



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

2025 MATCHDAY HOSPITALITY TERMS AND CONDITIONS

HOSPITALITY BOOKING

- 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.
- 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.
- There is no age limit in the hospitality areas, however please note that Juniors (17 and under) must be always accompanied by an adult in all hospitality areas. All clients using the facilities are expected to act accordingly.
- Essex Cricket operate a challenge 25 policy. Anyone unable to provide 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:
 - Cancellation over 30 days prior to the event can be rescheduled to a later date within the season (subject to availability). 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 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.

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 Cloud 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.





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- 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/similar 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 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 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 T20 Blast and International hospitality bookings played at The Cloud County Ground. The decision of no play is at the discretion of the match officials and not Essex County Cricket Club.
- For T20 Blast 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 County Cricket Club.

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.





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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.

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 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 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.





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Customer Behaviour & Damage

- 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 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 behaviour 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 signposted areas.
- Essex Cricket reserve the right to deny alcohol service at any time to any customer displaying inappropriate behaviour.

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.

Other Regulations

- The standard ground regulations can be found on the Essex Cricket website or via the link below: [Terms & Conditions](#).

