



May 2009

### **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. Refund of admission charges will not be made unless advised at the time of ticket purchase and other than in certain circumstances (at the discretion of the Club management).
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 including name, address, email address, telephone number, mobile number, is collected by Essex County Cricket Club for the following purposes: The issuing of membership and ticketing information and may also be used for Essex County Cricket Club to send suitable marketing messages via post, phone, mobile text messages and email. At any time users can opt to be removed from our contact list. To opt out of such communications contact the Marketing Department at Essex County Cricket Club, The Ford County Ground, New Writtle Street, Chelmsford, Essex, CM2 0PG. 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.