

GLOUCESTER RUGBY LIMITED TICKETING POLICY



Introduction

1. This document details the Gloucester Rugby Ticketing Policy. It incorporates the condition of sale for tickets sold through Gloucester Rugby and details the appropriate action that should take place in the case of either an abandoned or postponed event. An event relates to a rugby event, concert or similar occasion requiring ticket control of entry to the Stadium. A copy of this Ticketing Policy is available from Ticket Office, the official website and on appropriate literature.

Condition of Sale

2. The purchase of a ticket(s) from Gloucester Rugby Ltd assumes that the following conditions of sale are accepted:
 - a. The ticket is issued on condition that it is not used as a prize in a draw, lottery, promotion or advertising purpose without the permission of Gloucester Rugby Ltd. It will not be sold for more than its face value (including auction website) and will be void if this condition is breached;
 - b. If the event is cancelled, abandoned or postponed, a refund may be available in accordance with this Policy, obtainable from the Ticket Office or by visiting the official website. This ticket must be presented at the turnstile with all portions intact;
 - c. Gloucester Rugby Ltd, their respective servants and agents will not be liable for loss, injury or damage to the ticket holder unless caused by their act or omission;
 - d. Gloucester Rugby Ltd has the right to refuse admission in accordance with the Ground Regulations displayed at each entry point. Access to the Ground will deem acceptance of these regulations;
 - e. It is the responsibility of the ticket holder to ascertain the event date and start time. Admission cannot be guaranteed if the ticket holder arrives less than 30 minutes before the advertised start time. No money will be refunded for late arrival or if admission is refused owing to a breach of the Ground Regulations. The ticket holder shall not be entitled to re-admission on leaving the Ground. The main part of the ticket is to be retained as proof of purchase until the end of the event;
 - f. Refunds will only be considered by the Ticket Office if the ticket is returned, in full, no later than 72 hours prior to event start time. If accepted, refunds will be issued in the form of gift vouchers only;
 - g. If your ticket is damaged, then it must be returned to the Ticket Office, in full, for an exchange to be considered;
 - h. If you lose your ticket or forget to bring it to the event, the Ticket Office is unable to either offer a refund or replace the original. A new ticket will need to be purchased to gain entrance.
 - i. For forgotten tickets, the replacement ticket stub will be stamped by the Ticket Office and should be retained and produced with the forgotten ticket(s) within one week of the related event for a refund to be considered;
3. In purchasing a ticket from Gloucester Rugby Ltd, the customer accepts these conditions of sale.

Event Abandonment

Prior to the Start Time

4. Should an event be cancelled before the day it is due to be held, the Managing Director will consult with the Operations Manager to consider:
 - a. The best way of informing support organizations/staff about the cancellation;
 - b. The number of stewards that may be required to inform ticket holders on the event day;
 - c. When an event is cancelled before people are admitted to the Ground, the Managing Director, working closely with the Media Officer, will arrange for information to be made available through appropriate media channels. This will include invoking procedures to inform travelling ticket holders.
 - d. The Operations Manager is responsible for informing the Police, Ambulance Service and other supporting organizations. If required, arranging sufficient stewards to be on duty to manage arriving ticket holders unaware of the cancellation. A cancellation checklist will be used and all appropriate agencies/personnel informed.
 - e. The Managing Director, in consultation with all bars and catering contractors and the Commercial Director, will decide whether to open the bars and what appropriate action should be taken regarding arrangements for Hospitality Box Holders. The decision will be briefed to the Operations Manager to enable appropriate stewards to be informed to implement agreed access procedures for some or all ticket holders.
 - f. All Gloucester Rugby managers and supervisors will maintain an updated contact list of support staff and outside agencies that need to be informed of an event abandonment.
 - g. For a match day operation, the Director of Rugby will be responsible for informing the visiting club's playing department and the Commercial Director for informing the visiting club's committee and guests.

Once the Event has Started

5. If ticket holders have been admitted to the Ground and a decision is made to abandon the event, the Operations Manager will implement the following procedures:
 - a. Close turnstile entrance doors;
 - b. Arrange for a suitable message to be broadcasted to over the Public Address (PA);
 - c. Instruct stewards to open the gates and stop people entering the Ground, informing them that the event has been abandoned;
 - d. Instruct stewards to monitor bars for overcrowding;
 - e. Informing the Police Control, Ambulance Service and St Johns Ambulance;
 - f. Request the Press Officer to issue an agreed media statement;
 - g. Deploy stewards to monitor exiting traffic and pedestrians.
6. If the event has started, the Operations Manager will arrange for a normal evacuation of the Ground, co-ordinate safe egress and advise appropriate agencies. The PA will be used to relay relevant information.
7. If an event has been underway for less than 40 minutes, Gloucester Rugby will honour issued tickets for a rescheduled event. Replacement tickets may be issued following receipt of a valid ticket stub from the initial abandoned event. Replacement tickets will not be given for an event abandoned after 40 minutes of the start time. Money will not be refunded for events abandoned due to weather unforeseen circumstances or stopped after 40 minutes from the start timer. However, tickets may be valid if:

- a. An event is postponed prior to ticket holders entering the Ground then, if the event is rescheduling, all tickets bought for that event will be valid. In this case the Operations Manager may position stewards outside the Ground and close turnstiles;
- b. An event is postponed after ticket holders have entered the stadium but the event has not started, people will be informed to retain their ticket stub, which will be transferable for the re-arranged event. The Operations Manager will prepare an appropriate message to be broadcast over the PA. Gates will be opened to allow spectators to leave the Ground with no further admission acceptance.
- c. In the event of a postponement, a refund will be considered only if the ticket is returned to the Ticket Office no later than 72 hours before the start of the rescheduled event. No refund will be made until the re-arranged event has been confirmed.

Forged Tickets

8. In the event of forged tickets being identified, the Operations Manager will deploy an appropriate steward or member of staff to evaluate the information, obtain a copy of the suspected forgery and brief turnstile operators accordingly. In the event of large scale forgeries being identified, additional stewards will be deployed to entry points to assist checking tickets. Suspected ticket holders will be denied entry and instructed to present the ticket at the Ticket Office for inspection and verification. The Operations Manager will maintain close liaison with the Ticket Office Manager and may deploy stewards to assist with verification procedures.

Concession Tickets

Disabled

9. The term 'disability' is defined as meaning any physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities. The following forms of disability are (in line with the Guide to Safety at Sports Grounds) considered:
 - a. People with impaired vision – includes people who are totally blind or partially sighted;
 - b. People with impaired hearing – includes people who are totally deaf or have a hearing impairment;
 - c. People with impaired mobility – this includes people who remain in a wheelchair while viewing the event, people who transfer from a wheelchair to a seat, people who view the event from their own special vehicle and semi-ambulant people who walk with unaided with difficulty or requiring assistance.
10. Unless they have additional physical disabilities, people with learning difficulties will not normally have any special verification. The Operations Manager will maintain close liaison with the Ticket Office and may deploy stewards to assist with verification procedures.

Student Status

11. If issued for the event, a student wishing to gain a concession price must be in full-time education only and be able to demonstrate a valid form of identification at time of purchase from the Ticket Office.
12. Due to online purchases where any valid identification cannot be shown at time of purchase, upon entry to the ground, stewards/staff can check that the student ticket has been purchased in accordance with the Concession rates and will require the relevant identification to be produced.

Gloucester Rugby reserves the right to check any corresponding identification in connection with concessionary tickets at the point of entry

Pension Status

13. If issued for the event, people wishing to gain a concession status based on pensionable age must be in receipt of a state pension to qualify. An appropriate form of identification must be shown at time of purchase that clearly demonstrates the age of the purchaser. Currently, 60 years of age for woman and 65 for men.
14. Due to online purchases where any valid identification cannot be shown at time of purchase, upon entry to the ground, stewards/staff can check that the ticket has been purchased in accordance with the Concession rates and will require the relevant identification to be produced.

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Junior Tickets

15. If issued for the event, Junior tickets, priced at a different price to that of concession tickets are available to teenagers aged 15 or under at either the time of purchase or, for a season ticket, the 31st August in that current year.
16. Due to online purchases where any valid identification cannot be shown at time of purchase upon entry to the ground, stewards/staff can check that the valid ticket has been purchased in accordance with the Concession rates and will require the relevant Identification produced.

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