



ESSEX CRICKET
Ambassador Cruise Line Ground
New Writtle Street
Chelmsford, Essex
CM2 0PG

2025 EVENT HOSPITALITY TERMS AND CONDITIONS

HOSPITALITY BOOKINGS

- All bookings will be considered as provisional until the full payment has been received.
- All prices quoted are exclusive of VAT which is subject to alteration should the rate change.
- For Board Room Package and box bookings, minimum numbers apply in order to secure your booking, communicated upon enquiry/booking
- Private tables can be secured for bookings of 10 to 12 guests (subject to availability). Other bookings may be placed on shared tables.
- All hospitality customers will be required to wear allocated wristbands in hospitality areas.
- Hospitality areas are intended for the 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.
- Essex Cricket operate a challenge 25 policy. Anyone unable to provide photo ID (passport/driver's license) will be allocated a junior wristband.
- Essex Cricket terms and conditions operate within the ECB/Essex Cricket alcohol policy.

PAYMENT TERMS

- On the receipt of the invoice full payment is due immediately unless otherwise agreed by Essex Cricket accounts department.
- Hospitality tickets will not be issued until full payment is received.
- Should full payment not be received within seven days, 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:

HOSPITALITY TICKETS AND WET WEATHER POLICY

- Hospitality tickets must not be re-sold or transferred under any circumstances. Tickets can be auctioned if agreed in writing with Essex Cricket upon booking.
- 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 Ambassador Cruise Line 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.
- Please note not all tickets are non-refunded.
- Worried about the weather? The show must go on come rain or shine! Cancellation of the event will only happen if inclement weather conditions make it unsafe for the event to take place, where a refund will be issued.

AT THE EVENT

Dress Code

- Smart Casual – there is no strict dress code for our Concert Nights.



Food & 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 we do not accept American Express.
- Essex Cricket is a cashless venue.
- Bar facilities in all hospitality areas will close 15 minutes after the last act has finished.
- Hospitality facilities will close 30 minutes after the last act has finished
- No food or beverages may be brought into the hospitality venues, 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 cannot control the consumption of any allergens in other areas of the ground.
- 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 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.

Customer Behaviour & Damage

- 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 accepts no responsibility for any belongings brought into the ground and accepts no liability for loss or damage.
- Essex Cricket reserves the right to remove any guests that display unacceptable levels of noise or behavior without any refund or compensation being offered.
- 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 outdoor



signposted areas.

· Essex Cricket reserve the right to deny alcohol service at any time to any customer displaying inappropriate behavior.

Personal Data

· By booking hospitality with us, you will automatically receive Essex Cricket's marketing communications. If you wish to opt out of these, please click 'unsubscribe' when prompted.





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CRUISE LINE

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Group