

2025 TERMS AND CONDITIONS THE OLD CLOCK TOWER AT LORD'S

1. DEFINITIONS

In these Terms & Conditions, the following words or expressions shall have the following meanings:

- 1.1 **Accessibility Requirements:** any accessibility requirements of a Customer or Purchaser, including but not limited to (i) easy access to particular seats and/or facilities due to mobility impairments; (ii) the need for a person to accompany the Customer or Purchaser to support their accessibility requirements;
- 1.2 **Adult Ticket:** an adult ticket as defined under the Ticket Terms and Conditions;
- 1.3 **Authorised Person:** a person over the age of 18 that is personally known to the Purchaser and whom the Purchaser has authorised to use a Season Package on a single Match Day, as more particularly detailed in Clause 5.5;
- 1.4 **Authorised Reseller:** a reseller who has purchased a Season Package and authorised in writing by MCC and ICC (in relation to the ICC WTC Final) to resell a Daily Package to a Customer;
- 1.5 **Charges:** the charges (quoted in Pounds Sterling) a Purchaser has agreed to pay for a Season Package as detailed on the Platform or payable by the Purchaser in accordance with the Invoice or as otherwise notified by MCC in writing;
- 1.6 **Contract:** a legally binding contract made in accordance with either Clause 3.12 and Clause 3.17;
- 1.7 **County Championship Match(es):** a domestic men's first-class cricket match between Middlesex and a visiting team scheduled to be played at Lord's as part of the LV= Insurance County Championship competition on the Match Day;
- 1.8 **Customer:** any person purchasing a Daily Package through an Authorised Reseller;
- 1.9 **Daily Package:** a Ticket with a numbered and reserved seat in the Compton Stand and access to the Old Clock Tower Bar located in the Compton Stand for a single day of a Major Match;
- 1.10 **ECB:** the England and Wales Cricket Board Limited, the national governing body of cricket in England and Wales, and any successor organisation;
- 1.11 **ECB Anti-Discrimination Code:** the ECB's Anti-Discrimination Code (available [here](#)), as updated from time to time;
- 1.12 **Ground Regulations:** those ground regulations of MCC from time to time, and which can be viewed at: <https://www.lords.org/information/general-ground-regulations>;
- 1.13 **Hundred Match(es):** a cricket match forming part of the domestic cricket competition, The Hundred, both men's and women's, in a "100-ball" format;
- 1.14 **Hundred Ticket Terms & Conditions:** the ECB's Ticket Purchase Terms and Conditions for The Hundred available for viewing on ECB's website: <https://www.thehundred.com/ticket-terms>;
- 1.15 **ICC:** the International Cricket Council, the world-wide governing body of cricket, and any successor organisation;
- 1.16 **ICC WTC Final:** the final of the World Test Championship governed by the ICC scheduled to be played on the Match Day;
- 1.17 **ICC WTC Final Ticket Terms & Conditions:** the terms & conditions for the sale and allocation of the General Admission Tickets and Wheelchair Tickets for the ICC WTC Final which can be viewed at <https://www.lords.org/information/terms-and-conditions>;
- 1.18 **Invoice:** an invoice from MCC to the Purchaser for the Charges and any other fees when booking directly via MCC under Clause 3.17;

- 1.19 **Lord's:** Lord's Ground, London NW8 8QN;
- 1.20 **Lord's Account:** an account registered on the Website created pursuant to the Website Terms of Use;
- 1.21 **Lord's App:** MCC's official mobile application;
- 1.22 **Major Match(es):** the following matches scheduled to be played at Lord's during the 2025 cricket season (i) the ICC WTC Final (ii) the Test Match; (iii) each ODI; (iv) each Twenty20 Match; (v) each Hundred Match; and (v) any other match designated as a Major Match by the MCC Committee;
- 1.23 **Match Day:** the dates for each of the Major Matches and Non-Major Matches which have been scheduled to be played at Lord's during the 2025 cricket season as set out on the Platform or as published on lords.org.uk;
- 1.24 **MCC:** Marylebone Cricket Club, incorporated by Royal Charter under number RC000862 of Lord's Ground, London NW8 8QN;
- 1.25 **MCC Ticket Terms & Conditions:** the terms & conditions for the sale and allocation of the General Admission Tickets and Wheelchair Tickets for the Major Matches (other than the ICC WTC Final and Hundred Matches) and Non-Major Matches which can be viewed at <https://www.lords.org/information/terms-and-conditions>;
- 1.26 **MCC Match:** any cricket match hosted by MCC and scheduled to be played at Lord's on the Match Day;
- 1.27 **Non-Major Match(es):** the following matches schedules to be played at Lord's during the 2025 season: (i) each County Championship Match; (ii) MCC Match; (iii) One-Day Cup Match; and (v) any other match designated as a Non-Major Match by the MCC Committee;
- 1.28 **ODI(s):** (i) the women's England v India one-day international match; and (ii) the men's England v South Africa one-day international match scheduled to be played on the Match Day;
- 1.29 **One-Day Cup Match:** a match limited to 50 overs per innings between Middlesex and a visiting team which is scheduled to be played as part of the domestic One-Day Cup competition on the Match Day;
- 1.30 **Platform:** MCC's Ticket platform, SRO at: tickets.lords.org;
- 1.31 **Purchase Confirmation:** the communication issued by MCC to the Purchaser's Email Address confirming the Purchaser has been successful in purchasing a Season Package(s) and setting out the relevant Match Days to which the Season Package applies, the use of the Ticket by the Ticket Holder and further ancillary details;
- 1.32 **Purchaser:** the purchaser of a Season Package being either a person, company or other entity;
- 1.33 **Purchaser's Email Address:** the email address registered to the Purchaser's Lord's Account on the Platform or provided by the Purchaser on the Booking Request Form;
- 1.34 **Season Package:** (a) a Ticket with a numbered and reserved seat in the Compton Stand and access to the Old Clock Tower Bar located in the Compton Stand for every day of a Major Match; and (b) a Ticket with an unreserved seat in an open public stand at Lord's for every day of a Non-Major Match;
- 1.35 **Test Match:** the men's England v India Test Match scheduled to be played on the Match Day;
- 1.36 **Terms & Conditions:** these terms & conditions;
- 1.37 **Ticket(s):** an Adult Ticket which shall be issued in electronic form only;
- 1.38 **Ticket Holder:** either a Customer, Purchaser and/or an Authorised Person;
- 1.39 **Ticket Terms & Conditions:** The Hundred Ticket Terms & Conditions, ICC WTC Final Ticket Terms & Conditions and MCC Ticket Terms & Conditions;
- 1.40 **T20 Cup Match(es):** a domestic cup match limited to 20 overs per innings;

- 1.41 **Unauthorised Reseller:** a reseller that is not authorised by MCC and ICC (in relation to the ICC WTC Final) to resell Tickets;
- 1.42 **Unlawful Ticket:** Unlawful Ticket(s): (a) any Ticket(s) that are found or suspected to have been (i) placed for sale or (ii) purchased on any resale platform of an Unauthorised Resellers; (b) any Ticket(s) that has been sold at a higher price than its face value, (c) any Ticket used for (i) a prize or competition; (ii) promotion, advertising, fundraising, auction, raffle or anything similar; or (iii) a commercial hospitality package, by any person trading for that purpose without the authorisation of MCC's Chief Executive & Secretary in writing;
- 1.43 **Website:** MCC's website known as: lords.org; and
- 1.44 **Website Terms of Use:** the terms & conditions for the use of the Website, which can be viewed at [here](#).

2. GENERAL

- 2.1 These Terms & Conditions constitute the terms and conditions that apply to the purchase, transfer, sale and/or use of a Season Package.
- 2.2 All Tickets issued as part of a Season Package are subject to the Ticket Terms & Conditions and the Ground Regulations, which are incorporated into these Terms & Conditions.
- 2.3 Except as permitted under these Terms & Conditions, Tickets are issued on the condition that they are for personal use only and a Purchaser is strictly prohibited from attempting to resell, reselling, advertising for sale or otherwise transferring Tickets.
- 2.4 Tickets are obtainable only from MCC and in relation to the Daily Package, from an Authorised Reseller. Any Tickets that are found to be Unlawful Tickets will not be valid for entry and the provisions of Clause 7 shall apply.
- 2.5 MCC strongly recommends that pictures and/or screenshots of Tickets are not posted on any social network site as third parties may use the image, as this may result in Ticket Holders encountering difficulties to enter Lord's on the Match Day
- 2.6 MCC shall be entitled to confiscate or invalidate any Ticket(s) which is offered for sale or acquired in contravention of these Terms & Conditions or where there is a breach of the Ground Regulations and without any refund or compensation.
- 2.7 The Daily Package and/or Season Package may not be used in any manner that would constitute a breach of applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010. If MCC reasonably suspects such use, then the Daily Package and/or Season Package shall be cancelled and the provisions of Clause 7 shall apply.
- 2.8 Any Purchaser agrees to bring the Terms & Conditions, including the Ground Regulations, to the attention of their Guests.

3. SALE OF A SEASON PACKAGE

General

- 3.1 The Purchaser acknowledges that a Season Package is subject to availability and MCC will not release the Tickets unless the Charges have been received in full and in cleared funds.
- 3.2 The Charges are inclusive of days one to four of the ICC WTC Final and the Test Match. Should the ICC WTC Final and/or Test Match extend to the fifth day, the Purchaser shall be entitled to a complimentary Ticket.
- 3.3 All Charges are exclusive of VAT (unless otherwise stated) which is payable in addition to the Charges by the Purchaser.
- 3.4 Subject to these Terms & Conditions, the Charges are non-refundable.

- 3.5 A Purchaser may buy up to four additional Season Packages on behalf of a third-party. For the avoidance of doubt, no more than five Season Packages may be purchased by the Purchaser at any time, unless otherwise agreed by MCC.
- 3.6 By making a purchase under this Clause 3, the Purchaser will be deemed to have accepted and agreed to be bound by these Terms & Conditions.
- 3.7 Any Purchaser purchasing a Season Package on behalf of a third-party (thereby becoming a Purchaser for the avoidance of doubt), shall be deemed to be acting with authority of the Purchaser for whom they are making that purchase for and for the avoidance of doubt this includes acting with authority of the Purchaser to agree to these Terms & Conditions.
- 3.8 If a Purchaser has any Accessibility Requirements, they should email Premium Seating at premiumseating@lords.org and subject to availability, MCC shall endeavour to satisfy any Accessibility Requirements.
- 3.9 Once a Season Package has been purchased in accordance with this Clause 3, the Contract shall remain in full and force and effect (unless terminated in accordance with these Terms & Conditions) until the conclusion of the final Match Day in 2025.

Purchasing via the Platform

- 3.10 In order to purchase any Season Package via the Platform, each Purchaser must have a Lord's Account and be over 18 years old.
- 3.11 When making a purchase under Clause 3.12, MCC uses a third-party payment processor (**Payment Processor**) to process the payment. The processing of the payment will be subject to the terms, conditions and privacy policies of the Payment Processor in addition to these Terms & Conditions.
- 3.12 Unless Clause 3.16 applies, a Purchaser wishing to purchase a Season Package must pay the Charges in full and cleared funds online via the Platform at the point of sale through the Payment Processor. Purchasers who have successfully purchased a Season Package will receive a Purchase Confirmation and at this point a legally binding contract will be in place between MCC and the Purchaser.
- 3.13 MCC accepts all major debit and credit cards for payment of the Charges.
- 3.14 MCC is not responsible for any technical glitches or malfunctions on the Platform or any other problems out of its control that result in a purchase of a Season Package not being properly received by MCC.
- 3.15 MCC cannot accept any responsibility for any damage, loss, injury or disappointment suffered by a Purchaser as a result of using the Platform or as a result of not obtaining a booking for a Season Package.

Payment via Invoice

- 3.16 If a Purchaser wishes to purchase a Season Package by Invoice, the Purchaser must select this option on the Platform and MCC shall send the Purchaser the Invoice to the Purchaser's Email Address within two working days.
- 3.17 Within 14 days of MCC issuing the Invoice, the Purchaser must pay the Invoice in full and in cleared funds, unless otherwise agreed by MCC. Following payment, the Purchaser will receive a Purchase Confirmation and at this point a legally binding contract will be in place between MCC and the Purchaser.

Errors

- 3.18 MCC shall endeavour to ensure that pricing and ticketing information provided is correct and accurate, however in some instances an error may occur. If MCC becomes aware of any error after purchase, MCC will endeavour to inform the Purchaser as soon as reasonably

practicable via email to Purchaser's Email Address. The Purchaser will have the option to (i) reconfirm the order at the correct price and/or information; or (ii) cancel the order. The Purchaser must confirm which option to MCC within seven days of receiving MCC's email under this Clause 3.18. If the Purchaser fails to notify MCC within the seven days, MCC will treat the purchase as cancelled. If the purchase is cancelled pursuant to this Clause 3.18, an automatic refund of the Charges will be made to the credit or debit card used by the Purchaser to make the purchase of the Season Package and any Ticket (if already issued) shall be voided.

4. SALE OF A DAILY PACKAGE

- 4.1 A Daily Package can only be purchased via an Authorised Reseller.
- 4.2 Any Daily Package purchased by a Customer via an Authorised Reseller shall be in accordance with the Authorised Reseller's relevant conditions of purchase as advised by the Authorised Reseller to the Customer and these Terms & Conditions. Where there is any inconsistency between the Authorised Reseller's terms and conditions and these Terms & Conditions, these Terms & Conditions shall prevail.
- 4.3 Payments made to an Authorised Reseller for the purchase of a Daily Package shall be in accordance with the Authorised Reseller's relevant terms and conditions of sale as advised by the Authorised Reseller to the Purchaser.
- 4.4 If a Customer has any Accessibility Requirements, they should email Premium Seating at premiumseating@lords.org and subject to availability, MCC shall endeavour to satisfy any Accessibility Requirements.

5. TICKETS

- 5.1 Subject to payment of the Charges and unless otherwise agreed, all Tickets shall be issued electronically prior to the Match Day by MCC or in relation to a Daily Package, an Authorised Reseller, in a downloadable PDF form via the Purchaser's Email Address or as a digital ticket through the Lord's App or in the case of a Daily Package, via the Customer's email address provided by the Authorised Reseller. Ticket Holders are required to either print the ticket at home or ensure that they have a device with the Lord's App. Tickets must be presented and scanned to gain entry to Lord's.
- 5.2 By accepting these Terms & Conditions, the Ticket Holder confirms that they have the ability to print the ticket at home or have a suitable mobile device to use the Lord's App to display and use the Ticket(s).
- 5.3 Each Ticket Holder should download the Lord's App and provide all information reasonably required by MCC from time to time and Clause 19.5 shall apply accordingly.
- 5.4 If the Purchaser has not received the Ticket and/or has issues with the retrieval of the Tickets through the Platform or Lord's App, the Purchaser should inform MCC by contacting the Premium Seating team at premiumseating@mcc.org.uk or telephone 020 7432 8726 and in any event no later than twenty-four (24) hours prior to the relevant Match Day.
- 5.5 If the Purchaser cannot attend a particular Match Day, the Purchaser may transfer the use of the Season Package to an Authorised Person to use on that Match Day provided that:
 - 5.5.1 the Purchaser is responsible for transferring the Ticket to the Authorised Person;
 - 5.5.2 the Ticket is for the Authorised Person's personal use only and free of consideration or for a fee or benefit no greater in value than the face value of the Season Package on a pro-rata basis; and
 - 5.5.3 the Purchaser draws the Authorised Person's attention to these Terms & Conditions, so that by accepting the transfer of a Ticket, the Authorised Person also agrees to be subject to them. If the Purchaser fails to notify the Authorised Person of the foregoing, MCC shall hold both the Purchaser and Authorised Person responsible and liable for any failure to comply with these Terms & Conditions.

- 5.6 If the Purchaser transfers the Ticket to an Authorised Person in accordance with Clause 5.5, the Purchaser shall provide MCC with the name and contact details of the Authorised Person.
- 5.7 The Purchaser acknowledges and agrees that MCC reserves the right to re-allocate the Purchaser to a different seat, which is provided as part of the Season Package, in a different stand at its reasonable discretion (including but not limited to when the Compton Stand is not open and/or in operation for a particular match).

6. ENTRY AND USE OF TICKETS AT LORD'S

- 6.1 To gain entry into Lord's a valid Ticket must be presented.
 - 6.2 By using a Ticket, the Ticket Holder agrees to have accepted and agreed to be bound by these Terms & Conditions, including the Ground Regulations and notwithstanding the Ground Regulations, MCC reserves the right verify the age of any person attempting to enter or having entered Lord's in addition to any other information as requested by MCC, its staff, contractors or representatives. A failure to comply with this clause will result in Clause 7 applying.
 - 6.3 Entry to Lord's will be permitted after the gate opening hours as specified on the Ticket, the Lord's App or as published on lords.org.uk.
 - 6.4 In addition to the Ground Regulations, entry to Lord's will be subject to such health, safety and security rules and regulations which may be in place from time to time.
 - 6.5 The Ticket Holder shall ensure:
 - 6.5.1 the Ticket(s) can be displayed correctly to be scanned by MCC on the Match Day;
 - 6.5.2 the Ticket(s) is displayed within the Lord's App. MCC cannot accept screenshots or photographs or printed versions of the Tickets from the Lord's App; and
 - 6.5.3 the mobile device displaying the Ticket has enough battery power and is fully functional (if the screen of the mobile device is damaged MCC may be unable to scan the Ticket).
- MCC will not be obliged to reissue any Ticket(s) or be liable for any loss, damage, injury or disappointment suffered in connection with a Ticket Holder's failure to comply with this Clause 6.5 and which may result in the Ticket Holder being refused entry to Lord's.
- 6.6 The Ticket Holder must retain the Ticket (e.g. print at home paper version or on the mobile phone which displays the Ticket, if applicable) at all times.
 - 6.7 A Ticket permits a Ticket Holder to occupy the seat indicated on the Ticket during the Match Day and unless Clause 6.8 applies, a Ticket Holder agrees to (i) remain in that allocated seat wherever possible and shall in no event sit in any seat even if other seats appear empty; or (ii) not persistently stand in a seated area and/or in an accessibility area.
 - 6.8 MCC may from time to time allocate such alternative seat to a Ticket Holder at its discretion.
 - 6.9 The barcode on each Ticket will only admit one entry per Ticket. The first Ticket scanned at the entry gate to Lord's will allow entry, however, subsequent scans will not allow entry into Lord's.
 - 6.10 A Ticket Holder is permitted to exit and re-enter Lord's on a Match Day provided that on exit the Ticket Holder must indicate the intention to gate staff to re-enter Lord's on the Match Day and thereafter the Ticket shall be scanned on exit and rescanned on entry to Lord's to allow re-entry. The same Ticket must be used during this process.

- 6.11 Each Ticket Holder acknowledges that their entry, presence and/or movement at Lord's is at their own risk this includes without limitation an acknowledgment to the risk of being struck by a cricket ball on the Match Day. MCC will not be responsible for paying any compensation for any injury, illness, loss or damage suffered by a Ticket Holder unless Clause 12.5 applies.
- 6.12 No person who is subject to a ban or suspension imposed and/or recognised by the ICC, the ECB or any other ICC Member as a result of a breach of any applicable ICC, ECB or other ICC Member rules, regulations, codes or directives shall be permitted to enter Lord's and any such person found within Lord's on the Match Day shall be liable to immediate removal from Lord's

7. BREACH AND CONSEQUENCES

- 7.1 Without prejudice to any other rights which MCC may have, if any Ticket Holder (including any person in possession of an Unlawful Ticket) breaches these Terms & Conditions they will:
- 7.1.1 be refused entry to and/or ejected from Lord's without refund or compensation;
 - 7.1.2 have the Ticket voided without refund or compensation;
 - 7.1.3 have their Lord's Account closed and be excluded (indefinitely or for a period of time determined by MCC) from applying to purchase any Tickets in respect of any future matches or events held at Lord's;
 - 7.1.4 have any such other action taken against them as may be determined by MCC; and/or
 - 7.1.5 have legal action taken against them in connection with such matters.
- 7.2 In addition to Clause 7.1, MCC may terminate the Contract with immediate effect and for the avoidance of doubt, MCC shall be entitled to retain the Charges.
- 7.3 In addition to Clause 7.1, if the Ticket Holder has or MCC reasonably suspects a Ticket Holder has committed a ticket touting offence (i.e. the unauthorised sale or disposal of a Ticket), MCC will notify the ECB, who may in turn notify the First-Class Counties and/or the relevant law enforcement authorities. By purchasing or being allocated any Ticket(s), the Purchaser accepts that MCC may disclose the Purchaser's details for these purposes, including the Ticket Holder's personal details, information about the ticket touting offence and about Ticket purchases (including payment details).

8. REFUNDS

- 8.1 Unless expressly stated within these Terms & Conditions, under no circumstances will any refund be made in respect of the Charges.
- 8.2 If there is a refund scheme in respect of the Ticket element of the Charges, then any refund will be made in accordance with the Ticket Terms & Conditions save that the Purchaser shall be entitled to a complimentary Ticket for the fifth day of the Test Match should play extend to that day and therefore no refund scheme shall apply.
- 8.3 In relation to an agreement made between an Authorised Reseller and a Customer, the Authorised Reseller is solely responsible for processing any refund due to the Customer on behalf of MCC.

9. ADVERSE WEATHER DURING A MATCH DAY AND EARLY COMPLETION OF A TEST MATCH

- 9.1 If a Match Day is abandoned for adverse weather, bar facilities will close at the time advised by MCC. If a Match Day is interrupted due to adverse weather and/or a Test Match is completed before its scheduled conclusion, the provisions of Clause 8.2 may apply.

9.2 If the Purchaser is entitled to a refund under this Clause 9.1, MCC will refund the Purchaser within 30 days of the conclusion of the Match Day.

10. ICC WTC FINAL

In the event that MCC is unable to provide Tickets for the ICC WTC Final following direction from the ICC, MCC shall as soon as reasonably practicable, notify the Purchaser and provide a partial refund of the Charges, which shall be calculated by MCC, acting reasonably, in its sole and absolute discretion.

11. EVENTS OUTSIDE MCC'S CONTROL

11.1 MCC will not be liable for any failure (whether complete or partial) or delay in relation to the performance of its obligations under these Terms & Conditions where the failure or delay arises from an event beyond its control.

11.2 If Clause 11.1 applies, MCC will use its reasonable endeavours to provide alternative arrangements or provide alternative hospitality facilities at Lord's, subject always to availability.

12. LIABILITY

12.1 The Purchaser hereby agrees that it shall indemnify, and keep indemnified, MCC against any losses (of whatever nature and however caused or incurred), damages, liabilities, costs and expenses incurred by MCC as a result of or in connection with (i) the Ticket Holder's breach of these Terms & Conditions; and (ii) any damage caused by the Ticket Holder at Lord's, including to any property, equipment or facilities except as a result of fair wear and tear.

12.2 Subject to Clause 12.5, MCC shall not be liable for:

12.2.1 any injury, loss or damage whatsoever to the Ticket Holder on a Match Day nor for any refund, loss or damage to or theft of property howsoever such injury, loss or damage may be caused;

12.2.2 whether foreseeable or not, and whether as a result of strike action or otherwise, any indirect or consequential loss or damages or the costs of any personal travel or accommodation or any other arrangements howsoever made in relation to any Match Day under any circumstances;

12.2.3 refund, loss, damage, injury or disappointment suffered for failure to download or bring a Ticket on the Match Day; and/or

12.2.4 whether foreseeable or not, any failure, delay, refund, loss, damage or expense caused by circumstances outside MCC's control.

12.3 Subject to Clause 12.5, MCC is not responsible for any:

12.3.1 interruption, delay and/or restriction of the ground on a Match Day caused by the position of the Ticket Holder's seat and/or the actions of other spectators;

12.3.2 technical glitches or malfunctions or any other problems out of its control that result in a purchase of a Season Package not being properly received by MCC; and

12.3.3 damage, loss, injury or disappointment suffered as a result of not obtaining a Season Package.

12.4 MCC does not make or give, and no staff or official of MCC has any authority to make or give, any representation, condition or warranty regarding the amount of play occurring on the Match Day.

- 12.5 MCC does not hereby seek to exclude liability for death or personal injury caused by its negligence, fraud, or fraudulent misrepresentation, or for any other liability unable to be excluded under any applicable law.
- 12.6 Subject always to Clause 12.5, MCC's total liability under, or in connection with, this Contract, whether in contract, tort (including negligence) or otherwise, shall be to use reasonable endeavours to make alternative arrangements at Lord's or provide the Purchaser a refund not exceeding the Charges.
- 12.7 Subject always to Clause 12.5, in relation to an agreement made between an Authorised Reseller and a Customer only, MCC shall not be liable any damage, loss, delay or expense incurred by the Customer that is caused directly by the Authorised Reseller.

13. RETURNS

Unless otherwise agreed by MCC, a Ticket Holder is unable to return a Ticket for any Match Day to MCC.

14. ANTI-DISCRIMINATION

- 14.1 The ECB and MCC are committed to promoting diversity and equal opportunities and expects all visitors to Lord's to share this commitment and comply with the ECB Anti-Discrimination Code.
- 14.2 Ticket Holders must at all times refrain from any conduct or behaviour which is discriminatory on the grounds of: age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion and belief, sex or sexual orientation.
- 14.3 If any Ticket Holder engages in any conduct or behaviours as referred to in Clause 14.2, as determined by MCC in its reasonable opinion, Clause 7 shall apply.

15. TERMINATION BY MCC DUE TO INSOLVENCY OR NON-PAYMENT

- 15.1 MCC may terminate the Contract forthwith by notice in writing to the Purchaser if the Purchaser:
- 15.1.1 being a company or other entity, shall go into liquidation or have a receiver, administrative receiver, manager or administrator appointed or shall enter into any composition or arrangement with creditors (other than pursuant to a solvent reorganisation); or
 - 15.1.2 being a person, shall become otherwise insolvent or go bankrupt.
- 15.2 In the event MCC terminates the Contract pursuant to Clause 15.1, MCC shall be entitled to retain the Charges.

16. EFFECT OF TERMINATION OR EXPIRY

- 16.1 Upon termination of this Contract pursuant to Clause 7.2 or Clause 15.1 any amounts payable by the Purchaser to MCC shall become immediately due and payable.
- 16.2 Any termination or expiry of the Contract shall be without prejudice to any other rights or remedies to which MCC may be entitled under these Terms & Conditions as a result of or in relation to any breach or other event which gives rise to such termination and shall not affect any other accrued rights or liabilities of MCC as at the date of termination or expiry.

17. CAR PARKING

This Contract shall not include the provision of car parking facilities by MCC.

18. NOTICES

- 18.1 Save for a notice served under Clause 18.2, any notice required to be given hereunder shall be in writing and shall be served by email to MCC to: premiumseating@lords.org and to the email address provided by the Purchaser on purchase or such other address as the Purchaser has specified to MCC on at least 10 days' notice.

- 18.2 A notice given under these Terms & Conditions in relation to cancellation, termination or arising out of default shall only be validly served if sent by email and a copy of such notice is also sent by pre-paid first class recorded delivery post (with proof of postage). For the avoidance of doubt, a notice given under these Terms & Conditions in relation to cancellation, termination or arising out of default shall not be validly served if only sent by email. The address for service for MCC shall be: FAO Premium Seating Department, Lord's Ground, London NW8 8QN and the address for service for the Purchaser shall be the postal address provided by the Purchaser on the Platform.
- 18.3 Any notice or communication given or made under these Terms & Conditions shall be deemed to have been received at the time of transmission (unless the sender receives an "out of office" notification and/or a notification that such email has not been successfully delivered), or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause, business hours mean Monday to Thursday 9.30am to 5.30pm and Friday 9.30am to 4.30pm on a day that is not a public holiday in the place of receipt.
- 19. GENERAL**
- 19.1 The Purchase Confirmation and these Terms & Conditions constitute the entire agreement between the parties and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Terms & Conditions. Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in the Purchase Confirmation and/or these Terms & Conditions.
- 19.2 MCC reserves the right to make amendments to these Terms & Conditions from time to time provided that any amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments. Up to date versions of these Terms & Conditions will be made available as soon as practicable on [MCC's website](#).
- 19.3 If any provision within these Terms & Conditions is found by any competent authority or a court of law to be invalid or unenforceable for any reason, the invalidity or unenforceability of that provision will not affect the validity or enforceability of the remainder of these Terms & Conditions and the Contract shall continue in full force and effect.
- 19.4 No failure or delay by a party to exercise any right or remedy provided under the Terms & Conditions or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 19.5 MCC will hold personal information relating to Ticket Holders for the purposes of administering this Contract. MCC will keep a copy of such personal information for no longer than is necessary to administer the Contract. Individuals are entitled to receive a copy of their personal information held by MCC on request and to correct any inaccuracies in it. Please see MCC's Privacy Notice at lords.org/privacynotice for more information.
- 19.6 No third party shall have the right to enforce any of these Terms & Conditions under the Contracts (Rights of Third Parties) Act 1999. However, is agreed and acknowledged that on account of Clause 5.5 and Clause 6.2, MCC shall have the benefit of and be entitled to enforce all the provisions of these Terms & Conditions against an Authorised Person or Customer notwithstanding that they may not be a party hereto.
- 19.7 This Contract and these Terms & Conditions shall be governed by English law and subject to the exclusive jurisdiction of the English courts.