

An Evening of Abba – Terms and Conditions

Purchasing tickets

1. Tickets you purchase are for personal use. Except as we may agree, you and your party must not re-sell (or seek to re-sell) the tickets in breach of the applicable terms. A breach of this condition will entitle Essex Cricket or the Promoter to cancel the tickets without prior notification, refund, compensation or liability.
2. In addition to the ticket price your order may require payment of a booking fee per ticket, a transaction fees per order and/or other supplementary fees which may apply to the event. Those fees are not refundable except as set out in paragraphs 3, 4, and 6.
3. If you order or buy more tickets than the maximum permitted per person, per card or per household, we may cancel all of the order or tickets, in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid.
4. To prevent fraud and protect Essex Cricket and you, we may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we suspect fraud we may cancel any order or tickets.
5. You must inform Essex Cricket of any change of address, contact phone number or email address, both before and after receipt of the tickets. Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.
6. An order for tickets is not complete until accepted by us. We try to ensure all prices are accurate but errors may occur. If we discover an error in the price of tickets you have ordered we will inform you as soon as possible and we may either cancel the order (in which case you will be refunded the ticket and supplementary fees you have paid) or give you the option of confirming your order at the correct price.
7. Whilst in some cases, you may be able to select specific seats, we reserve the right to change these seats to others of equal value.
8. On rare occasions the show or event may be filmed or recorded. Buying a ticket affirms your consent to the filming and sound recording of yourself as a member of the audience. If you have any objection, should this happen when you attend a show or event, please contact a member of the Venue Management.

Delivery and collection

9. Tickets will be despatched to you electronically via the Essex Cricket Ticket App, e-mail PDF, or made available for collection at the venue box office.
10. We will try to despatch tickets to you promptly by the despatch method agreed at the time of booking but we may, where reasonable, make tickets available for collection at the box office instead of issuing tickets electronically.

You will be notified by phone, email or in writing (using the contact details provided by you) if this becomes necessary. Please note the conditions for box office collection at paragraph 12 below.

We cannot usually specify the dates on which you will receive tickets. If you do not inform us of the non-receipt of tickets within a reasonable time (in any event at least 72 hours before the event) we will have no liability to you.

11. If tickets sent by e-mail are returned as “undeliverable”, your order may be cancelled and the ticket price and any supplementary charges refunded, or your order may be made available for collection at the box office.
12. To collect tickets at the box office the cardholder must present the card used to book the tickets as identification. Other identification or letters authorising collection may not be accepted and the tickets may be withheld at the box office.
13. Always check your tickets upon receipt and advise us promptly of any errors. Mistakes when ordering cannot always be corrected and any corrections are discretionary.

Cancellation Rights and Refunds

14. Tickets cannot be exchanged or refunded once purchased other than for the reasons set out in these terms and conditions.
15. If the event takes place but you do not receive the tickets you have purchased for any of following reasons you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid:
 - the tickets have been sent to an address different to the one you specified and you tell us within a reasonable period, as set out at paragraph 11 above, but replacement tickets are not provided; or
 - your tickets are not despatched and no arrangements are made for the tickets to be available for collection at the box office
16. Duplicate tickets can be issued to replace tickets that have been lost or stolen after they have been delivered to you subject to an admin fee. Lost or stolen tickets after they have been delivered to you cannot be refunded.

Cancellation, change or postponement of an event

17. Decisions to change or cancel events are the responsibility of Essex Cricket and the Promoter. Essex Cricket cannot guarantee to inform you of any change or cancellation of any event or be held responsible for refunds or for any resulting costs you may incur for travel, accommodation, any other related goods or service or other compensation.
18. You should always check that an event is going ahead on the scheduled date and time.
19. If Essex Cricket and the Promoter cancels an event or makes significant changes to the venue, date, show time or (concerts only) headline act, Essex Cricket will try to inform you. This will typically be via email for all bookings where an e-mail address is provided.
20. If an event is rescheduled, changed or moved, Essex Cricket or the Promoter will usually give you the option of either retaining or exchanging your tickets for the new date/location. If an event is cancelled by the Promoter you will normally be offered a

refund. Please note that the Booking Fee and any Transaction Fees are not refundable in these circumstances.

Refunds

21. If for any reason you are entitled to a refund, you must return any tickets you have:
 - follow the refund instructions otherwise you may not receive a refund. If these require you to return the tickets, do so promptly and within the timeframe communicated to you.
 - tickets should be returned (with copy of the email or letter entitling you to a refund, or a covering note containing your order reference number and contact information) to the specified address by registered post (or an equivalent secure postal method). Please note that the return postage cost is non-refundable.
22. Any refund will usually be paid, using the same method you used to buy the tickets, within 30 days of the original date of the event or the date that we receive your returned tickets, whichever is later.
23. For more information about refunds, please contact the Essex Cricket Membership & Ticketing office.
24. No refunds will be offered under any circumstances if you fail to comply with all terms and conditions applicable to those tickets, at the venue and during the event.

Attending an event

25. Essex Cricket has no responsibility whatsoever for any loss or damage of any kind suffered at or in connection with any event (including loss, damage or theft any personal property at an event).
26. Admission to an event is at all times subject to any terms, conditions or rules of Essex Cricket and the Promoter. If you breach those terms, conditions or rules then Essex Cricket or the Promoter may refuse admission or require you or other ticket holders to leave the venue and you will not be entitled to a refund.
27. Amongst other things you will need to comply with health and safety rules and any security requirements (including security searches for the safety of those attending the event). Essex Cricket or the Promoter reserve the right to refuse admission or eject you in certain circumstances including but not limited to; abusive, threatening, drunken or other anti-social behaviour, carrying offensive weapons or illegal or prohibited substances, make unauthorised audio, video or photographic recordings.
28. Before you finalise your booking, please read all the information that applies to the event and/or ticket. If you or any member of your party has particular requirements please raise these when booking and Essex Cricket will endeavour to address your query. There can be no guarantee that requirements can be met if notified before the event.
29. When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.

Privacy

30. Essex Cricket will adhere to the privacy policy outlined on the Club website which can be found at www.essexcricket.org.uk/privacy