

OCTOBER 2020

TERMS & CONDITIONS

1. By booking a private or group tour of Lord's Ground ("Tour"), you 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 tours.lords.org, and lords.org/visiting/coming-to-lords/general-ground-regulations/ respectively.
2. By booking a Tour which also involves a meeting or event you also agree to be bound by Events and Experiences Terms of Trading, a copy of which will be sent to you by MCC's Events and Experiences Team.
3. MCC reserves the right to refuse individuals or your group admission to Lord's, or to remove individuals or your group from Lord's, if MCC deems it reasonable to do so at its sole discretion.
4. Lord's is a working cricket ground. Therefore, not all areas of a Tour may be available on a particular date due to ground operations. Similarly, Tour itineraries and content may vary at MCC's sole discretion without further notice. MCC cannot guarantee all advertised elements of the Tour will be available on a particular date.
5. All Private and Group Tours bookings must be made in advance by emailing tours@mcc.org.uk or telephoning 020 7616 8595. Bookings for Tours are subject to availability.
6. 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"). 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 tours.lords.org for current information, including closures and areas of Lord's which may be unavailable on a particular date.
7. MCC recommends that visitors arrive 10 minutes prior to the start time of their Tour to allow sufficient time to clear security. Please note that visitors will not be permitted to enter Lord's until 10 minutes prior to the commencement of their Tour. There is no holding area for groups in the Ground.
8. Subject always to these Terms and Conditions, standard Tours last approximately 60 or 90 minutes, unless otherwise agreed by the Tours Office at the time of booking. Tours which also involve a meeting or event last approximately 45 minutes, unless otherwise agreed by the Events and Experiences team at the time of booking.

TERMS & CONDITIONS

CONTINUED

9. Group bookings for Tours are limited to 28 people per Tour Guide. For group bookings in excess of 28 people, the group will be split.
10. For group bookings in excess of 20 people, a discount of 10 per cent (10%) will apply. Please note, this discount does not apply to Tours which involve a meeting or event; bookings for such Tours already having a discounted rate applied.
11. In order to guarantee exclusivity of a Private Tour, a minimum of 15 places must be booked and will be charged.
12. If you arrive more than 30 minutes after your Tour is scheduled to commence, you will be denied entry to Lord's. No refunds will be issued for missed Tours.
13. Any late arrival for a Tour will result in a Tour having to be curtailed by the amount of time proportionate to the delay. For example, if a group arrives 30 minutes after their Tour, lasting 90 minutes is due to commence, the group will be able to receive a Tour of 60 minutes only; if a group arrives 10 minutes after their Tour is due to commence, the group will be able to receive a Tour of 80 minutes only.
14. All Tours are led by a Tour Guide. Visitors must remain with the 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 booked on a Tour or spectators on days of cricket matches.
16. Children under the age of 16 years must be accompanied by an adult 18 years of age and older. Accompanying adults should be confident that children within their party will not cause disruption to others on the Tour. Any disruption may result in you and your children being removed from Lord's.
17. You must bring your booking confirmation with you to Lord's in order to gain admittance to your Tour.
18. Re-entry to Lord's, including to the Museum and/or Lord's Shop or other retail outlets, after the conclusion of your Tour is not permitted under any circumstances.
19. 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.
20. All mobile devices should be switched off during a Tour, unless being used to take photographs in an area designated by a Tour Guide.
21. Smoking is strictly prohibited during all Tours.
22. Tour prices are as applicable at the date of a booking confirmation. For the avoidance of any doubt, prices quoted prior to any booking confirmation may be subject to change.

BOOKINGS, PAYMENTS, CHANGES AND CANCELLATIONS

23. Bookings can be made directly with a debit or credit card, or in certain circumstances can be invoiced.
24. When invoiced, MCC shall invoice in pounds sterling and full payment is required within 30 days of the date of MCC's invoice. Unless otherwise stated, all sums are inclusive of VAT.
25. In the event that full payment is not received within 30 days of the date of MCC's invoice, the Tour will be cancelled by MCC.
26. If you wish to reschedule or cancel a Tour booking, you must email tours@mcc.org.uk with at least 14 calendar days' notice in writing prior to the commencement of the pre-booked Tour. No refunds will be issued for Tour bookings cancelled within 14 calendar days of the commencement of a Tour. Rescheduling of Tours within 14 calendar days will be subject to availability and at MCC's sole discretion.
27. Tour times are subject to alteration and/or cancellation by MCC at very short notice.
28. In the event that MCC cancels a Tour, MCC shall endeavour to reschedule your booking to an alternative available day or time, or issue a refund.
29. In the event a Tour is cancelled by MCC, no liability shall be assumed by MCC for any travel, accommodation, promotional or hospitality arrangements made in relation to the Tour or the cancellation of the Tour.
30. For the avoidance of doubt, no refunds will be issued in the event that MCC decides in its absolute discretion to vary the route or the content of a Tour or if individuals or groups arrive more than 30 minutes after a Tour is scheduled to commence.
31. Tour tickets are strictly non-transferable and may not, under any circumstances, be advertised, auctioned, used as a competition prize, or offered for sale or re-sale in any manner whatsoever. If MCC becomes aware that any tickets have been misused, they will be immediately cancelled and no refund will be given.

BEHAVIOUR, SAFETY AND SECURITY

32. MCC may conduct security searches of all belongings and/or outer clothing upon entry, exit or at any time whilst at Lord's.
33. You agree to comply with all security checks required to access Lord's. MCC may refuse admission if you fail to comply with the relevant security checks.
34. Visitors with large bags or luggage larger than those permitted in overhead lockers in aircraft cabins will be refused entry with these items. Visitors 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 visitor at all times. Please note that MCC does not have any luggage storage facilities available. Luggage should be left at your place of accommodation or, for example, at a mainline railway station.
35. MCC reserves the right to refuse entry to a 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. singlets;
 - c. beach-style rubber flip-flop shoes; and/or
 - d. bikini tops or tops/dresses showing bare midriff.

Further, bare feet, bare torsos and anyone wearing dilapidated or offensive, as determined by MCC in its reasonable opinion, garments of any kind will not be permitted under any circumstances.

36. All visitors are expected to conduct themselves in an orderly and acceptable manner whilst on a Tour, and at Lord's, and not to disrupt the enjoyment of others. If in MCC's opinion, your behaviour, or that of any member of your group, is causing or is likely to cause distress, danger, annoyance or nuisance to any other person on the 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 you and/or any member of your group from Lord's immediately without any further liability to you and/or any member of your group.

ACCESS

37. You are not permitted to access any other part of Lord's other than where you are taken on your Tour.
38. There are no parking facilities available at Lord's, whether for coaches or otherwise.
39. Any visitors 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

40. In accordance with MCC's General Ground Regulations, you 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 you.
41. You acknowledge that you will be liable to MCC for any damage, or loss or destruction caused by you to any part of Lord's or any of its contents, or for any injury caused to any of MCC's staff.
42. 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 you as a result of your Tour;
 - b. MCC's liability to you is limited to the price of your Tour; and
 - c. MCC shall not be liable for any events outside its reasonable control.

PHOTOGRAPHY AND FILMING

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

DATA PROTECTION

46. Any personal data collected by MCC shall be processed by MCC in accordance with MCC's Privacy Notice at lords.org.

Ref: ts&cslordstoursprivateorgroupbookings2021