

Ticket Terms & Conditions

In the event the game does not take place the tickets will be valid for any of the remaining fixtures by presenting your match ticket at the gate. (Tickets not valid for knockout rounds). If you would prefer a refund this can be requested from the box office by handing in or sending in your match tickets.

Season ticket holder refunds are at the clubs discretion and will only be reviewed if more than one game does not take place.

Royal London One-Day Cup & LV: Insurance County Championship

Play is not guaranteed

This ticket is sold subject to the ground regulations of Durham Cricket C.I.C and the refund policy outlined in the enclosed leaflet.

This ticket is valid only if presented with a complete counterfoil.

This ticket is issued on the condition that it is not re-sold.

For all domestic matches spectators can bring a limited amount of alcohol into the ground, however the Upper Family Stand will remain alcohol free for all domestic matches.

The Club reserves the right to search anyone entering the ground to prevent weapons or dangerous articles being taken into the ground.

Spectators are reminded that racially abusive comments and actions will result in ejection from the ground and possibly further action.

Spectators are prohibited from entering the playing area as a threat to their personal safety. Spectators entering the field of play will be liable to a fine of £1,000 and/or charged under the Public Order Act.

The use of any cameras, mobile phones, computers and other electronic equipment, for the recording transmission or communication of match details, statistics, images etc is not permitted other than with proper accreditation.

The Club reserve the right to:

Refuse admission to any person

Refuse admission to or eject from the ground any person under the influence of alcohol or non-compliance with the prohibited items list.

Vitality Blast

Play is not guaranteed

This ticket is sold subject to the ground regulations of Durham Cricket C.I.C and the refund policy outlined in the enclosed leaflet.

This ticket is valid only if presented with a complete counterfoil.

This ticket is issued on the condition that it is not re-sold.

No alcohol or glass will be permitted into the ground for Vitality Blast matches at Emirates Riverside.

The Club reserves the right to search anyone entering the ground to prevent weapons or dangerous articles being taken into the ground.

Spectators are reminded that racially abusive comments and actions will result in ejection from the ground and possibly further action.

Spectators are prohibited from entering the playing area as a threat to their personal safety. Spectators entering the field of play will be liable to a fine of £1,000 and/or charged under the Public Order Act.

The use of any cameras, mobile phones, computers and other electronic equipment, for the recording transmission or communication of match details, statistics, images etc is not permitted other than with proper accreditation.

The Club reserves the right to:

Refuse admission to any person

Refuse admission to or eject from the ground any person under the influence of alcohol or non-compliance with the prohibited items list.

International fixtures

Refund scheme: Royal London One-Day International

MAJOR MATCH TICKETS REFUND SCHEME

If, for the day for which the ticket is valid (where the date of the match has changed this means the new date of the match), venues are unable to admit spectators for any reason (for example, due to COVID-19) OR play does not take place OR play is restricted, you will be entitled to a refund of only the match ticket value subject to there being: (a) non admittance of spectators OR zero to 15 overs played and no result is obtained – a full refund; (b) 15.1 overs to 30 overs played and no result is obtained – a 50% refund. In no other circumstances can money be refunded. In respect of tickets purchased in advance for the day on which this ticket is valid, refunds

will be made automatically by the host venue to the original purchaser only, either by refunding his or her debit or credit card or by sending a cheque. In respect of tickets purchased at the Ground on the day for which this ticket is valid, refunds may be claimed by sending this ticket with your name and address in block capitals to the host venue within 28 days of the Match date. Please allow 30 days from the receipt of the claim for your refund to be processed.

T&Cs

Please note that the ticket is purchased on the basis of known teams, format, venue and a provisional date. If the date of the match changes, the new date will be communicated and you will be given two weeks in which to request a refund should you no longer wish to attend. email will be used to contact you for this purpose. If your contact details change then you must inform us at Box.office@durhamcricket.co.uk or you may miss your opportunity to claim a refund. In addition, please be sure to read the standard ticketing T&Cs as detailed in the ECB's Major Match Day Refund

Scheme details above, which are also in place to protect your purchase should there be any cancellation of matches or a requirement to restrict entry.

We reserve the right to cancel your ticket(s) due to events beyond our reasonable control and/or should we believe it is reasonable to do so on health and safety grounds. If we cancel your ticket(s) in such circumstances, you will be eligible for a refund of the face value of the ticket(s) (which shall not include any initial booking / administration fee, if applicable, which shall be non-refundable). We have absolute discretion as to which tickets to cancel in a situation where reduced capacity at the venue result in a requirement to cancel a proportion of tickets.

We reserve the right to impose health and safety related conditions which attendees must comply with (including but not limited to the provision of details of all attendees). Any attendees refusing to comply with such conditions may have their ticket(s) cancelled, be refused entry or removed from the venue.

We shall not be liable to you for failure to perform any of our obligations to the extent that the failure is caused by an event beyond our reasonable control. Personal arrangements and expenditure, including travel, accommodation and other costs and expenses incurred by you relating to a match which have been arranged by you are at your own risk, and we shall not be responsible or liable to you for any wasted or unrecoverable costs or expenditure in relation to such personal arrangements, even if caused as a result of the cancellation, rescheduling or alteration of a match for which you have purchased tickets.

Cricket is against ticket touting – you must not buy or sell this ticket for more than its face value. Please see www.ecb.co.uk/toutsout for full re-sale/refund policy. All tickets are issued by or on behalf of Durham County Cricket Club. Each Ticket is and shall remain at all times the property of Durham County Cricket Club.

No person who is subject to a life ban 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 the ground and any such person found within the ground on the day of the match shall be liable to immediate removal from the ground.

Please note that the use of any cameras or mobile devices or any electronic equipment, for the recording, transmission or communication of match footage, details, statistics, images (on any platforms including but not limited to websites and social media) etc., is not permitted other than with the proper accreditation. All ground regulations apply.