

England and Great Britain Hockey Terms and Conditions

This ticket is issued on behalf of England and Great Britain Hockey who are responsible for the event. By purchasing this ticket, you and your party accept that you will adhere to the following terms and conditions.

- 1) This ticket is non-refundable and cannot be exchanged, transferred, or resold for commercial gain. This ticket cannot be used for prizes in a competition without prior written consent from England and Great Britain Hockey.
- 2) All spectators must read and agree to abide by the Spectator Code of Behaviour which can be [found here](#).
- 3) Please check all your tickets on purchase, as mistakes cannot always be rectified.
- 4) Spectators will not be allowed admission to this event without a valid ticket.
- 5) England and Great Britain Hockey reserves the right to alter or vary the content or timing of the whole or any part of the event due to circumstances beyond our reasonable control without being obliged to refund or exchange tickets.
- 6) Should the event be cancelled for any reason, or have to be played with no spectators present, England and Great Britain Hockey will provide a refund for the cost of the tickets, minus the booking fee, for the match-day only. Full list of prices and booking fees can be [found here](#).
- 7) If the ticket issued has an allocated seat number, spectators must occupy this seat. England and Great Britain Hockey reserve the right to make alterations to seat reservations.
- 8) England and Great Britain Hockey cannot guarantee that the seat to which this ticket refers will not be affected by adverse weather conditions, including but not limited to events of force majeure or concerns over safety and/or security or that the view will not be affected by pillars or other structural apparatus or circumstances beyond our reasonable control. However, England and Great Britain will use reasonable endeavours to minimise the effects of these wherever possible.
- 9) For the safety of spectators, event stewards may conduct security searches and reserve the right to refuse admission and confiscate items. Any bags brought into the venue should be able to fit under a seat.
- 10) It is a venue policy that spectators will be permitted to bring in a small amount of food and drink consisting of up to; 1 x 500ml bottle of water per person in a clear branded unopened plastic bottle, and a maximum of two small items per person, such as a standard size bag of sweets, crisps, chocolate or cereal bar, a piece of fruit.
- 11) No alcohol, glass bottles or cans may be brought into the event venue.
- 12) Exemption letters may be issued to spectators who have medical requirements related to their diet, please email events@englandhockey.co.uk
- 13) All Spectators who enter the venue with an England Hockey ticket acknowledge that photographic images and/or video and/or sound recordings (and/or still images taken from video recordings) may be taken of them and may also be used in televised and/or radio coverage of Matches and/or for promotional or marketing purposes by England Hockey, the FIH or other third parties sanctioned by England Hockey.
- 14) The sale of any articles, or un-authorised charity collecting, in the gangways or anywhere on the venue premises is strictly forbidden except with the written permission of England and Great Britain Hockey, and the organisers reserve the right at their absolute discretion to confiscate any such articles for infringement of the condition.
- 15) Spectators must be aware of the risk of stray hockey balls entering the seating stands from the field of play during the match.
- 16) This ticket remains the property of England and Great Britain Hockey at all times.
- 17) We are sorry if any of your personal property is lost or damaged whilst at the event, but neither England Hockey, Great Britain Hockey nor the venue cannot be held responsible.
- 18) England and Great Britain Hockey reserve the right to refuse admission and eject spectators from the venue.
- 19) If you have any queries regarding your ticket or if anything is unclear please complete the contact form: www.seetickets.com/customerservice

GB Hockey Spectator Code of Behaviour

To assist our staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these guidelines when attending GB Hockey matches.

Please note as restrictions are either imposed, or lifted, we may have to alter the Spectator Code of Behaviour – if so we will communicate this to you.

- 1) Prior to purchasing tickets and attending on match-day, you should conduct a self-assessment on your own personal circumstances, demographic and health status in line with the COVID-19 prevalence and decide if it is appropriate for you to attend.
- 2) Should you be self-isolating, in quarantine or displaying any symptoms of COVID-19 (persistent cough, high temperature or loss/change of taste/smell*) please DO NOT attend the match. In which case we will endeavour to swap your ticket to another match-day. Email tickets@englandhockey.co.uk
- 3) ONLY IF REQUIRED, please observe social distancing and avoid close contact with others not in your social bubble.
- 4) Avoid bringing bags to the venue unless absolutely essential.
- 5) Arrive in good time to go through all the necessary entry procedures.
- 6) Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time.
- 7) Be aware that your temperature might be taken before entry.
- 8) Be aware that all payments inside the venue are contactless.
- 9) When accessing amenities, such as toilets, retail or catering outlets, check to see if any of them are not in use, and plan accordingly.
- 10) Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face, or hard surfaces around the venue whenever possible.
- 11) Please practice respiratory etiquette – always cover your mouth when you cough or sneeze.
- 12) Should you develop symptoms of COVID-19 whilst on-site, please remove yourself from any crowded areas and notify your nearest steward, ensuring you maintain social distancing.
- 13) Remain in your seat wherever possible.
- 14) You may be required to wear a face covering in certain areas of the venue.
- 15) If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow any directional signs which may include one-way systems.
- 16) If you are seated, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators.
- 17) If you are standing, and IF APPLICABLE, please stay within your social bubble and remain aware of the movements of others at all times.
- 18) IF APPLICABLE, Avoid hugs, high-fives and any close contact with people who are not within your social bubble.
- 19) Due to the ever-changing environment and guidance, stewards may ask you to comply with new measures at short notice – we ask that you cooperate.
- 20) If you are attending with other people, please make sure they have read and understood these guidelines too. Thank you for your support and co-operation.
- 21) Existing venue regulations still apply.

Stay alert! Stay safe! Help us all – your fellow fans, your sport and your Hockey Family!

**please note symptoms of COVID-19 may be updated, so please check gov.uk before travelling*