

2025 MATCHDAY HOSPITALITY TERMS AND CONDITIONS

HOSPITALITY BOOKING AND PAYMENT

- All bookings will be considered as provisional until full payment has been received.
- Payment is due immediately on receipt of invoice unless otherwise agreed by the Essex Cricket accounts department.
- Should full payment not be received within seven days of reservation, Essex Cricket reserve the right to release the booking.
- All prices quoted are exclusive of VAT, which is subject to alteration should the rate change.
- For the Board Room and Boxes, minimum numbers apply in order to proceed with any booking.
- Private tables can be secured for groups of 10 to 12 guests (subject to availability). Other bookings may be placed on shared tables.
- Hospitality areas are intended for use by all ages. All clients using the facilities are expected to act accordingly. Please note that juniors (17 and under) must be always accompanied by an adult in all hospitality areas.

HOSPITALITY TICKETS

- Hospitality tickets will not be issued until full payment is received.
- Hospitality tickets must not be re-sold or transferred under any circumstances. Tickets may be auctioned if agreed in writing with Essex Cricket upon booking.
- The lead booker shall be responsible for distributing the hospitality tickets to each of their guests. No person will be admitted to the ground or hospitality area without a valid ticket.
- If a hospitality ticket has been stolen, lost or temporarily mislaid, a duplicate ticket will only be issued upon written request by the customer who purchased the hospitality.

CANCELLATION POLICY

- 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 or package.
- In the unfortunate circumstance 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 30 days prior to the event can be rescheduled to a later date within the season (subject to availability). Hospitality packages vary per matchday; therefore, any outstanding credit can be placed where possible towards additional guests or additional food/beverages. This value cannot be carried over after the day of the event. Should a suitable date not be found, then the full fee will be retained.

Any cancellation 30 days or less prior to the event will not be rescheduled and the full fee 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.

WET WEATHER POLICY

- The Customer acknowledges that Essex Cricket cannot guarantee:
 - whether the match or any play will take place on the match date;
 - the length of play of the match; or
 - the identity of the players who will appear in the match.
- If a Rothesay County Championship match ends before the start of play on the second day of the match, Essex Cricket will transfer your hospitality booking, including food, to another comparable fixture during the season. Should Essex Cricket not be able to offer a date in the 2025 season, this will be rolled over to 2026.
- For Rothesay County Championship/Metro Bank One Day Cup/International matches, if, due to adverse weather conditions, 10 COMPLETED OVERS PLAY OR LESS is possible on the day of your booking AND THE MATCH HAS NOT BEEN COMPLETED OR A RESULT OBTAINED, Essex Cricket will issue a ground entrance ticket to another comparable home fixture in the 2025 or 2026 season (subject to availability). Please note the value of the ground entrance ticket(s) issued cannot be used as discount against future hospitality bookings at The Cloud County Ground. The decision of no play is at the discretion of the match officials and not Essex Cricket.
- For Vitality Blast T20 matches, 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 credit note of the value of the general admission ticket(s) included in the purchase. This can be used towards any future matchday hospitality, corporate events, general admission tickets or conference and events. However, a refund will not be issued. The decision of no play is at the discretion of the match officials and not Essex Cricket.

AT THE EVENT

Dress Code

- A strict smart casual dress code applies in the Board Room and Scrutton Bland Premier Suite for all attendees. Tailored shorts, smart trainers and polo shirts are acceptable. Jackets are optional. Jeans, t-shirts, sportswear and flip flops are not permitted.
- The dress code in the Woodland Group Pavilion Marquee, Woodland Group Premier Marquee and Boxes is more relaxed, with regular jeans and T-shirts acceptable in these areas. However ripped jeans, sportswear and flip flops are not permitted.
- Failure to comply with the dress code will result in non-admittance to our corporate facilities, in this event no refund or exchange will be applicable. The lead booker is responsible for making each guest aware of the relevant dress code in advance of the event.

Food and Beverages

- For your card security, payment towards beverages will need to be made by credit/debit card at the time of purchase or via an agreed bar tab on the day.
- Please note Essex Cricket is a cashless venue and does not accept American Express.
- Bar facilities in all hospitality areas will close 15 minutes after the last ball is 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 sooner.
- No food or beverages may be brought into the hospitality areas, even if purchased elsewhere within the ground.
- 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. Please notify Essex Cricket prior to your visit of any special dietary requirements. Please be advised that Essex Cricket are not liable for the presence of allergens in other areas of the ground.
- Essex Cricket reserve the right to withdraw any food items once the agreed service time has passed. The full itinerary will be advised in the event information, sent at least four weeks prior to the event. Therefore, please inform Essex Cricket if your scheduled arrival is delayed. We cannot guarantee that food can be held due to health and hygiene regulations.
- If for reasons beyond our control, any facilities or services should be delayed or unavailable, Essex Cricket will not be held liable.
- Essex Cricket operates a 'Challenge 25' policy. Anyone unable to provide suitable ID (passport/driver's license), will be allocated a junior wristband and be unable to purchase or consume alcoholic beverages.

- Matchday Hospitality terms and conditions operate within the ECB/Essex Cricket alcohol policy.

Customer Behaviour

- Essex Cricket operates a zero tolerance policy regarding rude or abusive behaviour towards our staff and customers.
- Essex Cricket reserves the right to remove any guests or group that display unacceptable levels of noise or behaviour without any refund or compensation being offered. If deemed necessary, they will be unable to return to any future event held at The Cloud County Ground.
- Essex Cricket accepts no liability in the event that any guest is denied entry to the ground or hospitality facility as a result of their failure to comply with any aspects listed within this agreement.
- Guests will not affix anything to the walls, floors, ceilings, advertising boards or pillars without the written consent of Essex Cricket.
- The lead booker 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 accepts no responsibility for any belongings brought into the ground and accepts no liability for loss or damage.
- All hospitality customers are required to wear allocated wristbands to allow readmittance to their hospitality area.
- It is not permissible to invite any additional guests without valid tickets. Any unauthorised person seeking access will be politely refused.
- Smoking, including the use of e-cigarettes/vapes, is only permitted in the designated areas.

Personal Data

- By booking hospitality with us, you agree to receiving Essex Cricket's marketing communications. If you wish to opt out of these, please click 'unsubscribe' when prompted.

Other Regulations

- The standard ground regulations can be found on the Essex Cricket website or via the link below:

<https://tickets.essexcricket.org.uk/PagesPublic/UserControlled/TermsAndConditions.aspx>