

2020 ESSEX CRICKET HOSPITALITY TERMS AND CONDITIONS

BOOKING

- All bookings will be considered as provisional until the online hospitality booking form has been completed and payment has been received.
- Sole occupancy of any hospitality facility will only be granted by Essex Cricket when the client can guarantee the minimum occupancy of the facility that is required. In the event of the client not fulfilling this requirement Essex Cricket reserves the right to let the remaining capacity to another customer or charge the client at the maximum capacity rate.
- All prices quoted are exclusive of VAT which will be levied at the rate prevailing when the hospitality booking form is completed and is subject to alteration should the rate change.
- The hospitality booking form must be returned by the client and received by Essex Cricket within seven working days of the date of issue. If Essex Cricket does not receive the completed hospitality booking within this period we reserve the right to release the provisional booking and re-let the facilities.
- Groups of ten will be on private tables. Smaller groups will be on shared tables.
- The Scrutton Bland Premier Suite facility is intended for the use of Adults. Juniors (17 and under) using the facility are expected to act accordingly. Please note that Juniors must be accompanied by an Adult at all times in The Scrutton Bland Premier Suite.

PAYMENT TERMS

- On return of the hospitality booking form full payment is due unless otherwise agreed by Essex Cricket accounts department.
- An invoice and receipt will be provided for all bookings by email unless otherwise stated.
- Hospitality tickets will not be issued until full payment is received.
- Should payment not be received within the above timescales Essex Cricket reserve the right to release the booking.

CANCELLATION TERMS

- Should Essex Cricket, for reasons beyond its control, need to make any amendments to your booking, we reserve the right to offer an alternative choice of facilities.
- In the unfortunate circumstances that it becomes necessary for the client to cancel or postpone a confirmed booking at any time prior to the event, Essex Cricket reserve the right to charge a cancellation fee. The cancellation fee will be charged based on the total value of the hospitality package on the following basis:
 - Cancellation over 90 days prior to the event - 50% of the total booking will be retained
 - Cancellation between 42 and 90 days prior to the event - 75% of the total package will be retained
 - Cancellation 42 days or less prior to the event - 100% of the total package will be retained
- Essex Cricket should be verbally notified of all cancellations followed by written/email confirmation no later than 24 hours after the verbal cancellation was given.

HOSPITALITY TICKETS AND WET WEATHER POLICY

- Hospitality tickets must not be re-sold or transferred and must not, under any circumstances, be auctioned, offered for sale or re-sale in any manner whatsoever or used in contravention of these rules and regulations.
- The customer shall be responsible for distributing the hospitality tickets to the guests. No person will be admitted to the ground and hospitality facility without a valid hospitality ticket. No liability is accepted by Essex Cricket in the event that a guest is denied entry to the hospitality facility or any other part of the Cloudfm County Ground as a result of the customer's or any guest's failure to comply with this agreement.
- If a hospitality ticket has been stolen, lost or temporarily mislaid. A duplicate ticket will only be issued upon email request by the customer who purchased the hospitality.
- The Customer acknowledges that Essex Cricket cannot guarantee:
 - (a) whether the Match or any play will take place on the Match date;
 - (b) the length of play of the Match; or
 - (c) the identity of the players who will appear in the Match.
- If a County Championship match ends on or before the start of play of the second day of play, Essex Cricket will transfer your hospitality booking including food to another comparable/similar fixture. If you wish to take the hospitality package on the matchday selected Essex Cricket will issue match ground entrance ticket to another comparable/similar home fixture in the 2020 or 2021 season (subject to availability).
- If, due to adverse weather conditions, 10 COMPLETED OVERS PLAY OR LESS is possible on the day of the match AND THE MATCH HAS NOT BEEN COMPLETED OR A RESULT OBTAINED, Essex Cricket will issue a match ground entrance ticket to another comparable/similar home fixture in the 2019 or 2020 season (subject to availability). Please note the value of the ground entrance ticket(s) issued cannot be used as discount against future T20 Blast and International hospitality bookings played at the Cloudfm County Ground. The decision of no play is at the discretion of the match officials and not Essex County Cricket Club.

AT THE EVENT

- The dress code for all matchday hospitality is smart casual, no trainers are permitted. For the Premier Suite the dress code is smart with a jacket and tie preferable for gentleman. Failure to comply with the dress code may result in non-admittance to our hospitality facility.
- For your card security payment of the drink bills will need to be made by cash or credit/debit card at the time of purchase. Please note we do not accept American Express.
- Bar facilities in all hospitality areas will close 15 minutes after last ball bowled.
- Hospitality facilities will close 30 minutes after the scheduled close of play or 30 minutes after the actual close of play or whichever is the sooner.
- No food or beverages may be brought onto the premises.
- Some of our menu items contain nuts, seeds and other allergens. Therefore they may be some risk that traces of these could be in any dish served. Please notify Essex Cricket prior to your visit of any special dietary requirements.
- Within reason Essex Cricket reserve the right to withdraw the service of the meal part of your package once the agreed service time has passed. The agreed meal service time will be advised in the confirmation email.
- Essex Cricket will not be liable for any failure to provide or delay in providing facilities, services, food or beverages as a result of events or matters outside of our control.
- The customer will not affix anything to the walls, floors, ceilings, advertising boards or pillars without the written consent of the Club.
- The client must reimburse the costs of repairing any damage caused to the property, contents or grounds by you or any of your guests, to Essex Cricket.
- Essex Cricket can accept no responsibility for any equipment brought into the Club and used or supplied by the customer and accepts no liability for loss or damage.
- Essex Cricket reserved the right to judge acceptable levels of noise or behavior of the client, guests or representatives and the client must take all steps necessary for corrective action. In the event of failure to comply with Club requests, 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.
- If you and your guests enter business cards into an Essex Cricket free prize draw, you/they agree to be added to our Beyond the Boundary e-newsletter database. The popular e-newsletter provides updates and offers from Essex Cricket. From time to time a business card draw may be run in conjunction with an official partner of Essex Cricket. You and your guest reserve the right to not be included in these prize draws.
- The standard ground regulations and Scrutton Bland Premier Suite regulations will also apply.