



2025 TERMS & CONDITIONS FOR THE SALE AND ALLOCATION OF RESERVED SEATING TICKETS AND ROVER TICKETS TO MEMBERS FOR MEMBERS' FRIENDS' ENCLOSURES

ICC WORLD TEST CHAMPIONSHIP FINAL & ENGLAND INTERNATIONAL MATCHES

Members should read these Terms & Conditions in conjunction with the Club's email to them dated 3 September 2024 and available to review at <https://www.lords.org/members-area/member-announcements>

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 Member and/or their Guest(s), 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 Member to support their accessibility requirements;
- 1.2 **App:** (a) ICC's official mobile application in relation to the ICC WTC Final; and (b) MCC's official mobile application in relation to the Test Match, First ODI and Second ODI;
- 1.3 **Ballot:** the ballot as defined under the Ballot Terms & Conditions;
- 1.4 **Ballot Terms & Conditions:** the terms & conditions for the ballot of the Tickets which are available to view at <https://www.lords.org/information/terms-and-conditions>;
- 1.5 **Carer:** a person who is responsible for a Member's care to whom a Ticket may be transferred in accordance with Clause 3.11;
- 1.6 **ECB:** The England and Wales Cricket Board Limited;
- 1.7 **ECB Anti-Discrimination Code:** the ECB's Anti-Discrimination Code (available [here](#)), as updated from time to time;
- 1.8 **First ODI:** the women's England v India one-day international match scheduled to be played on the Match Day;
- 1.9 **Friends & Family Function:** any person registered as 'Friends and Family' on the Applicant's Lord's Account on the Platform. For more information about registering as 'Friends and Family', please visit the step-by-step guide here: [Family & Friends group – How To Guide | MCC \(lords.org\)](#);
- 1.10 **Ground Regulations:** those ground regulations of MCC from time to time, which are available to view at [lords.org/groundregulations](https://www.lords.org/groundregulations);
- 1.11 **Guest:** a guest of a Member to whom a Guest Reserved Seating Ticket or Rover Ticket may be transferred and used in accordance with Clause 3.12;
- 1.12 **Guest Reserved Seating Ticket:** an electronic ticket for admittance to Lord's and a numbered and reserved seat in a Members' Friends' Enclosure at Lord's purchased by a Member for a Guest;
- 1.13 **ICC:** the International Cricket Council, the world-wide governing body of cricket;
- 1.14 **ICC WTC Final;** the final of the World Test Championship governed by the ICC scheduled to be played on the Match Day;
- 1.15 **Junior Ticket:** a Guest Reserved Seating Ticket or Rover Ticket for a Guest who must be under the age of 16 on the Match Day;



- 1.16 **Lord's:** Lord's Ground, London NW8 8QN;
- 1.17 **Lord's Account:** an account registered on the Website created pursuant to the Website Terms of Use;
- 1.18 **Match Day:** any day of the dates shown on the Platform for the (i) ICC WTC Final; (ii) Test Match; (iii) First ODI; and (iv) Second ODI all of which have been scheduled to be played at Lord's for which a Member has been successful in purchasing or been allocated a Ticket(s);
- 1.19 **MCC:** Marylebone Cricket Club, incorporated by Royal Charter under number RC000862 of Lord's Ground, London NW8 8QN;
- 1.20 **Member:** a Full Member of MCC from time to time (and a Senior or Associate Member of MCC from time to time for such days on which the MCC Committee has determined that they have membership privileges) who has purchased a Ticket(s) pursuant to these Terms & Conditions;
- 1.21 **Member Reserved Seating Ticket:** a numbered and reserved seat in the Members' Friends' Enclosure at Lord's for Members;
- 1.22 **person:** shall be deemed to include any individual, company, corporation or other entity;
- 1.23 **Platform:** MCC's ticket platform at <http://tickets.lords.org>;
- 1.24 **Resale Platform:** MCC's ticket resale platform at <https://tickets.lords.org/resale.aspx> to enable Members the opportunity to resell Tickets;
- 1.25 **Resale Terms & Conditions:** the terms & conditions for the use of the Resale Platform, which can be viewed at [here](#);
- 1.26 **Reserved Seating Ticket:** a Member Reserved Seating Ticket or Guest Reserved Seating Ticket;
- 1.27 **Rover Ticket:** an electronic ticket for admittance to Lord's in any unreserved area of the Members' Friends' Enclosure at Lord's purchased by a Member for a Guest;
- 1.28 **Second ODI:** the men's England v South Africa one-day international match scheduled to be played on the Match Day;
- 1.29 **Terms & Conditions:** these terms and conditions;
- 1.30 **Test Match:** the men's England v India Test Match scheduled to be played on the Match Day;
- 1.31 **Ticket(s):** Reserved Seating Ticket(s) and/or Rover Ticket(s);
- 1.32 **Unauthorised Reseller:** a reseller that is not authorised by MCC to resell Tickets;
- 1.33 **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 Guest over the age of 15 on the Match Day using a Junior Ticket; (d) any Guest using a Member Reserved Seating Ticket; (e) any Ticket used for (i) a prize or competition; (ii) promotion, advertising, fundraising, auction, raffle or anything similar; or (c) a commercial hospitality package, by any person trading for that purpose without the authorisation of MCC's Chief Executive & Secretary in writing;
- 1.34 **Website:** MCC's website known as: lords.org; and
- 1.35 **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 any Ticket(s).
- 2.2 In order to purchase any Tickets, each Member must have their own Lord's Account.
- 2.3 All Tickets are subject to the Ground Regulations, which are incorporated into these Terms & Conditions.
- 2.4 Except as permitted by Clause 3.12, Tickets are issued on the condition that they are for personal use only and a Member is strictly prohibited from attempting to resell, reselling, advertising for sale or otherwise transferring Tickets other than via the Resale Platform.
- 2.5 Tickets are obtainable only from MCC. Any Tickets that are found to be Unlawful Tickets will not be valid for entry and the provisions of Clause 6 shall apply.
- 2.6 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 difficulties to enter Lord's on the Match Day.
- 2.7 MCC shall be entitled to confiscate or invalidate any Ticket(s) which are 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.
- 2.8 Members agree to bring the Terms & Conditions, including the Ground Regulations, to the attention of their Guests and confirm that anyone to whom they sell, transfer or allocate Tickets has also read and agreed to comply with these Terms & Conditions.

3. ALLOCATION AND SALE OF TICKETS

- 3.1 Tickets are allocated pursuant to the Ballot and subject to the Ballot Terms & Conditions.
- 3.2 When making a purchase under this Clause 3, 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.
- 3.3 In the event that Tickets are available following the Ballot, they shall be offered for sale to Members on a first come, first served basis, subject to availability and to the limit of the number of Tickets that can be purchased, as detailed on the Platform.
- 3.4 The price of the Ticket(s) shall be set out on the Platform at the time of purchase and will be quoted in Pounds Sterling. Unless expressly stated otherwise, the price is inclusive of VAT.
- 3.5 MCC shall not be responsible for any exchange rates, fees or charges levied by the Member's bank or payment card provider.
- 3.6 If Clause 3.3 applies, a Member can purchase a Ticket online only via the Platform through the Payment Processor. Payment must be made in full and cleared funds at the time of purchase. MCC accepts all major debit and credit cards.
- 3.7 If a Member has been successful in purchasing a Ticket(s) under Clause 3.6, the Member will be notified via email to the email address registered to the Member's Lord's Account.
- 3.8 Any Members wishing to be seated together can designate a Member and link up to three additional Member's Lord's Account to the purchase using the Friends & Family Function on the Platform.

Accessibility



- 3.9 If a Member has any Accessibility Requirements, they should email Club Services at accessibility.tickets@mcc.org.uk or telephone 020 7616 8653 and subject to availability, MCC shall endeavour to satisfy any Accessibility Requirements.
- 3.10 Any Member who has made a request under Clause 3.9 may be required by MCC to provide supporting documentation including without limitation a copy of Personal Independence Allowance (**PIP**) or Disability Living Allowance (**DLA**). Any Member who fails to provide such supporting documentation on MCC's request may not have their Accessibility Requirements met without any liability to MCC.
- 3.11 In the event that MCC permits a Carer to accompany a Member on a Match Day to support any Accessibility Requirements, MCC shall provide the Member with an additional Ticket free of charge provided that the Carer using the Ticket shall only attend the Match Day with the Member and not transfer the Ticket.

Transfer of Tickets

- 3.12 Members who have been successful in purchasing a Guest Reserved Seating Ticket(s) or Rover Ticket(s), shall be permitted to transfer the Guest Reserved Seating Ticket(s) or Rover Ticket(s) to a Guest provided that:
- 3.12.1 the Member attends the Match Day with the Guest(s);
- 3.12.2 the Ticket is for the Guest's personal use and free of any consideration or for a fee or benefit no greater in value than the face value of the Ticket; and
- 3.12.3 the Member draws their Guest's attention to these Terms & Conditions, including the Ground Regulations, so that by accepting the transfer of a Ticket, the Guest also agrees to be subject to them.

Resale Platform

- 3.13 In the event, Lord's is sold out, Tickets may be available to purchase via the Resale Platform in accordance with the Resale Terms & Conditions.

Errors

- 3.14 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 Member as soon as reasonably practicable via email to the email address registered to the Member's Lord's Account. The Member will have the option to (i) reconfirm the order at the correct price and/or information; or (ii) cancel the order. The Member must confirm which option to MCC within seven days of receiving MCC's email under this Clause 3.14. If the Member fails to notify MCC within the seven days, MCC will treat the purchase as cancelled. If the purchase is cancelled pursuant to this Clause 3.14, an automatic refund of the price for the Ticket will be made following the Match Day to the credit or debit card used by the Member to make the purchase of the Ticket(s) and any Ticket (if already issued) shall be voided.

4. DELIVERY OF TICKETS

- 4.1 All Tickets shall be issued electronically to Members prior to the Match Day by MCC in a downloadable PDF form via the Members Lord's Account or as a digital ticket through the App. Members and/or their Guest are required to either print the ticket at home or ensure that they have a device with the App. Tickets must be presented and scanned to gain entry to Lord's.
- 4.2 By accepting these Terms & Conditions, Members and/or their Guest confirm that they have the ability to print the ticket at home or have a suitable mobile device to use the App to display and use the Ticket(s).



- 4.3 Each Member should download the App and provide all information reasonably required by MCC from time to time and Clause 14 shall apply accordingly.
- 4.4 If a Member has not received the Ticket and/or has issues with the retrieval of the Tickets through the Platform or App, the Member should inform MCC by contacting Club Services at ClubServices@mcc.org.uk or telephone 020 7432 1010 and in any event no later than twenty-four (24) hours prior to the relevant Match Day.

5. ENTRY AND USE OF TICKETS AT LORD'S

- 5.1 To gain entry into Lord's and/or the Members' Friends' Enclosure a valid Ticket must be presented. Any Guest using a Guest Reserved Seating Ticket must be accompanied by a Member in relevant Members' Friends' Enclosure area at Lord's.
- 5.2 Notwithstanding the Ground Regulations, MCC reserves the right to verify the age of any person attempting to enter or having entered Lord's with a Junior Ticket or verify the MCC membership of any Member using a Member Reserved Seating Ticket, 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 6 applying.
- 5.3 Any Guest transferred a Member Reserved Seating Ticket by a Member in error will be required to pay the difference between a Member Reserved Seating Ticket and Guest Reserved Seating Ticket or the provisions of Clause 6 may apply.
- 5.4 By using a Ticket, Members and Guests agree to have accepted and agreed to be bound by these Terms & Conditions, including the Ground Regulations.
- 5.5 Entry to Lord's will be permitted after the gate opening hours as specified on the Ticket, the App or as published on lords.org.uk.
- 5.6 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.
- 5.7 Members are responsible for Ticket(s) that have been issued and on entry Members and Guests shall ensure:
- 5.7.1 the Ticket(s) can be displayed correctly to be scanned by MCC on the Match Day;
 - 5.7.2 the Ticket(s) is printed at home using the downloadable PDF form issued under Clause 4.1 or displayed within the App. MCC cannot accept screenshots or photographs or printed versions of the Tickets from the App; and
 - 5.7.3 a 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 Guest's failure to comply with this Clause 5.7 and which may result in the Guest being refused entry to Lord's.

- 5.8 Members and Guests must retain the Ticket (e.g. print at home paper version or the mobile phone which displays the Ticket, if applicable) at all times.
- 5.9 A Reserved Seating Ticket permits a Member and/or Guest to occupy the seat indicated on the Reserved Seating Ticket during the Match Day and unless Clause 5.11 applies, a Member and/or Guest 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.
- 5.10 Any seat allocated as a Reserved Seating Ticket that is or appears to be unused or unsecured by a Member and/or Guest may be re-allocated at MCC's discretion. However, should the Member and/or Guest with the original Reserved Seating Ticket come to utilise the seat, any



occupier of the seat acknowledges and agrees to return the seat to the Member and/or Guest with the Reserved Seating Ticket.

- 5.11 For a Reserved Seating Ticket, MCC may from time to time allocate such alternative seat to a Ticket Holder at its discretion.
- 5.12 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.
- 5.13 A Guest is permitted to exit and re-enter Lord's on a Match Day provided that on exit the Guest 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.
- 5.14 Each Member and Guest 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 Member and/or Guest unless Clause 9.4 applies.
- 5.15 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

6. BREACH AND CONSEQUENCES

- 6.1 Without prejudice to any other rights which MCC may have, if any Member and/or Guest (including any person in possession of an Unlawful Ticket) breaches these Terms & Conditions they will:
 - 6.1.1 be refused entry to and/or ejected from Lord's without refund or compensation;
 - 6.1.2 have the Ticket voided without refund or compensation;
 - 6.1.3 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;
 - 6.1.4 have any such other action taken against them as may be determined by MCC; and/or
 - 6.1.5 have legal action taken against them in connection with such matters.
- 6.2 In addition to Clause 6.1, if a Member acquires or creates an Unlawful Ticket or is in breach of these Terms & Conditions, such a Member may be referred to MCC's disciplinary panel.
- 6.3 In addition to Clause 6.1, if a Member and/or Guest has or MCC reasonably suspects a Member and/or Guest 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), a Member and/or Guest accepts that MCC may disclose the details of the Member and/or Guest for these purposes, including the Member's and/or Guest's personal details, information about the ticket touting offence and about Ticket purchases (including payment details).

7. REFUNDS

- 7.1 No refunds will be given, other than those covered under the appropriate refund schemes set out in this Clause 7.



ICC WTC Final

- 7.2 Any refund scheme in relation to the ICC WTC Final shall be announced and incorporated into the Terms & Conditions as soon as reasonably practicable and Clause 12 shall apply accordingly.

Test Match

- 7.3 A refund scheme applies to the five days of the Test Match, if play does not take place or is restricted on the Match Day for which the Ticket is valid, an automatic refund the price of the Ticket will be made following the Match Day to the credit or debit card used by the Member to make the purchase of the Ticket(s), subject to there being:

- (i) zero to 15 overs played on the Match Day – a full refund; or
- (ii) 15.1 overs to 30 overs played on the Match Day – a 50% refund.

In no other circumstances can the price of the Ticket be refunded.

First ODI and Second ODI

- 7.4 A refund scheme applies to the First ODI and Second ODI, if play does not take place or is restricted on the Match Day for which a Ticket is valid, an automatic refund the price of the Ticket will be made following the Match Day to the credit or debit card used by the Member to make the purchase of the Ticket(s) subject to there being:

- (i) zero to 15 overs played on the Match Day, with no result being obtained – a full refund; or
- (ii) 15.1 overs to 30 overs played on the Match Day, with no result being obtained, on the Match Day – 50% refund.

In no other circumstances can the price of the Ticket be refunded.

- 7.5 For further details in relation to the Test Match, First ODI and Second ODI, please visit www.ecb.co.uk/refundscheme.

8. EVENTS OUTSIDE MCC'S CONTROL

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 and MCC reserves the right to cancel any Ticket without notice. In such cases, the Member may be entitled to a refund for the price of the Ticket.

9. LIABILITY

- 9.1 Subject to Clause 9.4, MCC shall not be liable for:

9.1.1 any injury, loss or damage whatsoever on a Match Day nor for any refund, loss or damage to or theft of their property howsoever such injury, loss or damage may be caused, and a Member and/or Guest shall indemnify MCC in respect of any liability for any such injury, loss or damage;

9.1.2 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;

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



- 9.1.4 any failure, delay, refund, loss, damage or expense caused by circumstances outside MCC's reasonable control.
- 9.2 Subject to Clause 9.4, MCC is not responsible for any:
- 9.2.1 interruption, delay and/or restriction of the ground on a Match Day caused by the position of Member's and/or Guest's seat and/or the actions of other spectators;
 - 9.2.2 technical glitches or malfunctions or any other problems out of its control that result in a purchase not being properly received by MCC; or
 - 9.2.3 damage, loss, injury or disappointment suffered as a result of not obtaining a Ticket.
- 9.3 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, and any such representation, condition or warranty is hereby excluded.
- 9.4 Nothing in these Terms & Conditions seeks to exclude or limit MCC's liability for death or personal injury caused by its negligence or any other type of liability which cannot be excluded or limited by applicable law.
- 9.5 MCC's total liability in all other circumstances shall otherwise, under, or in connection with these Terms & Conditions will not exceed the price of the Ticket(s) as at the date such liability arose.

10. RETURNS

Unless otherwise agreed by MCC, a Member is unable to return or exchange a Ticket for any Match Day to MCC and is encouraged to use the Resale Platform if they or their Guest can no longer attend the Match Day. For the avoidance of doubt, the Resale Platform is only available for Match Days that have sold out.

11. ANTI-DISCRIMINATION

- 11.1 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.
- 11.2 Members and Guests 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.
- 11.3 If any Member or Guest engages in any conduct or behaviours as referred to in Clause 11.2, as determined by MCC in its reasonable opinion, Clause 6 shall apply.

12. AMENDMENT

MCC reserves the right to make amendments to these Terms & Conditions from time to time. Up to date versions of these Terms & Conditions will be made available as soon as practicable on [MCC's website](#).

13. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

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 2.8 and Clause 3.12.3, MCC shall have the benefit of and be entitled to enforce all the provisions of these Terms & Conditions against Guests notwithstanding that they may not be a party hereto.

14. PERSONAL DATA



By applying for and/or using a Ticket, Members and Guests consent to MCC processing the Member's and/or Guest's personal data in accordance with MCC's Privacy Notice which may be viewed at lords.org/privacynotice

15. GOVERNING LAW AND JURISDICTION

These Terms & Conditions shall be governed by English law. Any dispute arising from or in connection with these Terms & Conditions shall be subject to the exclusive jurisdiction of the English courts.

Ref: termsconditionsmfetickets2025 final