

## Cricket Scotland Ticket Terms & Conditions

These conditions govern all tickets and admission to any venue for the match(es) specified on the ticket. A ticket holder shall, by using a ticket be deemed to have been made aware of and to have accepted and be bound by the conditions. Defined terms used below shall have the meanings given in the conditions.

1. The Conditions incorporate the **Venue Regulations** and the **Ticket Refund Policy**.
2. Tickets must not be:
  - a. Offered publicly (including on any website) for sale;
  - b. Offered, transferred or used in the course of any business or otherwise for commercial gain; or
  - c. Offered, transferred or used in relation to any promotional purpose, as a prize or otherwise bundled with any other goods or services (including as part of any hospitality or travel package), in each case without the prior written authorisation of Cricket Scotland.
3. **Please keep your ticket with you at all times.** Cricket Scotland and/or any Authorised Person may refuse admission to or eject from the venue without refund a ticket holder who, in their reasonable opinion:
  - a. Does not produce a valid ticket upon request;
  - b. Is in breach of any of the Conditions;
  - c. Fails to comply with instructions from any authorised person, police, steward or other security officer;
  - d. Enters any area within the Venue where he/she is not permitted (including the playing field); and/or
  - e. Is in possession of a Prohibited Item.
4. It shall be a breach of the conditions for any ticket holder to engage in any conduct (whether through the use of language, gestures or otherwise) which is likely to offend, insult, humiliate, intimidate, threaten, disparage or vilify any other person (including players, match officials or spectators) on the basis of their race, religion, culture, colour, descent, national or ethnic origin. Such conduct will not be tolerated and is likely to result in ejection from the venue.
5. It shall be a breach of the conditions for any ticket holder to engage in any form of ambush marketing or to conduct any activity that conflicts with, impairs, infringes or denigrates the rights of any commercial partner.
6. A valid Ticket permits the ticket holder admission to the venue and to view the match(es) to which it relates from the seat or area specified on the ticket. Please note that ticket holders who leave the venue at any time during play **must ensure they keep their ticket with them for re-admission**.
7. Cricket Scotland reserves the right at its reasonable discretion to make alterations to the time, date and/or venue of any match and/or to substitute the seat or area indicated on the ticket with another position.
8. Each person who is seeking admission to a venue will require his/her own ticket.
9. No alcohol may be brought into a venue.
10. Smoking is only allowed in the venues in designated areas.
11. Dogs or any other animal other than guide dogs are not allowed into the venue.
12. Prohibited Items include:
  - a. Glass bottles and cans;
  - b. Fireworks, flares, weapons, firearms, and any other items considered dangerous; and
  - c. Air horns, blow horns and whistles.
13. Ticket holders shall not themselves conduct any form of betting or gambling at or around the venue nor facilitate the conduct by a third party of any form of betting or gambling at or around the venue or elsewhere in the world by any means whatsoever (including the use of any form of electronic or mobile device).
14. Photographs and/or any other recordings of sounds made or images taken within a venue may be used for personal, private, non-commercial and non-promotional purposes only.
15. The Ticket holder acknowledges that his/her presence at the venue is at his/her own risk and that Cricket Scotland and Official Ticketing Agents are **Not liable** for any loss, damage or harm howsoever arising from the match and his/her attendance at the venue.

## Cricket Scotland Ticket Refund Policy

### One Day Internationals (ODI) and T20 Internationals (T20I)

1. If play is restricted or does not take place at the ground on the day for which this ticket is valid, your ticket will **remain valid for the reserve day**.
2. If play is restricted and there is no reserve day, you may claim a refund (minus booking fee if applicable) of only the match ticket value subject to there being:
  - a. In a T20 **less than 5 overs** because of adverse weather conditions and no result is obtained. For the avoidance of doubt, **if 5 or more overs are played then no refund will be provided**.
  - b. In an ODI **less than 10 overs** because of adverse weather conditions and no result is obtained. For the avoidance of doubt, **if 10 or more overs are played then no refund will be provided**.
3. The refund policy outlined above does not apply if:
  - a. The match is completed early in the normal course of play; or
  - b. For lost or unused tickets.
4. Refunds for tickets paid **online via Ticketline** will be refunded (minus booking fee) within 5 working days of the cancelled date.
5. For refunds for tickets **bought at the gate** (if available) on the day of the match, ticket holders must:
  - a. Complete a ticket refund form available online at [www.cricketscotland/ticketrefund](http://www.cricketscotland/ticketrefund); and
  - b. Return the form with the ticket provided to them on entry to the match to Cricket Scotland at the address provided below.Refunds will be returned to ticket holder within **10 working** days of receipt.
6. For any **Member** ticket purchased directly from CS, the booker should contact Cricket Scotland at [tickets@cricketscotland.com](mailto:tickets@cricketscotland.com)
7. For **season tickets**, partial refunds will be provided in the event of **one or more** matches included within the ticket being cancelled under the terms above (2 & 3) and in accordance with the specific refund policy for the season ticket. This policy will be provided at the time of purchase and can be found at [www.cricketscotland/ticketrefund.com](http://www.cricketscotland/ticketrefund.com)

#### Cricket Scotland

National Cricket Academy

Ravelston

Edinburgh EH4 3NT

[tickets@cricketscotland.com](mailto:tickets@cricketscotland.com)