



HOSPITALITY BOOKING FORM TERMS & CONDITIONS

Allergies

Some of our menu items contain nuts, seeds and other allergens. Therefore, there may be some risk that traces of these could be in any dish served here. Please notify us in advance of any special dietary requirements.

Cancellations / Reductions

The client may only cancel or reduce an order by notice in writing to Gloucestershire County Cricket Club. Gloucestershire County Cricket Club shall be entitled to charge: 100% of the total value of the package if the cancellation or reduction is received less than 2 weeks prior to the commencement of the event; 75% of the total value of the package if the cancellation or reduction is received between 2 and 6 weeks prior to the commencement of the event; 50% of the total value of the package if the cancellation or reduction is received more than 6 weeks prior to the commencement of the event.

Cost and Personal Property

Gloucestershire County Cricket Club will not accept responsibility for loss or damage to any coats or personal property of the clients, its guests or representatives unless such loss or damage has been caused due to negligence of the Club or its employees.

Corkage

No wines, spirits, beers or food may be brought into hospitality and corporate areas by the guests or representatives for consumption or sale on the premises without the express prior consent of Gloucestershire County Cricket Club.

Etiquette

Gloucestershire County Cricket Club reserves the right to judge acceptable levels of noise or behaviour of the client, guests or representatives and the client must take all steps necessary for corrective action, the club reserves the right to stop any event without being liable for any refund or compensation. It is not permissible to invite extra guests, as any unauthorised person seeking access will be politely refused. Please note that smoking is not permitted inside any building or on any balcony in the Bristol Pavilion. However, smoking is permitted in designated areas of the ground.

Lost Tickets

Gloucestershire County Cricket Club cannot accept responsibility for any tickets or car parking passes once they have left the Cricket Club offices. An administration fee of £5 will be made for any replacement tickets or car parking passes.

Payment Terms

Fifty per cent deposit payment is required to secure all bookings with full payment required at least 6 weeks prior to the event. Payment for a booking made within 6 weeks of an event is due in full at the time the booking is made. Gloucestershire County Cricket Club reserves the right to cancel bookings where the payment terms are not met. Your match tickets and additional information will

be forwarded to the address as advised on your booking form no later than two weeks prior to the event and upon receipt of full payment.

Payment of invoices can be made by cheque, BACS and credit card. Please contact the Hospitality Department on 0117 910 8022 to make payment.

Match Ticket Refunds

If play is restricted or does not take place at the ground on the day for which this ticket is valid, you will be entitled to a refund of only the match ticket value subject to there being: (a) **15 overs or less because of adverse weather conditions and no result is obtained - a full refund**; (b) **15.1 overs to 29.5 overs because of adverse weather conditions and no result is obtained - a 50% refund**. **In no other circumstances can money be refunded.** In respect of tickets purchased in advance for the day on which this ticket is valid, refunds will be made automatically by Gloucestershire County Cricket Club to the original purchaser only, either by refunding his or her debit or credit card or by sending a cheque. In respect of tickets purchased at the Ground on the day for which this ticket is valid, refunds may be claimed by sending this ticket with your name and address in block capitals to The Ticket Office, Gloucestershire County Cricket Club, The Bristol County Ground, Nevil Road, Bristol BS7 9EJ within 28 days of the Match date. For refund queries telephone 0117 9108010. Also visit www.ecb.co.uk/refundscheme. Please allow 30 days from the receipt of the claim for your refund to be processed.

Cricket is against ticket touting – you must not buy or sell this ticket for more than its face value. Please see www.ecb.co.uk/toutsout for full re-sale/refund policy. All tickets are issued by or on behalf of Gloucestershire County Cricket Club. Each Ticket is and shall remain at all times the property of Gloucestershire County Cricket Club.

No person who is subject to a life ban imposed and/or recognised by the ICC, the ECB or any other ICC Member as a result of a breach of any applicable ICC, ECB or other ICC Member rules, regulations, codes or directives shall be permitted to enter the ground and any such person found within the ground on the day of the match shall be liable to immediate removal from the ground.

Please note that the use of any cameras or mobile devices or any electronic equipment, for the recording, transmission or communication of match footage, details, statistics, images (on any platforms including but not limited to websites and social media) etc., is not permitted other than with the proper accreditation. All ground regulations apply.

The Ticket Office, Gloucestershire County Cricket Club, The Bristol County Ground Ground, Nevil Road, Bristol, BS7 9EJ Tel: 0117 910 8000 or 0117 910 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.

Your hospitality will go ahead and will not be refunded unless you purchase a ‘money back’ package.

Money Back Package

By purchasing these packages, you can claim the total value of the hospitality ticket, subject to match day rules. Please see above for more information.

Revisions

Whilst every effort will be made to present the hospitality packages exactly as described, Gloucestershire County Cricket Club reserves the right to alter where necessary the details set out in the brochure whilst maintaining the value of any package offered.

Start / Finishing Times

All hospitality facilities will be open 2 hours before play and for 30 minutes after play.