



## **Gloucestershire Cricket Terms & Conditions and Code of Conduct**

### **Terms & Conditions**

1. Please note that the ticket is purchased on the basis of known teams, format, venue and a provisional date. The date (and/or venue) of the match may change. If that occurs, the new date will be communicated to you and you will be given two weeks in which to request a refund should you no longer wish to attend. Email or telephone will be used to contact you for this purpose. If your contact details change then you must inform us at [tickets@glosccc.co.uk](mailto:tickets@glosccc.co.uk) or you may miss your opportunity to claim a refund. In addition, please be sure to read the standard ticketing T&Cs as detailed in the Major Match Day Refund Scheme [here](#) which are also in place to protect your purchase should there be any cancellation/abandonment of matches or a requirement to restrict entry.
2. We reserve the right to cancel your ticket(s) due to events beyond our reasonable control and/or should we believe it is reasonable to do so on health and safety grounds. If we cancel your ticket(s) in such circumstances, you will be eligible for a refund of the face value of the ticket(s). Please note, booking fees are non-refundable. We will endeavour to act as fairly as possible but shall have absolute discretion as to which tickets to cancel in a situation where reduced capacity at the venue results in a requirement to cancel a proportion of tickets.
3. We reserve the right to add health and safety related conditions which attendees must comply with (including but not limited to the provision of details of all attendees for Test and Trace purposes). Any attendees refusing to comply with such conditions may have their ticket(s) cancelled, be refused entry or removed from the venue.
4. Gloucestershire Cricket 2021 Members will be prioritised should there be any capacity restrictions. We will also prioritise supporters who had rolled over their 2020 domestic tickets if COVID-19 restrictions are enforced.

*We shall not be liable to you for failure to perform any of our obligations to the extent that the failure is caused by an event beyond our reasonable control. Personal arrangements and expenditure, including travel, accommodation and other costs and expenses incurred by you relating to a match which have been arranged by you are at your own risk, and we shall not be responsible or liable to you for any wasted or unrecoverable costs or expenditure in relation to such personal arrangements, even if caused as a result of the cancellation, rescheduling or alteration of a match for which you have purchased tickets.*

## **Code of Conduct**

In order to assist Gloucestershire Cricket staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these guidelines:

- At all times and in all parts of the ground, please observe social distancing and avoid close contact with others not in your social or support bubble.
- Arrive in good time to go through all the necessary entry procedures.
- Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time.
- Be aware that your temperature might be taken before entry.
- We endeavour to provide as much contactless payment as possible.
- If you need to access any of the ground's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly.
- Remain in your seat or place at all times whenever possible.
- If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs indicating which way to go.
- If you are in a seated area, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators.
- If you are in a standing area, please stay within your social or support bubble and remain aware of the movements of others at all times.
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible.
- Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze.
- Avoid hugs, high-fives and any close contact with people who are not within your social or support bubble.
- If you are attending with other members of your social or support bubble, please make sure they have read and understood these guidelines too.
- Please be aware that for everyone's safety we may need to empty the ground slowly. Please allow time at the end of the match and be prepared to wait your turn.

Thank you for your support and co-operation. **Stay alert. Stay safe.**

Help us all – your fellow Gloucestershire fans, your club, your sport, your community.