

Hockey Women's World Cup: Ticket Terms and Conditions, General Sale

1. Introduction

- 1.1 This document sets out the Terms and Conditions of the purchase of tickets for the Hockey Women's World Cup in 2018 via the 'Post Ballot Sale'.

2. Definitions

- 2.1 Applicant - Individual completing the Public Ballot Application
2.2 Customer – individual completing a purchase during the 'Post Ballot Sale'
2.3 EH – England Hockey
2.4 FIH – International Hockey Federation
2.5 General Sale – Public Sale of ticket beginning in November 2017
2.6 See Tickets – Official ticketing partner and provider for the WWC
2.7 'Post-Ballot Sale' – sale of WWC tickets closed to those applicants who were un- successful or partially successful in the Public Ballot.
2.8 Public Ballot – the period 19 August to September 2017 during which the Applicants can apply to purchase tickets to the WWC and following which tickets will be allocated to successful Applicants.
2.9 Session – Two matches on a given WWC competition date
2.10 Venue – Lee Valley Hockey and Tennis Centre
2.11 WWC – Hockey Women's World Cup 2018.

3. Payment

- 3.1 Payment details in the form of a valid credit or debit card must be submitted by the customer prior to submitting their order.
3.2 Payment will be taken upon submission of the correct card details and confirmation of the order by the customer during the ticket purchase process. After this point no refunds can be issued or orders cancelled.
3.3 See Tickets cannot accept AMEX and Diners credit cards as methods of payment.
3.4 Payments for each Session will appear as separate transactions on Applicants credit/debit card/bank statement.
3.5 **Tickets are non-refundable and cannot be exchanged, transferred or resold for commercial gain.**

4. Delivery of Tickets

- 4.1 If living within the UK, tickets will be posted via Royal Mail to the address stipulated within the customer's order.
4.2 If living outside of the UK, tickets will be posted via an appropriate courier.
4.3 The cost of the postage at £1.75 will be charged to the debit/credit card details provided by the customer, regardless of the number of tickets purchased or postal address.
4.4 Customers will have the opportunity to change details of this postal address at any time prior to 31 May 2018 by logging into the See Tickets website using their email address and order confirmation number.
4.5 EH reserves the right at all times to have any tickets purchased to be made available for box office collection, instead of posting.
4.6 Tickets will be posted to customers around six weeks prior to the relevant Session(s) of the WWC.
4.7 Should tickets not be received by 1 July 2018, customers should call See Tickets on +44 (0)844 8718810 (Calls cost 7ppm plus network access charges) or + 44 115 896 0248 if outside the UK (charges will vary).

- 4.8 Please check all tickets upon receipt, as mistakes cannot be rectified but EH and See Tickets will endeavour to do so to the best of their capability.

5. Venue Regulations

- 5.1 All spectators require a separate ticket. Tickets issued will have an allocated seat number and spectators must occupy this seat. EH reserve the right to make alterations to seat reservations.
- 5.2 For the safety of spectators, event stewards may conduct security searches of bags and reserve the right to refuse admission and confiscate items.
- 5.3 Security searches are liable to change according to the level of security required in summer 2018.
- 5.4 Only small bags will be allowed into the Venue which must go underneath a seat. There is no separate bag storage available.
- 5.5 No food or beverages may be brought into the Venue except in limited circumstances on proven medical grounds.
- 5.6 Buggies will be allowed into the Venue but have to be stored outside the seating bowl for safety reasons.
- 5.7 Spectators may be filmed or recorded for broadcast or security purposes during the WWC.
- 5.8 The sale of any articles in the gangways or anywhere on the Venue premises is strictly forbidden except with the written permission of EH, the Venue and FIH. EH and, or, the Venue reserve the right at their absolute discretion to confiscate any such articles for infringement of the condition.
- 5.9 We are sorry if any of your personal property is lost or damaged whilst at the WWC and Venue, but EH or the Venue cannot be held responsible.
- 5.10 EH and the Venue reserve the right to add further regulations to this section (Venue Regulations) nearer to the time of the event, which will be communicated to all ticket holders.

6. Further Information

- 6.1 If you have any queries regarding your tickets, please telephone + 44 (0)844 8718810 (Calls cost 7ppm plus network access charges) if inside the UK, or + 44 115 896 0248 if outside the UK (charges will vary).
- 6.2 If anything is unclear please check out our [FAQ page](#) or complete the contact form: www.seetickets.com/customerservice
- 6.3 To buy tickets for any future EH events please visit www.englishhockey.co.uk