

OCTOBER 2020

INTRODUCTION

Thank you for your interest in booking a Tour at Lord's Cricket Ground.

Marylebone Cricket Club ("MCC" or "Club") closely follows any rules and restrictions as outlined by Public Health England and the UK Government in response to Covid-19. As a result, MCC has put in place various measures to safeguard its customers and staff, including these additional COVID-19 Terms & Conditions that you will need to accept before you can progress with the booking process.

Please read these COVID-19 Terms & Conditions carefully before you signify your agreement by ticking the appropriate box as part of the checkout process. Please note that these particular COVID-19 Terms and Conditions should be read in addition to, and alongside, the Lord's Tours Terms & Conditions ("LTTC"), which can be seen here. In the event of any inconsistency between these COVID-19 Terms and Conditions and the LTTC, these COVID-19 Terms & Conditions shall prevail.

1. ARRIVAL AND ACCESS TO LORD'S TOURS

- a) All Tours must be pre-booked and paid for in advance of the Tour via MCC's website at tours.lords.org. For the avoidance of doubt, no walk-up bookings will be taken by MCC.
- b) All visitors acknowledge that COVID-19 or any other health-related matter pertaining to a local, regional, national or international outbreak of a contagious disease including but not limited to COVID-19, Severe Acute Respiratory Syndrome or any other similar illness or fear of the foregoing (including as a result of Government regulation and prevention measures) may require the Club to take one or more of the following measures for the safety of any person attending Lord's for a Tour:
 - (i) restrict the number of persons permitted to attend Lord's, including imposing maximum attendance numbers as part of a Tour;
 - (ii) limit food or drink availability;
 - (iii) impose specific requirements regarding personal protective equipment such as the wearing of face coverings, e.g. masks (see d) below);
 - (iv) limit any planned entertainment or elements of a Tour; and
 - (v) designate alternative entrances, exits and walkways throughout Lord's.
- c) All visitors to Lord's will be required to comply with any Government guidelines and legislation as may be in force at the time of their Tour booking. To this end, you are encouraged to check up to date guidelines on the Government website prior to, and on the day of, your Tour booking.

1. ARRIVAL AND ACCESS TO LORD'S TOURS

CONTINUED

- d) In accordance with Government guidelines, a face covering (e.g. a suitable face mask) must be worn, unless you are exempt, inside the Museum, the Pavilion, Lord's Shops, and as otherwise designated by MCC.
- e) Entry to Lord's to attend a Tour will be via the Grace Gate entrance only or as otherwise stipulated on MCC's website. Please do scan the QR code poster displayed by Grace Gate when you arrive using the NHS COVID-19 app. This is to help trace and stop the spread of COVID-19.
- f) Only small handbags, rucksacks and pushchairs will be allowed to be taken on a Tour. This is to assist with MCC's security checks and minimise unnecessary contact. There are no locker or luggage storage facilities available at Lord's.
- g) Prior to entry to Lord's, you may be required to complete a health questionnaire, which will require you to confirm that you are not currently suffering from any COVID-19 related symptoms and other relevant information. All personal data collected as part of the completion of the questionnaire will be processed by MCC in accordance with its Privacy Notice available at lords.org, and data protection legislation. All records will be deleted after 21 days in accordance with Government's Test and Trace Guidelines.
- h) All visitors to Lord's may be required to undertake a temperature check on arrival. If you refuse to have your temperature taken, you may be denied entry to Lord's, and your Tour booking cancelled with no refund payable. If you have your temperature taken, and it is higher than 37.5 degrees, you will not be allowed to enter Lord's or join a Tour and you will be issued a full refund.
- i) MCC recommends that you arrive 30 minutes prior to the start time of your Tour to allow sufficient time to clear security, complete relevant temperature check (if required), any health questionnaire and view the Museum. Please note that you will not be permitted to enter Lord's until 30 minutes prior to the commencement of your Tour.
- j) All visitors to Lord's are required to comply with any directions or instructions issued by MCC and observe all signage.
- k) Visitors are encouraged to check MCC's website for opening hours and any updates that may affect their visit.

2. BOOKING CANCELLATIONS

Any cancellation of a Tour booking shall be in accordance with the LTTC.

3. ON THE TOUR:

- a) Group sizes will be limited in accordance with Government guidance or legislation.
- b) All visitors and MCC staff will be required to adhere to Government guidance or legislation with regard to social distancing. No physical contact with MCC staff, including Tour Guides, will be permitted.
- c) Where lifts are used as part of a Tour, there will be a limit of one person or household in the lift at any one time or as otherwise agreed by MCC.
- d) MCC are accepting contactless or card payments only in the Lord's Shops.
- e) Tours will last 90 minutes only.

4. HEALTH

- a) Please do not attend Lord's or a Lord's Tour if any person in your household or support bubble (as defined and updated in accordance with relevant Government guidelines) is showing or has exhibited any symptoms of COVID-19 related symptoms in the last 14 days. Details of relevant symptoms can be found here: nhs.uk/conditions/coronavirus-covid-19/symptoms/. Please take your temperature before leaving home, and remain at home if it is above 37.5 degrees.
- b) If you start to feel unwell and/or develop any COVID-19 related symptoms during your Tour, please leave Lord's immediately. In such circumstances, any refunds will be considered by MCC on a case-by-case basis.

5. ADDITIONAL SAFETY MEASURES

- a) Hand-sanitiser is available at several locations throughout Lord's and all visitors are required to sanitise their hands before entering the Ground, the Museum and the Lord's Shops.

6. CLOSURES

The following areas will be closed on the Tour:

- a) the J.P. Morgan Media Centre;
- b) the stands (other than the Pavilion concourse); and
- c) the Lord's Tavern.

In addition, the water fountains will not be available.

7. EXITING THE GROUND

- a) The designated exit of Lord's is via the Grace Gate or as otherwise instructed by MCC. Please follow the arrows and be aware of vehicles.