



# HOSPITALITY

SURREY COUNTY CRICKET CLUB

## HOSPITALITY FAQs

### ICC WORLD CUP AT THE OVAL

MAY AND JUNE 2019

#### WHAT IS THE DRESS CODE?

Our dress code is smart/casual, tailored shorts are fine, smart polo shirts are also allowed, cricket shirts are **not** allowed.

#### WHAT IS YOUR REFUND POLICY?

We don't let the rain get in the way of serving your hospitality. If play is restricted or does not take place at the Venue on the day for which a Ticket is valid, including any Reserve Day, the Ticket purchaser may claim a refund of the Original GA sale price of the ticket, subject to there being: (a) 15 overs or less because of adverse weather conditions - a full refund; (b) 15.1 overs to 29.5 overs because of adverse weather conditions - a 50% refund. In no other circumstances can money be refunded.

#### CAN I BRING MY CHILDREN?

Yes. We don't do concession prices in our hospitality suites, children are welcome to join you, but you will **need to purchase a full price ticket**, unless they are babe in arms.

#### CAN I LEAVE TICKETS FOR MY GUESTS?

If you have guests arriving at different times you can leave your tickets with us at Hobbs Gate Ticket Office. Please separate your tickets and put them in clearly named envelopes to make it nice and easy for our staff to get your guests in. **Photo ID will be required to collect tickets**

#### I HAVE BOOKED, WHEN AND HOW WILL I GET MY TICKETS?

**We DO NOT post internationally.** Please provide us with a UK address that your tickets can be posted to. Tickets will be posted 2 weeks prior to the game. Any issues then please contact your sales team.

#### WHERE IS THE BEST PLACE TO MEET MY GUESTS?

If your tickets are in the OCS Stand, Westminster or Tenison Terrace then best to meet your guests at The Alec Stewart Gate. For Bedser and Lock Laker stands, The Montpelier Club or the Pavilion, arrange to meet at The Hobbs Gate.

#### I HAVE SENT ONE OF MY GUESTS A TICKET, BUT THEY HAVE LOST IT. WHAT SHOULD I DO?

Fear not, we can arrange for a duplicate ticket to be collected, however we will need to know which area, row, and seat your guest is sitting in, as below. We would advise you to take a photograph of each ticket just to be on the safe side. We do not post out duplicates.





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## **DO YOU HAVE HOSPITALITY PARKING?**

No. We don't have any parking here at The Kia Oval, but we are an overthrow away from both Oval and Vauxhall stations. For The OCS Stand we would advise you to walk from Vauxhall. If you are in the Bedser Stand then Oval is probably closer. A limited number of disabled parking is available, call one of our team to arrange.

## **CAN I PASS MY TICKET TO SOMEONE ELSE DURING THE LUNCH BREAK?**

No. Tickets and passes are non-transferable.

## **CAN I PURCHASE ADDITIONAL PACKAGES?**

Of course! Just call our sales team on 020 7820 5670. Packages are subject to availability, and we will endeavour to seat you together, but this cannot be guaranteed, the sooner you book additional places, the better chance we have of making sure we can seat you together.

## **DO YOU HAVE A CLOAKROOM?**

No, we have limited space in our hospitality facilities, bags left anywhere are done so at the owners risk. All bags will be fully searched upon entry.

## **DO I NEED TO LET YOU KNOW MY DIETARY REQUIREMENTS?**

Yes! We need all dietary requirements at least 3 weeks in advance of the fixture. Please e-mail [hospitality@kiaoval.com](mailto:hospitality@kiaoval.com) if you have any specific requirements.

## **I'VE PAID MY DEPOSIT, WHEN IS THE BALANCE DUE?**

The balance for any larger payments needs to be in our account 12 weeks ahead of the game, we will not post any tickets until this has cleared.

## **I CANNOT FIND THE ANSWER TO MY QUESTION.....**

Give our sales team a call and they will be happy to assist: 020 7820 5670