

Transferring your tickets, secondary ticket websites, ticket resale, exchange and refunds

We get lots of questions around the use of tickets and how they refer to the Ticket Terms and Conditions and Conditions of Entry, so to make things a little clearer please read the following:

We apply ticket limits on certain high profile matches to encourage as many different groups of people as possible to attend. We therefore allow a customer to purchase tickets on behalf of others, as long as that customer intends to accompany the others to the ground. Such tickets cannot be transferred or resold at above face value.

If for example you buy four tickets, you and the other three ticket holders should attend the ground together and you should not charge the others more than the face value for the tickets. If you sell the tickets for more than the face value you are breaking the Terms.

If you or one of the others cannot attend the game you can offer the ticket at no more than the face value to another person as long as they intend to accompany you to the ground. You cannot offer the ticket for sale, auction the ticket, or advertise the ticket for sale as this would be breaking the Terms.

Any tickets that are **found to have been placed for sale** on websites such as eBay, Gumtree, Viagogo and StubHub will be voided with no refund. The barcodes will be cancelled and the tickets will not be valid for entry, as **selling tickets via an unauthorised channel** is breaking the Terms. This includes selling tickets to a person who you do not know and who is not intending to accompany you to the ground.

Any tickets that are **found to have been purchased** on websites such as eBay, Gumtree, Viagogo and StubHub will be voided with no refund. The barcodes will be cancelled and the tickets will not be valid for entry, as **buying tickets via an unauthorised channel** is breaking the Terms. This includes purchasing from a person that you do not know and who is not intending to accompany you to the ground.

The official ticket and ticket hospitality agents of Lancashire Cricket are:

Quay Tickets
Ticketline
AOK Events
Circuit Hospitality
Corinthian Sports
CSM Sport
Daimani
DTB Sports And Events
Empire Events
Engage
Finders Keepers Events
Hospitality Finder
Imperial Corporate Events Ltd
Imperial Events
Lamb Associates
My Shout
Onside hospitality
Pure Co
Simon Smith Events
SP Events
Sporting Agenda
Sportsbreaks
STH
The Sincura Group
VIP Matchdays

In simple terms if you don't buy from Lancashire Cricket or one of the official agents your ticket will not be valid and can be cancelled without refund, and you may be blacklisted from purchasing from the Club and other Clubs in the future.

The Club has launched a Ticket Resale platform where tickets that can no longer be used due to unforeseen circumstances can be posted for sale to other fans. If you can no longer attend a match you should post your tickets on the Ticket Resale platform by logging into your account and clicking on the "Resell tickets" option on the menu.

A Purchaser may offer Tickets for resale from 50% to 100% of the face value of the Ticket. The value of any Tickets that are sold via the Lancashire Cricket Ticket Resale Platform will be credited to a Purchasers account (subject to a reasonable administration fee). Should a Ticket not be sold by the day of play of the Ticket, 50% of the face value of the Ticket will be credited to the Purchasers account (subject to a reasonable administration fee). The credit can be used to purchase a Ticket for a cricket event at Lancashire Cricket Club that takes place within twelve months of the date of receipt of the credit.

The Club has also launched Ticket Exchange where tickets can be swapped for available seats in a different stand, or for a different day or for a different match. You can exchange your ticket as many times as you like if the ticket value is equal to, or higher than the value of your original ticket.

For more information and instructions on how to use Ticket Resale or Ticket Exchange please click <https://cricket.lancashirecricket.co.uk/tickets/lancashire-cricket-ticket-resale-and-ticket-exchange-information/>