

**PELHAM'S RESERVATIONS
TERMS & CONDITIONS 2024
MCC MATCHES**

January 2024

1. DEFINITIONS

In these Terms & Conditions (except where a different interpretation is necessary in the context) the words and expressions set out below shall have the following meanings:

- 1.1 **Deposit:** the deposit paid in accordance with paragraph 2.3;
- 1.2 **Lord's:** Lord's Ground, London NW8 8QN;
- 1.3 **Match:** Armed Forces T20 Cricket Day (men and women's); Oxford v Cambridge (men and women's); and Eton v Harrow that are scheduled to be played at Lord's on the Match Day;
- 1.4 **Match Day:** any day of a Match that a Member or Ticketholder has been successful in securing a Reservation(s), the dates of which are detailed on the Platform;
- 1.5 **MCC:** Marylebone Cricket Club of Lord's, London NW8 8QN;
- 1.6 **Members:** full, senior and associate members of MCC from time to time;
- 1.7 **Pelham's:** Pelham's restaurant at Lord's;
- 1.8 **Platform:** MCC's Ticket platform, SRO at: tickets.lords.org;
- 1.9 **Reservation:** a booking reservation at Pelham's for the Service made in accordance with paragraph 2;
- 1.10 **Service:** the provision by MCC to Members and Ticketholders with a Reservation of lunch during the Match Day;
- 1.11 **Sitting Time:** the scheduled period of time for the Service;
- 1.12 **Terms & Conditions:** these terms & conditions;
- 1.13 **Terms & Conditions for the Sale and Allocation of Tickets:** the terms & conditions for the sale and allocation of the Tickets for the Match Day copies of which are available on <https://www.lords.org/information/terms-and-conditions>;
- 1.14 **Ticketholder(s):** any members of the general public with a Ticket; and
- 1.15 **Tickets:** the ground admission tickets for the Match Day.

2. RESERVATIONS

- 2.1 Reservations for a Match Day are offered on a first come, first served basis, subject to availability.
- 2.2 Members or Ticketholders wishing to secure a Reservation for themselves and/or other Members for a Match Day must reserve online via the Platform at least one week prior to the Match Day.
- 2.3 Reservations for table numbers including and exceeding seven shall require a deposit of £20 per person.
- 2.4 In the event, paragraph 2.3 applies, payment for the Deposit must be made in full and cleared funds online via the Platform at the time of making the Reservation. Subject to paragraphs

4.2 and 4.3 the Deposit is non-refundable unless otherwise agreed by MCC.

- 2.5 MCC accepts all major debit or credit cards for payment for the Deposit and the Deposit will be redeemable against the final bill.
- 2.6 Members and Ticketholders who have been successful in securing a Reservation will be notified via email to the email address registered to the Member's or Ticketholder's account on the Platform. MCC encourages Members and Ticketholders to check their junk email inbox in case the email is caught by spam filters.
- 2.7 MCC is not responsible for any technical glitches or malfunctions on the Platform or any other problems out of its control that result in a Reservation not being properly received by MCC.
- 2.8 MCC cannot accept any responsibility for any damage, loss, injury or disappointment suffered by a Member(s) and/or Ticketholder as a result of using the Platform or as a result of not obtaining a Reservation.

3. PELHAM'S REGULATION

- 3.1 By making a Reservation, Members and Ticketholders accept and acknowledge that:
 - (a) the Sitting Time shall be advised following confirmation of a Reservation. Members are asked to arrive at the designated Sitting Time as this time cannot be amended. Tables will only be held for 15 minutes before being released and re-sold without further notice or liability. If a Member is running late for any reason, they are asked to call the Restaurant Reservations telephone line on 020 7616 8563 as soon as possible. Members should note that there is no guarantee that tables will be held for any longer than 15 minutes;
 - (b) MCC shall allocate a strict Sitting Time period as notified by MCC to enjoy the Service;
 - (c) entry to Pelham's will be subject to such health, safety and security rules and regulations, which may be in place from time to time;
 - (d) MCC does not accept cash payments. Pelham's is cashless and accepts all major contactless debit and credit cards, with chip and pin applying for purchases over the contactless payment limit and a mobile or wearable payment device, including Apple Pay and Google Pay, which support high-value contactless payments;
 - (e) the dress code for entry to Pelham's is smart/casual. Smart jeans are acceptable; shorts should be tailored; flip flops and trainers are not permitted;
 - (f) particular tables in Pelham's cannot be guaranteed under any circumstances, including any tables located by the windows; and
 - (g) they must bring this paragraph 4 to the attention of any guests of the Member or Ticketholder.
- 3.2 If a Member requires a table for more than six or wishes to share a table with another Member, they should telephone 020 7616 8563. Notwithstanding the foregoing, Members acknowledge that there is no guarantee that such requests will be able to be fulfilled.
- 3.3 If a Member or Ticket Holder has any dietary requirements or food allergies, the Member or Ticket Holder must provide details of the same to MCC by following the link in their confirmation email no later than 14 days prior to the Match Day for which they have a Reservation. Failure to do so means that dietary requirements or food allergies will not be able to be accommodated. If a Member has any queries or wishes to discuss their Reservation further, they should telephone 020 7616 8563 or email restaurants@mcc.org.uk.
- 3.4 Members and Ticketholders must inform MCC of any wheelchair or other special access requirements no later than five days prior to the Match Day.

4. EVENTS OUTSIDE MCC'S CONTROL

- 4.1 If the Match Day is cancelled or changed in accordance with the Terms & Conditions for the Sale and Allocation of Tickets, MCC shall cancel the corresponding Reservation for that Match Day by giving notice to the email address registered to the Member's account on the Platform.

Any cancellation shall be made in MCC's sole and absolute discretion without reason or explanation and such decision shall be final.

- 4.2 If paragraph 4.1 applies, MCC shall have no liability or obligation to Members or Ticketholders other than (if applicable) refunding the Deposit paid by the Member or Ticketholder under paragraph 2.3 within 30 days of the Match Day.
- 4.3 In the event that Pelham's fails to attract the minimum number of Reservations to open Pelham's on a Match Day, MCC reserves the right to cancel a Reservation prior to the Match Day by giving notice to the email address registered to the Member's or Ticketholder's account registered to the Platform. Any cancellation shall be made in MCC's sole and absolute discretion and such decision shall be final. MCC shall have no liability or obligation to a Member or Ticketholder arising out of such cancellation save for using reasonable endeavours to make alternative arrangements or if not practicable (where applicable), refunding the Deposit paid by the Member under paragraph 2.3 within 30 days of the Match Day.

5. CANCELLATION

If, for unavoidable reasons, a Member or Ticketholder wishes to cancel a Reservation prior to the Match Day, the Member or Ticketholder must notify MCC by email at: restaurants@mcc.org.uk.

6. GENERAL

- 6.1 MCC reserves the right to: (i) vary these Terms & Conditions; and/or (ii) disqualify any Member and refer such Member to the Club's Disciplinary Panel if they breach these Terms & Conditions or has acted fraudulently in any way.
- 6.2 Any personal data collected by MCC shall be processed by MCC in accordance MCC's Privacy Notice which may be viewed at lords.org/privacynotice.
- 6.3 These Terms & Conditions are subject to and governed by English Law.

Please note that parking is not available at Lord's. However, should you require disabled parking, please contact the Club Facilities Department on 020 7432 1010. Parking is subject to availability.

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