

## TERMS AND CONDITIONS

### CONDITIONS OF SALE

1. Tickets purchased are strictly non-transferable and are for the sole use of the purchaser. Tickets shall not be resold or transferred (save as mentioned in (2) below) and shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly by the applicant from Gloucestershire County Cricket Club Ltd (GCCC), the England and Wales Cricket Board (ECB), or its authorised agent. Any tickets advertised for sale will be void. GCCC/ECB reserves the rights to sell to individuals or agencies suspected of intending to re-sell their tickets.
2. If more than one ticket is issued to an applicant those tickets may be used only by the applicant and the person(s) intending to accompany that applicant to and at the Event. The provision of such ticket by an applicant to such person without payment shall not contravene (1) above.
3. Tickets are issued subject to Ground Regulations established by GCCC/ECB from time to time and GCCC/ECB shall be entitled to refuse admission to any ticket holder in reasonable circumstances and shall give written reasons if requested. A copy of the full Ground Regulations currently in force is available on the Official Website of the Event and is also available on application.
4. **Any ticket obtained in breach of these Conditions shall be void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a ticket obtained in breach of these Conditions in order to gain or provide entry to or remain at the Event will be a trespasser and will be ejected and liable to legal action.**
5. Tickets remain the property of GCCC/ECB at all times.
6. GCCC/ECB reserves the right to change these Conditions from time to time. Where such change materially affects the rights of the purchaser, the purchaser will have the right to a full refund.
7. A maximum of 6 tickets per address can be purchased for International Matches. Please adhere to the published ticket limits. Orders exceeding the ticket limit will be cancelled without notification. This may include orders having the same name, billing address or credit card. Repeated attempts by an applicant to purchase in excess of these limits may also result in a refusal to sell the applicant tickets for future events.
8. A £2.50 administration fee will be charged per booking made by post and over the telephone.
9. Tickets will be sent to the name and address stated on the order and not to any third party. Any tickets arranged for collection by anyone other than the cardholder, where the cardholder will not be attending, will require a letter of authorisation from them. This letter must state the name of the person collecting the tickets, together with name, address and signature of the cardholder authorising the release. **Please note International tickets will not be posted until six to four weeks prior to the match date.**
10. Tickets can be purchased at advanced prices on the website up to 24 hours before the match. If you purchase within 2 days of a match then the tickets will be for collection on the day. Advance price tickets may still be purchased at the discounted rate until a set time before the match at the ground in person, please contact the ticket office on 0117 9108010 for the closing date and times of this offer (subject to opening hours). Tickets may then be collected either from GCCC ticket office prior to the match or from the nominated collection point on the day of the event. The debit/credit card used to make the booking must be produced on collection of the tickets.
11. Payment can be made using Visa, MasterCard, Delta, Maestro or Solo.
12. No exchanges or refunds except those covered by the ticket exchange or refund scheme will be allowed. (see below).
13. Duplicate tickets will only be issued as replacements for tickets that have been lost, stolen or temporarily mislaid. The original ticket will then be void. Junior (under 16) tickets purchased in advance can be upgraded to an adult ticket prior to the match day upon payment of the relevant differential in seat price; this upgrade does not apply to tickets in the family stands. No downgrades will be allowed. Request for duplicates or upgrades must be made by the original purchaser who will be required to produce a written and signed request. Identification will then be requested in advance or in person on the day of the event itself. For both duplicate and upgrades, a £5 per ticket administration charge will be applied.
14. GCCC/ECB reserves the right to cancel the sale of tickets to individuals or agencies or to anyone who has contravened any of these Terms and Conditions.
15. The purchaser agrees to abide by these conditions and the ground regulations at all times.

***Ticket touting is something that GCCC/ECB and all international cricket venues take extremely seriously.***

***Tickets that are sold on or transferred in breach of ticket conditions may be cancelled and the customer risks being refused entry into the ground. Anyone who sells or otherwise breaches the ticket conditions will also risk losing the right to purchase tickets in the future. If you have a valid***

**reason for not being able to use your tickets, please contact the official source of purchase and they will do their best to help.**

[TICKET EXCHANGE / REFUND SCHEME](#)

**2011 Domestic Match Days**

Play is not guaranteed and ticket exchanges/refunds will only be given if, due to adverse weather conditions, less than 20 overs take place (less than 10 in the case of Twenty20 games) and no result is obtained on the day for which this ticket is valid.

Exchanges This ticket may be exchanged for a new ticket to any one day of a 2011 GCCC home game, excluding international days, any play-off or final stages and (due to ground capacity) Twenty20 matches. To exchange this ticket your application must be made in writing, enclosing the ticket with your name and address in block capitals and stating the date for which the new ticket is required, to the address below. Please send your request as soon as possible and allow at least 14 days for your new ticket to be received. **This ticket can not be exchanged on the gate on a match day.**

Refunds Alternatively, you may claim a refund of the face value of the ticket, subject to an administration fee of £2.00 per application. More than one ticket can be refunded per application but the refund will be payable to the person submitting the refund application. To claim a refund you must send this ticket with your name and address in block capitals to the address below and make sure that it arrives no later than 28 days after the match stated on the ticket.

The Ticket Office, Gloucestershire County Cricket Club, Nevil Road, Bristol, BS7 9EJ Tel: 0117 9108000/8010. All booking and administration fees are non refundable.

**NO EXCHANGES OR REFUNDS WILL BE MADE UNLESS TICKETS ARE RETURNED – PROOF OF PURCHASE ALONE IS NOT SUFFICIENT. IN NO OTHER CIRCUMSTANCES CAN TICKETS BE EXCHANGED OR MONEY REFUNDED.**

**NatWest Twenty20 International 2011**

If play is restricted or does not take place at the ground on the day for which this ticket is valid, you may claim a refund of the match ticket value subject to there being: **9.5 overs or less of the only or last match of the day because of adverse weather conditions and no result is obtained - a full refund. In no other circumstances can money be refunded.** Claims for refunds will be paid by cheque. Claims are subject to a £1.00 administration charge per application which will be **deducted** from your cheque; therefore do **not** send any payment with your application. To claim your refund simply send this ticket, with the name of the payee, address and **full** postcode in block capitals, to A R D Response, Dept P104, PO Box 15, Earl Shilton, Leicester LE9 8WA within 28 days of the Match date. There is no need to include an envelope. Please allow 30 days from receipt of claim for us to process your refund. For refund queries call 01455 852514 (9 to 5 Mon to Fri). Also visit [www.ecb.co.uk/refundscheme](http://www.ecb.co.uk/refundscheme). For any other queries please contact the ground.

Your information shall be held for the purposes of administering your refund and to enable the ECB and carefully selected third parties to contact you by mail, telephone, SMS, fax or email to notify you about products/services or promotions which may be of interest to you. A full list of commercial partners is available at [www.ecb.co.uk](http://www.ecb.co.uk). If you do not wish to receive any contact please contact the ticket office on 0117 910 8010/9108000.

[GROUND REGULATIONS](#)

**2011 Domestic Match Days**

Admittance is subject to ground regulations, which amongst other matters prohibits the importation of knives, cans and admittance with alcohol may be restricted. A copy of which can be obtained on request. In the event of an emergency it may be necessary to evacuate the ground. Please follow directions of the steward in your area. Please do not leave your bag unattended in any part of the ground. Should you

require any help or assistance during your visit please contact the nearest steward. The use of threatening behaviour, foul or abusive language, indecent or racist chanting or comment will not be tolerated.

The ticket will admit to the non-members' area only. To gain entrance to the members' enclosure club members must show membership cards. At GCCC discretion visiting members may be allowed into the members' enclosure.

### **2011 International Match Days**

Admittance is subject to ground regulations, a full copy of which can be obtained on request. 1) Alcohol, metal cans, or glass containers may not be brought into the ground at any time due to ICC regulation. 2) No Musical instruments, large flags/banners, sticks poles, knives or similar sharp objects are allowed into the ground. 3) Spectators who go onto the playing area will be arrested by the Police and face prosecution under the Public Order Act and/or be fined £1000 for Aggravated Trespass. 4) Please do not leave your bag unattended in any part of the ground 5) Should you require any help or assistance during your visit please contact the nearest steward. 6) The use of threatening behaviour, foul or abusive language, indecent or racist chanting will result in ejection from the ground and possible further action. 7) Please note no smoking is permitted in any of the Stands.

Please note children under 16 including babies require a ticket if attending International Cricket Matches. For further information please contact the Ticket Office on 0117 9108010 / 9108000.

**Spectators are reminded that racially abusive comments and actions will result in ejection from the ground and possible further action.**

#### [GLOUCESTERSHIRE COUNTY CRICKET CLUB ALCOHOL AND SMOKING POLICY](#)

Please be aware that under ground regulations GCCC has, for reason of spectator safety and comfort, reserved the right to impose a limitation on the amount of alcohol that can be brought into the ground on match days.

For International fixtures the importation of alcohol is completely banned by ICC Regulation. This year, the ban will also extend to our Twenty20 matches, due to high attendances.

Smoking is not permitted in the Stands for International Matches and GCCC reserves the right to ban smoking in all seated areas during high attendance matches.

Thank you in advance for your co-operation.

#### [RECORDING EQUIPMENT](#)

Please note that the use of any cameras, mobile phones, computers and other electronic equipment, for the recording, transmission or communication of match details, statistics, images etc, is not permitted other than with the proper accreditation. All ground regulations apply.

**Should you have any further questions relating to the information contained on this page please e-mail [tickets@glosccc.co.uk](mailto:tickets@glosccc.co.uk)**