34.** Gift vouchers purchased for an Experience Tour must be redeemed for the tour type that is referenced on the voucher. For example, customers who purchase a Hat Trick Experience Tour with a category 1980 voucher will only be able to use that voucher for the same Experience Tour. Customers who wish to upgrade their voucher to a different Experience Tour will be required to pay the difference.

BEHAVIOUR, SAFETY AND SECURITY

- 35.** MCC may conduct security searches of all belongings and/or outer clothing upon entry, exit or at any time whilst at Lord's.
- 36.** Customers agree to comply with all security checks required to access Lord's. MCC may refuse admission if customers fail to comply with the relevant security checks.
- 37.** Customers with large bags or luggage larger than those permitted in overhead lockers in aircraft cabins will be refused entry with these items. Customers with smaller bags, e.g. handbags, and/or small luggage, and/or child pushchairs, will be permitted access with these items, however they must remain with the customer at all times. Please note that MCC does not have any luggage storage facilities available. Luggage should be left at place of accommodation or, for example, at a mainline railway station.
- 38.** MCC reserves the right to refuse entry to an Experience Tour to any person who is considered to be dressed inappropriately. For example, items of clothing which are inappropriate include but are not limited to:
- a.** ripped or torn vests;
 - b.** garments in military camouflage colours;
 - c.** singlets;
 - d.** beach-style rubber flip-flop shoes; and/or
 - e.** bikini tops or tops/dresses showing bare midriff.
- Further, bare feet, bare torsos and anyone wearing dilapidated or offensive garments of any kind will not be permitted under any circumstances. Flat shoes are required when walking on the outfield as part of the Beyond the Boundary Experience Tour or Hat-Trick Experience Tour. No high-heels are permitted to be worn on the outfield under any circumstances.
- 39.** Customers must treat the former player and Tour Guide accompanying them on their Experience Tour with respect at all times.
- 40.** All visitors are expected to conduct themselves in an orderly and acceptable manner whilst on the Experience Tour, and at Lord's, and not to disrupt the enjoyment of others. If in MCC's opinion, the behaviour of a customer, or that of any member of the customer's group, is causing or is likely to cause distress, danger, annoyance or nuisance to any other person on the Experience Tour or any other third party, including but not limited to any MCC Member, employee, casual worker, volunteer or contractor, MCC reserves the right to remove the customer and/or any member of their group from Lord's immediately without any further liability to the customer and/or any member of their group.

ACCESS

- 41. Customers are not permitted to access any other part of Lord's other than where the areas that they are taken on their Experience Tour.
- 42. There are no parking facilities available at Lord's.
- 43. Any customers with accessibility needs are requested to email tours@mcc.org.uk. MCC will do its best to accommodate visitors with accessibility needs wherever possible.

LOSS OR DAMAGE

- 44. In accordance with MCC's General Ground Regulations, customers are fully responsible for any and all items brought into Lord's and MCC shall have no liability for such items or any other property and/or possessions belonging to a customer.
- 45. Customers acknowledge that they will be liable to MCC for any damage, or loss or destruction caused by them to any part of Lord's or any of its contents, or for any injury caused to any of MCC's staff.
- 46. Except in respect of death or personal injury caused by MCC's negligence or any other liability that cannot, as a matter of law be excluded or limited:
 - a. MCC excludes its liability for any loss, damage, cost or expense suffered by a customer as a result of their Experience Tour;
 - b. MCC's liability to a customer is limited to the price of their Experience Tour; and
 - c. MCC shall not be liable for any events outside its reasonable control.

PHOTOGRAPHY AND FILMING

- 47. The use of flash photography is not permitted in the Museum or the Pavilion.
- 48. Filming, including any Facetime or other mobile telephone interaction with a third party, is strictly prohibited during an Experience Tour.
- 49. Photography is only permitted in those areas of Lord's designated by the Tour Guides.

DATA PROTECTION

- 50. Any personal data collected by MCC shall be processed by MCC in accordance with MCC's Privacy Notice on www.lords.org.

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