

DECEMBER 2021

These Terms & Conditions apply to all bookings and reservations at the Lord's Tavern.

1. DEFINITIONS

In these Terms & Conditions, the following capitalised words and expressions have the meanings set out against them below.

Closures: those days on which the Lord's Tavern is closed for business, which may include (a) days of Major Matches, including preparation days at Lord's; (b) large event days; (c) the period in which Lord's is closed for Christmas; and/or (d) any period of closure during which maintenance and/or other necessary works are to be carried out in the Lord's Tavern;

Customer: a person, company or other entity requesting a Reservation;

Deposit: the deposit that the Customer has agreed to pay to MCC for a Large Reservation (as defined in Clause 2.5);

Guest: a guest of a Customer;

Lord's: Lord's Ground, London NW8 8QN;

Lord's Tavern: the Lord's Tavern Pub, which is located adjacent to the Grace Gate entry to Lord's;

MCC: Marylebone Cricket Club, incorporated by Royal Charter under number RC000862 of Lord's Ground, London NW8 8QN;

Members: Full, Senior and Associate members of MCC from time to time;

Platform: the booking platform hosted by Open Table, on which a Customer may request a Reservation at <https://www.opentable.co.uk/lords-tavern>;

Reservation: a confirmed reservation in the Lord's Tavern made in accordance with Clause 2;

Sitting Time: the scheduled start time for a Reservation; and

Terms & Conditions: these terms and conditions.

2. RESERVATIONS

- 2.1 Reservations in the Lord's Tavern are offered on a first come, first served basis and are subject to availability and Closures.
- 2.2 A request for a Reservation must be made online via the Platform or by telephone to MCC on 020 7616 8689.
- 2.3 A credit or debit card number must be provided at the time of making the request for a Reservation.
- 2.4 All requests are provisional until such time as a Customer receives notification of a Reservation via email to the email address provided by the Customer on the Platform, or provided orally to MCC via telephone.
- 2.5 If a Customer wishes to make a request for a Reservation for 10 or more Guests (**Large Reservation**), a Deposit of £20 per guest must be made in full and cleared funds online via the Platform at the time of making the request for a Reservation, or as otherwise agreed by MCC. The Deposit is fully redeemable against the Customer's final bill.
- 2.6 MCC accepts all major debit and credit cards for payment of the Deposit. Cheque or cash payments are no longer accepted.
- 2.7 If a Customer wishes to request a private Reservation in the Lord's Tavern, they must contact MCC directly on 0207 616 8689 or at tavern@mcc.org.uk.
- 2.8 Reservations are for two hours, or such time as communicated to the Customer in the notification of their Reservation.
- 2.9 Particular tables in the Lord's Tavern may be requested at the time of making a request for a Reservation but are not guaranteed under any circumstances.
- 2.10 MCC is not responsible for any technical glitches or malfunctions on the Platform or any other problems out of its control that result in a request for a Reservation not being properly received by MCC.
- 2.11 MCC cannot accept any responsibility for any damage, loss, injury or disappointment suffered by a Customer as a result of using the Platform or as a result of not obtaining a Reservation.
- 2.12 If a Customer makes a Reservation on behalf of a third party, they shall be deemed to be acting with authority of the person for whom they are making a Reservation and for the avoidance of doubt this includes acting with authority of the person to agree to these Terms & Conditions.
- 2.13 By submitting a request for a Reservation, Customers will be deemed to have accepted and agreed to be bound by these Terms & Conditions.

3. REGULATIONS

- 3.1 By making a Reservation, a Customer accepts and acknowledges that:
- (a) unless the Customer is a Member, or otherwise entitled to access Lord's, a Reservation does not entitle the Customer entry to Lord's;
 - (b) the Sitting Time shall be advised following notification of a Reservation. Customers are asked to arrive at the designated Sitting Time and this time cannot be amended. Tables will only be held for 15 minutes before being released without further notice or liability. If a Customer is running late for any reason, they are asked to call the Lord's Tavern directly on 020 7616 8689 as soon as possible. Customers should note that there is no guarantee that tables will be held for any longer than fifteen (15) minutes;
 - (c) entry to the Lord's Tavern will be subject to such health, safety and security rules and regulations which may be in place from time to time, including without limitation in relation to COVID-19 or any other public health emergency;
 - (d) MCC does not accept cash payments. The Lord's Tavern is cashless and accepts all major contactless debit and credit cards, with chip and pin applying for purchases over £45.00 together with a mobile or wearable payment devices, including Apple Pay and Google Pay, which support high-value contactless payments;
 - (e) they shall ensure nothing is done which may constitute a breach of the law or which may be inappropriate, or, cause nuisance, danger, offence or inconvenience to MCC, as determined by MCC, or any MCC staff member working in the Lord's Tavern;
 - (f) they will treat all MCC staff members with respect at all times whilst in the Lord's Tavern;
 - (g) they will 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 or sex or sexual orientation;
 - (h) they are solely responsible for any personal possessions brought to the Lord's Tavern and MCC shall not be liable for any loss or damage to such personal possessions;
 - (i) they will not consume any food in the Lord's Tavern that has not been prepared in the kitchens at the Lord's Tavern. For the avoidance of doubt, this includes celebratory cakes, unless otherwise agreed by MCC;

3. REGULATIONS CONTINUED

- (j) they shall be liable for all costs, losses and liabilities incurred by MCC as a result of any damage to property of MCC caused by them and/or any act by them; and
 - (k) they must bring these Terms & Conditions to the attention of any Guest(s).
- 3.2 Customers agree to provide MCC with details of any dietary requirements as relevant, including details of any food allergies at the time of requesting a Reservation.
- 3.3 Subject to Closures, the Lord's Tavern is open 12-4pm for lunch service, and 5-9pm for dinner service from Monday to Saturday inclusive. The Lord's Tavern is open for lunch service 12-4:30pm on Sundays.

4. CHANGES AND CANCELLATIONS

- 4.1 Subject to Clause 4.2, if a Customer wishes to cancel a Reservation, they must do so at least 24 hours prior to the date of the Reservation. If a Reservation is cancelled less than 24 hours prior to a Reservation, the credit or debit card used to request the Reservation will be charged £5 per Guest for tables under six persons, and £20 per Guest for tables of six persons or more.
- 4.2 If a Customer wishes to cancel a Large Reservation made in accordance with Clause 2.5, they must do so seven (7) or more days prior to the date of the Reservation. If a Reservation is cancelled less than seven days prior to the Reservation, the Deposit will be retained by MCC.
- 4.3 If a Customer wishes to change the date of a Large Reservation made in accordance with Clause 2.5, they must do so at least 24 hours prior to the date of the Reservation or the Deposit will be retained by MCC.
- 4.4 If, for reasons beyond MCC's control, including without limitation the imposition of any Government restrictions which prevents, inhibits or delays MCC's performance under these Terms & Conditions, MCC reserves the right at any time, without reason or explanation to cancel any Reservation for any reason.
- 4.5 In the event MCC exercises its rights under Clause 4.4, MCC shall notify the Customer as soon as reasonably practicable after such cancellation has been confirmed. Such cancellation shall be made in MCC's sole and absolute discretion and MCC shall have no liability for any loss, damage, cost or expenses suffered by a Customer other than in the event of cancellation, refunding the Deposit as soon as reasonably practicable.

5. GENERAL

- 5.1 MCC reserves the right to vary these Terms & Conditions, including without limitation to comply with any Government guidance or restrictions at any time.
- 5.2 For the purposes of processing Reservations, MCC will hold personal information for no longer than is necessary to administer and facilitate a Reservation. Customers are entitled to receive a copy of their personal information held by MCC on request and to correct any inaccuracies in it. Please see MCC's Privacy Notice at lords.org/privacynotice for more information.
- 5.3 No third party shall have any right to enforce any of these Terms & Conditions under the Contracts (Rights of Third Parties) Act 1999.
- 5.4 These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales and the English courts shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms & Conditions.

Ref:lordstaverntermsandconditions2021