



April 2007

### **TERMS AND CONDITIONS**

1. On-line orders must be placed at least 7 working days ahead of a match. Tickets will be issued using Royal Mail within 3 working days of receipt of your order. A £1 per ticket handling fee and a post and packaging surcharge will apply to each on-line ticket order.
2. Memberships will be issued using Royal Mail, free of any post and packaging costs.
3. Essex County Cricket Club reserves the right not to proceed with an order if it contains any errors and/or inaccuracies.

### **RETURNS POLICY**

1. Essex County Cricket Club will refund any match ticket monies received provided a written cancellation is received within 7 working days of the original order. If the order is placed with fewer than 7 working days to the date of the fixture, returns will not be accepted within 48 hours of the start of the match.
2. Tickets and Memberships are issued in accordance with the Ground Regulations. Placing an order with Essex County Cricket Club constitutes acceptance of these regulations. A copy of the Regulations is posted at the entrance to home venues, and is also available on request by contact Essex County Cricket Club:

### **Essex County Cricket Club**

The Ford County Ground  
New Writtle Street  
Chelmsford, Essex CM2 0PG

Telephone 01245 252420

Email [administration.essex@ecb.co.uk](mailto:administration.essex@ecb.co.uk)

3. An incomplete application will not be processed.
4. No Membership cards will be issued until Essex County Cricket Club has received a suitable photograph of the person applying for, or renewing a Membership. Photographs may be sent by post, e-mailed to [administration.essex@ecb.co.uk](mailto:administration.essex@ecb.co.uk), or taken at The County Ground.
5. Any complaints regarding the on-line purchase of tickets or Membership should be directed to The Membership and Ticket Office Manager at the address shown above.

### **PRIVACY POLICY**

1. Personal information collected by Essex County Cricket Club is held solely for the purpose of issuing tickets or Membership, and may be used for activities associated with these. Essex County Cricket Club does not pass on personal information to third parties, or use the information for any other purpose unless required to do so by law.
2. Essex County Cricket Club is registered with the Information Commissioner.  
Registration Number: Z5756956.