



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 an exchange or refund of no more than the match ticket value subject to there being: (a) 15 overs or less (9.5 overs or less in the case of Vitality Blast / WSL games) because of adverse weather conditions and no result is obtained – an exchange of ticket or a full refund; (b) Other than for Vitality Blast / WSL games 15.1 overs to 29.5 overs because of adverse weather conditions and no result is obtained - a 50% refund (tickets cannot be exchanged). In no other circumstances can tickets be exchanged or money refunded.

Exchanges: Subject to the above, this ticket (excluding WSL Tickets) may be exchanged for a new ticket to any one day of a 2020 GCCC home game, excluding any play-off or final stages and (subject to ground capacity) Vitality Blast matches. To exchange the 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 7 days for your new ticket to be received. Tickets cannot be exchanged on the gate on a match day.

Refunds: Alternatively, subject to the above, you may claim a refund of up to the face value of the ticket, subject to an administration fee of £2.00 per application (this will be deducted from the refund). 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 the 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, 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.

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.