

Terms and Conditions

Lord's Tours



LORD'S
THE HOME OF CRICKET

January 2019

LORD'S TOURS

1. By booking or joining a 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 <https://tours.lords.org>, and <https://www.lords.org/visiting/coming-to-lords/general-ground-regulations/> respectively.
2. MCC reserves the right to refuse you admission to Lord's, or to remove you from Lord's, if MCC deems it reasonable to do so in its sole discretion.
3. Lord's is a working ground. Therefore, not all areas may be available on a particular Tour 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.
4. All bookings must be made online at <https://tours.lords.org>. Bookings for Tours are subject to availability.
5. Tours run throughout the year, with the exception of days of International Matches, Twenty20 Cup Matches and the Royal London One Day Cup Final ("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 <https://tours.lords.org> for current information, including closures and areas of Lord's which may be unavailable on a particular date.
6. MCC recommends that you arrive 30 minutes prior to the start time of your Tour to allow sufficient time to clear security 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.
7. Tours last approximately 100 minutes.
8. Bookings for Tours are limited to 28 people. For group bookings in excess of 20 people, a discount of 10 per cent (10%) will apply.
9. Visitors must be present at the start time of their Tour or they risk losing their place on the Tour.
10. If you arrive more than 10 minutes after your Tour is scheduled to commence, you will be denied entry to Lord's. No refunds will be issued for missed Tours.

11. 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.
12. The MCC Museum is only open to visitors on a Tour or spectators on days of cricket matches.
13. Children under the age of 16 years must be accompanied by an adult 18 years of age and older.
14. Gift vouchers for 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.
15. You must bring your ticket, voucher and/or booking confirmation with you to Lord's in order to gain admittance to your Tour.
16. 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.
17. 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.
18. All mobile devices should be switched off during a Tour, unless being used to take photographs in an area designated by a Tour Guide.
19. Smoking is strictly prohibited during all Tours.

BOOKINGS, PAYMENTS, CHANGES AND CANCELLATIONS

20. All Tours must be pre-booked and paid for in full in advance of the Tour via MCC's website at <https://tours.lords.org>.
21. Tour times are subject to alteration and/or cancellation at very short notice.
22. In the event that MCC cancels a Tour, MCC shall endeavour to reschedule your booking to an alternative available day or issue a refund.
23. If you wish to reschedule or cancel a Tour booking, you must email tours@mcc.org.uk at least 72 hours' prior to the commencement of your pre-booked Tour. No refunds will be issued for Tour bookings cancelled within 72 hours' of the commencement of a Tour. Rescheduling of Tours within 72 hours will be subject to availability and at MCC's sole discretion.
24. In the event that a 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.
25. 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.
26. Tour tickets and vouchers are strictly non-transferable and may not, under any circumstances, be advertised, auctioned, used as a competition prize, 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.

BEHAVIOUR, SAFETY AND SECURITY

27. MCC may conduct security searches of all belongings and/or outer clothing upon entry, exit or at any time whilst at Lord's.
28. 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.
29. 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.
30. 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. 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.

ACCESS

31. Visitors are not permitted to access any other part of Lord's other than where the areas that they are taken on their Tour.
32. There are no parking facilities available at Lord's.
33. 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

34. 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.
35. 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.
36. 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

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

DATA PROTECTION

40. 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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