

Hockey Women's World Cup 2018 Premium Experience Packages Terms and Conditions

1. Introduction

- 1.1 This document sets out the Terms and Conditions of Premium Experience Package purchases for the Hockey Women's World Cup 2018.

2. Definitions

- 2.1 EH – England Hockey
2.2 FIH – International Hockey Federation
2.3 Premium Experience Packages – Hospitality tickets and associated benefits
2.4 See Tickets – Official ticketing partner and provider for the WWC
2.5 Session – Two matches on a given WWC competition date
2.6 Venue – Lee Valley Hockey and Tennis Centre
2.7 WWC – Hockey Women's World Cup 2018.

3. Event

- 3.1 The FIH and EH reserve the right to alter or vary the content or timing of the whole or any part of the WWC Sessions due to circumstances beyond our reasonable control without being obliged to refund or exchange tickets. Any such changes will be communicated to all relevant ticket holders.

4. Payment

- 4.1 No booking fee is charged by England Hockey.
4.2 All charges are inclusive of VAT.
4.3 See Tickets cannot accept AMEX and Diners credit cards as methods of payment.
4.4 For any bookings made directly with England Hockey an invoice will be issued.
4.5 Tickets will not be dispatched until payment has been received.
4.6 Tickets are non-refundable and cannot be resold for commercial gain.

5. Delivery of Tickets and Welcome Pack

- 5.1 Customers will have the opportunity to change details of their postal address at any time prior to 31 May 2018 by logging into the WWC See Tickets website using their email address and booking confirmation number.
5.2 Tickets and associated information will be posted around six weeks prior to the relevant Session(s) of the WWC.
5.3 If living within the UK, tickets will be posted via Royal Mail to the address stipulated within the order.
5.4 If living outside of the UK, tickets will be posted via an appropriate courier.
5.5 EH reserves the right at all times to have any tickets purchased made available for collection at the Premium Experiences welcome desk, instead of posting.
5.6 Should tickets not be received by 1 July 2018, purchasers should call England Hockey on +44 (0) 1628 897522.
5.7 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.
5.8 If you misplace or lose your tickets, please email hospitality@englandhockey.co.uk or telephone +44 (0) 1628 897522.

6. Premium Experience Packages

- 6.1 EH will cater for all dietary requirements where these have been advised in advance to EH and no later than 31 May 2018.
- 6.2 Every care has been taken to ensure the accuracy of the Premium Experience Packages at the time of going to press. EH reserve the right to vary the content or timing of the Premium Experience Packages due to circumstances beyond our reasonable control without being obliged to refund or exchange tickets. Any such changes will be communicated to all relevant ticket holders.

7. Venue Regulations

- 7.1 All Premium Experience guests require a separate ticket. Tickets issued will have an allocated seat number and guests must occupy this seat. EH reserve the right to make alterations to seat reservations.
- 7.2 For safety purposes, event stewards may conduct security searches of bags and reserve the right to refuse admission and confiscate items.
- 7.3 Security searches are liable to change according to the level of security required in summer 2018.
- 7.4 Only small bags will be allowed into the Venue which must go underneath a seat. There are no separate bag storage available.
- 7.5 Buggies will be allowed into the Venue but have to be stored outside the seating bowl for safety reasons.
- 7.6 Premium Experience guests may be filmed or recorded for broadcast or security purposes during the WWC.
- 7.7 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.
- 7.8 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.
- 7.9 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.

8. Further Information

- 8.1 If you have any queries regarding your purchase, please email hospitality@englandhockey.co.uk or telephone +44 (0) 1628 897522.
- 8.2 To buy tickets for any future EH events please visit www.englandhockey.co.uk