

## TICKET TERMS AND CONDITIONS AND CONDITIONS OF ENTRY

### TICKET TERMS AND CONDITIONS

1. Lancashire Cricket Club and its authorised agents and distributors sell, allocate and issue tickets for events (the Tickets") at Emirates Old Trafford, Blackpool Cricket Ground, Liverpool Cricket Ground and Southport and Birkdale Cricket Ground (the "Venue") only upon the Ticket Terms and Conditions and Conditions of Entry (the "Terms") and where applicable the England & Wales Cricket Board (the "ECB") terms. By applying for or purchasing or being allocated or transferred Tickets all recipients of Tickets ("the Purchaser") shall be deemed to have accepted the Terms. For the avoidance of doubt a Purchaser includes a member and sponsor of Lancashire Cricket Club.
2. Tickets are strictly non-transferable and shall not be resold or transferred at above face value (save as referred to in clause 3) and shall not be sold, transferred, auctioned, offered for sale, or advertised for sale via unauthorised channels.
3. If more than one ticket is issued those tickets may be used only by the Purchaser and the person intending to accompany that Purchaser at the Venue. The provision of the ticket to such a person shall not contravene clause 2.
4. Tickets issued are for the sole use of the Purchaser and if more than one ticket is issued to a Purchaser, the person intending to accompany the Purchaser in accordance with clause 3, save for where a Ticket has been resold or transferred not above face value via authorised channels.
5. Tickets shall not be purchased or obtained from or through any person, company, agent or otherwise than directly by the Purchaser from Lancashire Cricket Club or its authorised agent. Lancashire Cricket Club reserves the right to refuse to sell to individuals or agencies suspected of intending to resell Tickets in breach of the conditions.
6. **Tickets that are resold, transferred, auctioned, offered for sale or advertised for sale (or that Lancashire Cricket Club reasonably believe have been or are intended to be) via an unauthorised channel such as an unauthorised secondary ticketing facility, or otherwise sold or obtained in breach of these conditions will be void and all rights conferred by the Ticket will automatically terminate. As a consequence, Tickets may be seized and/or cancelled, and Tickets may not enable the holder to gain access to the Venue and a holder may be ejected from the Venue without refund or compensation. Lancashire Cricket Club may also take the decision to blacklist.**
7. Where a Ticket is void (as outlined above in clause 6) Lancashire Cricket Club will credit the original Purchasers account with the ticket face value. The credit can be used to purchase a ticket for a cricket event at Lancashire Cricket Club within the next six months of the refund taking place. For the avoidance of doubt, Lancashire Cricket Club may then blacklist the original Purchaser from buying future Cricket tickets.
8. Tickets may not be used as a prize, or as part of a competition, or in any promotional or similar activity without the written consent of Lancashire Cricket Club.
9. Tickets may not be included as part of accommodation, food, drink and/or travel packages (the "Package") unless the Package has been authorised by Lancashire Cricket Club.
10. Tickets remain the property of Lancashire Cricket Club at all times.
11. Tickets are only valid for entry into the Venue if presented complete with counterfoil.

12. If original Tickets are lost, duplicate tickets may be issued to the original Purchaser up to 48 hours before the event at a charge of £5 per ticket. Duplicate tickets can only be collected from the Ticket and Membership Office at the Venue on match day, upon the production of photographic ID and take priority over the originals.
13. The Lancashire Cricket Club reserves the right to cancel or reschedule events. Tickets will only be exchanged or refunded in exceptional circumstances and as follows:

### **T20 Blast Matches and Women's Super League Matches**

If play is restricted or does not take place at the Venue on the day for which your ticket is valid, including any reserve days, those who have purchased tickets in advance with credit or debit card will be automatically refunded the face value of the ticket (excluding booking and postal charges) subject to there being fewer than 10 overs played because of adverse weather conditions and no result is achieved. Return of tickets is not required.

T20 Season Ticket holders will not be refunded the face value of the match ticket. The Club will take into consideration any such restricted play or match cancellation at the end of the season and this may be reflected in the prices of T20 Season Tickets for those renewing for the following season.

Any tickets purchased on the date of a fixture using debit or credit card will also receive an automatic refund – return of tickets is not required.

Customers that have purchased tickets by cash through The Ticket Office should retain their match tickets and may exchange these for an alternative fixture during the current season (excluding Quarter Finals and Finals Day fixtures). Your choice of exchange fixture is subject to availability. The exchange ticket must be booked at least 48 hours prior to the scheduled start time of the requested match. Please note that under no circumstances will a monetary refund be given.

If you do not receive your refund within 28 days please contact 0161 282 4000 or e-mail [tickets@lancashirecricket.co.uk](mailto:tickets@lancashirecricket.co.uk)

### **County Championship and One-Day Cup Matches**

If there are less than 10 overs played, or play does not take place at the Venue on the day(s) for which your ticket is valid, then you may exchange the ticket for another Lancashire Cricket match played at Emirates Old Trafford during the current season in the same competition. Your choice of exchange fixture is subject to availability and excludes Royal London One-Day knock-out, Quarter-Final and Semi-Final matches. The exchange ticket must be booked at least 48 hours prior to the scheduled start time of the requested match. Please note that under no circumstances will a monetary refund be given.

To exchange your ticket please contact the Ticket Office in person, phone 0161 282 4000 or email [tickets@lancashirecricket.co.uk](mailto:tickets@lancashirecricket.co.uk)

### **Test Match**

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 or completion of the match - a full refund;** (b) **15.1 overs to 29.5 overs because of adverse weather conditions or completion of the match - 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 Lancashire 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 International Refund Application, Lancashire Cricket Club, Emirates Old Trafford, Manchester M16 0PX within 28 days of the Match date.

For refund queries telephone 0161 282 4000. Also visit [www.ecb.co.uk/refundscheme](http://www.ecb.co.uk/refundscheme). Please allow 30 days from the receipt of the claim for your refund to be processed.

This refund policy does not apply to Day 5 of a Test Match. For any pre-purchased Day 5 tickets, a full refund may only be claimed if there is no play whatsoever on Day 5 either because of adverse weather conditions or completion of the match before Day 5. Please be aware that no refund will be given should any play occur on Day 5. Anyone holding a Day 5 ticket that has been purchased as part of a 5 Day Ticket package will not be entitled to any refund if there is no play on Day 5.

### One-Day International

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 Lancashire 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 International Refund Application, Lancashire Cricket Club, Emirates Old Trafford, Manchester M16 0PX within 28 days of the Match date. For refund queries telephone 0161 282 4000. Also visit [www.ecb.co.uk/refundscheme](http://www.ecb.co.uk/refundscheme). Please allow 30 days from the receipt of the claim for your refund to be processed.

### International T20

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) **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**; (b) **10 overs to 19.5 overs of the only or last match of the day 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 Lancashire 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 International Refund Application, Lancashire Cricket Club, Emirates Old Trafford, Manchester M16 0PX within 28 days of the Match date.

For refund queries telephone 0161 282 4000. Also visit [www.ecb.co.uk/refundscheme](http://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](http://www.ecb.co.uk/toutsout) for full re-sale/refund policy. All tickets are issued by or on behalf of Lancashire Cricket Club. Each Ticket is and shall remain at all times the property of Lancashire 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 unauthorised sale or disposal of a ticket in breach of the Ticket Terms and Conditions (known as ticket touting) may result in the ticket being cancelled without notice and the ticket holder being refused admission to, or being removed from the ground. If you are found to have committed a ticket touting offence, or we reasonably suspect you have committed such an offence, we reserve our right to take all appropriate legal action against you and will notify the ECB who may in turn notify other First Class Counties and the Marylebone Cricket Club and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify, prevent and take all appropriate legal action in respect of ticket touting offences and disorder at matches.

14. Concession tickets for supporters under 18 years of age or over 65 years of age are only valid if the ticketholder is under 18 or over 65 on the date of the match for which the ticket is applicable. Under 18's or over 65's may be required to provide proof of their age to gain entrance using a concession ticket.
15. Any person and their property are liable to be searched by authorised personnel on entry to the Venue. Failure to submit to any requested search by authorised personnel will lead to refusal of admission, and/or ejection, and/or exclusion from the Venue.
16. The Lancashire Cricket Club reserves the right to change the advertised fixtures without notice and liability where it is necessary to do so and provide you with an alternative seat to that specified on the ticket.
17. If admission is reasonably refused for whatever reason no money will be refunded or compensation provided.
18. The Lancashire Cricket Club reserves the right to change the Terms.
19. Tickets are issued subject to the Conditions of Entry.
20. A copy of the Terms are available at [www.lancashirecricket.co.uk/ticket-terms](http://www.lancashirecricket.co.uk/ticket-terms)

## CONDITIONS OF ENTRY

1. Any person who enters Emirates Old Trafford, Blackpool Cricket Ground, Liverpool Cricket Ground, or Southport and Birkdale Cricket Ground or the surrounding areas or other property owned or controlled by Lancashire Cricket Club (the "Ground") is admitted only on the basis of these conditions and by entering the Grounds has deemed to have accepted these conditions.
2. Entry to the Grounds requires a valid ticket, authorised accreditation or pass. All tickets, accreditation and passes are strictly non-transferable. Authorised personnel reserve the right to request that a person produce a valid ticket and photo identification at any time.
3. Admission to the Grounds will be denied if a person attempts to gain entry with alcohol. The importation of any alcohol is prohibited for all events. The consumption of alcohol is permitted only in authorised areas.
4. Any person who enters the Grounds must comply with oral and/or written instructions issued by Lancashire Cricket Club Management, Stewards or Police Officers. Lancashire Cricket Club reserves the right to refuse admission, or to eject from the Grounds, any person who does not comply with oral and/or written instructions.

5. Any person and their property are liable to be searched by authorised personnel on entry to the Grounds and at any other time during the event. Failure to submit to any requested search by authorised personnel will lead to refusal of admission or ejection and may also lead to exclusion from the Grounds.
6. The following offences are prohibited and any person committing such an offence may be ejected and excluded from the Grounds:
  - a. the throwing of any object within, at or towards the field of play, any area adjacent to the field of play or any area in which spectators or other persons are or may be present;
  - b. the use of foul or abusive language, obscene or indecent gestures or chanting, including threatening, abusive or insulting language directed to a person by reason of their colour, race, sexuality, nationality (including citizenship) or ethnic or national origins;
  - c. unauthorised entry upon the field of play and this includes going onto the field of play, or any area adjacent to the field of play to which spectators are not generally admitted;
  - d. unnecessary noise or annoying or dangerous behaviour likely to cause distress, confusion or nuisance of any kind and/or interrupt play;
  - e. the climbing onto or into stands, buildings, fences, walls, structures or fittings within the Grounds;
  - f. the obstruction of gangways, access ways, exits, entrances and stairways;
  - g. the unauthorised use of promotional, commercial, political and religious printed matter, including but not limited to leaflets, banners, clothing, signs, symbols;
  - h. unauthorised betting within the Grounds.
7. The following items are prohibited ("Prohibited Items") within the Grounds:

Any objects or clothing bearing political statements or commercial identification intended for ambush marketing, mobile phone portable battery chargers, large flags, banners, rattles, fireworks, flares, pyrotechnics, air horns, musical instruments, klaxons, smoke canisters, laser pointers, bottles, glasses, cans, cooking devices, poles, knives, blades and other articles or containers - including any which could or might be used as a weapon - or any other item which in the reasonable opinion of the Lancashire Cricket Club could be used as a weapon or cause nuisance to others.
8. If a person is found with a Prohibited Item, this item will be confiscated by authorised personnel and the person may be ejected from the Grounds or refused entry into the Grounds. The item will be disposed of without compensation if the party declines to return the item to a safe place.
9. **SMOKING (including any form of electronic cigarette) IS NOT PERMITTED** except within designated areas and any person found smoking outside of a designated area may be ejected from the Grounds.
10. Any person within the Grounds or attempting to gain access to the Grounds who is, or appears to be under the influence of drink or drugs may be ejected from the Grounds or refused entry into the Grounds.
11. The use of photographic or recording equipment of any kind must not inconvenience any person. With the exception of persons authorised by Lancashire Cricket Club, the taking of picture or sound recordings, or the transmitting of any audio, visual or any information or data in relation to an event by whatever means for commercial sale or use is strictly prohibited. Audio-visual equipment may be confiscated by authorised personnel if commercial use or sale is suspected.

Lancashire Cricket Club owns all intellectual property rights in material taken or recorded in the Grounds, and copyright and moral rights in any unauthorised recording or transmissions is assigned to the Lancashire Cricket Club.

12. The use of portable technology including mobile phones, tablets, computers and radios in contravention of UK Criminal or Civil Law, the rules and regulations of the International Cricket Council (*ICC*) or the England and Wales Cricket Board (*ECB*) is strictly prohibited.
13. Filming, photography and broadcasting takes place during events at the Grounds. All persons at the Grounds give their express consent to the use of their actual or simulated likeness and voice in connection with the production, exploitation and advertising of the event without compensation or credit, throughout the world.
14. Ambush marketing is prohibited. No person unless authorised by Lancashire Cricket Club is permitted to distribute or offer for sale any newspaper, food, drink, merchandise, ticket or any other article. No person can conduct a charitable collection unless authorised by Lancashire Cricket Club.
15. Lancashire Cricket Club reserves the right to close bars at any time and restrict the sale of alcohol within the Grounds.
16. The removal of shirts or any clothing likely to cause offence is not permitted and may result in ejection from the Grounds. Bare torsos are not permitted in Member areas.
17. Any person found damaging or defacing the property of Lancashire Cricket Club will be prosecuted.
18. No animals other than assistance dogs, Police dogs and Police horses are allowed to enter the Grounds.
19. Lancashire Cricket Club reserves the right to fine and/or bring legal action and/or eject or cause to be ejected any person who, within the Grounds, is considered by Lancashire Cricket Club or its agents, in their absolute discretion, to be or to have been behaving in a manner likely to:
  - a. bring Lancashire Cricket Club or game into disrepute;
  - b. interfere with the comfort, enjoyment or safety of other persons;
  - c. impede in any way the activities of Lancashire Cricket Club including the progress or conduct of any match;
  - d. be in breach of any one or more of the Ticket terms and conditions or Conditions of Entry.
20. Lancashire Cricket Club may, in its absolute discretion, bar from entry to the Grounds, for any period, any person who has been refused entry, ejected or prosecuted for breach of Ticket terms and conditions or these conditions and may take such steps as they consider necessary or desirable for the implementation of the said bar.
21. Any person attempting to gain admission to, or being found within that area of the Grounds designated "Members only" without the appropriate authorisation, may be ejected from the Grounds.
22. No vehicles, other than emergency vehicles, shall be parked in any part of the Grounds other than on designated parking bays and with the appropriate authority. Lancashire Cricket Club reserves the right at its absolute discretion to remove any vehicle parked in contravention of this regulation. The vehicle owner will be liable for all costs incurred by Lancashire Cricket Club in removing the vehicle and Lancashire Cricket Club may retain possession of the vehicle until such costs are recovered.
23. Lancashire Cricket Club reserves the right, at its absolute discretion, to amend the Conditions of Entry from time to time.

24. Lancashire Cricket Club reserves the right to make alterations to the published event programme where reasonably necessary. Play cannot be guaranteed to take place.
25. Lancashire Cricket Club, its servants or agents will not be liable for any loss, injury or damage to including of or to any vehicle or its contents in any car park or to any person or their belongings who enters the Grounds caused by Lancashire Cricket Club or its servants or agents, in circumstances where there is no breach of a legal duty of care owed by Lancashire Cricket Club or its servants or agents; or in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury as a result of a breach of legal duty of care owed by Lancashire Cricket Club its servants or agents) or to the extent that any increase in loss or damage results from breach by the person of any of the ticket terms and conditions or these conditions of entry. Lancashire Cricket Club will be not be responsible for any loss, theft or damage of a person's personal belongings, other than caused as a result of its negligence or other breach of statutory duty. A person enters the Grounds at their own risk.

Mr Daniel Gidney

Chief Executive

Lancashire Cricket Club Limited