

## GLOUCESTER RUGBY LIMITED TICKETING POLICY

### Introduction

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 fixture. The Ticketing Policy should be clearly displayed in the Club's Ticket Office, on the official website and on all appropriate literature.

### 1. Condition of Sale:

The following points must be clearly displayed on all club tickets. Purchase of a ticket(s) from Gloucester Rugby Ltd assumes that the conditions of sale are accepted.

1. 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.
2. If the match is cancelled, abandoned or postponed, a refund may be available in accordance with the Gloucester Rugby Ltd Ticketing Policy, obtainable from the Ticket Office or by visiting the club's official website. This ticket must be presented at the turnstile with all portions in tact.
3. 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.
4. 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.
5. It is the responsibility of the ticket holder to ascertain the match date and kick off time. Admission cannot be guaranteed if the ticket holder arrives less than 30 minutes before the advertised kick off 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 match.
6. Refunds will only be considered by the Ticket Office if the ticket is returned, in full, no later than 72 hours prior to match kick off. If accepted, refunds will be issued in the form of gift vouchers only.
7. If your ticket is damaged, then it must be returned to the Ticket Office, in full, for an exchange to be considered.
8. If you lose your ticket or forget to bring it to the game, the Club is unable to either offer a refund or replace the original. A new ticket will need to be purchased to gain entrance.
9. For forgotten tickets the ticket stub will be stamped by the ticket office and should be retained and produced with the forgotten ticket(s) within one week for a refund to be considered.
10. In purchasing a ticket from Gloucester Rugby Ltd, the customer accepts the conditions of sale.

### 2. Abandonment of Match

#### **2.1 Prior to kick off**

1. In the event of a match being cancelled before the day of that the game is due to be played, the Managing Director will consult with the Event Manager and Safety Officer to consider:

2. The best way of informing support organizations/staff about cancellation.
3. The number of stewards that may be required to marshal spectators away from the ground on the match day.
4. Deploying stewards to the railways/bus station/park and ride, and strategic points on Worcester Street to inform arriving spectators of the cancellation.
5. When a fixture is cancelled before spectators are admitted to the ground and the Managing Director, working closely with the Media Officer, will arrange for a suitable broadcast to be relayed through all appropriate media channels. The Media Officer will also make contact with visiting club's Media Representative to ensure that all effort is made to contact their supporters.
6. The Safety Officer is responsible for informing the Police, Ambulance Service and supporting organizations. If required, arranging sufficient stewards to be on duty to manage arriving supporters unaware of the cancellation. A cancellation checklist will be used and all appropriate agencies/personnel informed.
7. The Director of Rugby will be responsible for informing the visiting club's playing department. The Commercial Director will be responsible for informing the visiting club's committee and guests.
8. 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 Safety Officer to enable appropriate stewards to be informed.
9. All Gloucester Rugby managers and supervisors will maintain an updated contact list of support staff and outside agencies that need to be informed of match abandonment.

## **2.2 Once play has commenced**

1. If spectators have been admitted to the ground and a decision is made to abandon the match the Safety Officer will implement the following procedures:
  - a. Close turnstile entrance doors.
  - b. Arrange for a suitable message to be broadcasted to supporters over the PA.
  - c. Instruct stewards to open the gates and stop people entering the ground, informing them that the match has been abandoned.
  - d. Instruct stewards to monitor bars for overcrowding.
  - e. Informing the Police Control, Ambulance Service and St Johns Ambulance.
  - f. Contact the Press Officer for media coverage.
  - g. Deploy stewards to monitor exiting traffic and pedestrians.
2. If the match has started the Safety Officer 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.

## **2.3 Ticket Arrangements**

1. If a match has been played for less than 40 minutes Gloucester Rugby Ltd will honor issued tickets for a rescheduled game. Replacement tickets maybe issued following receipt of a valid ticket stub from the initial abandoned fixture. Replacement tickets will not be given for a fixture abandoned after 40 minutes of play. Money will not be refunded for matches abandoned due to weather or unforeseen circumstances; however tickets would be valid in line with Gloucester Rugby Ltd's Ticketing Policy.

2. If a match is postponed prior to supporters entering the Kingsholm Stadium then, following the rescheduling of this fixture, all tickets bought for the initial fixture will be valid. In this case the Safety Officer may position stewards outside the ground and instruct that the gates remain closed.
3. If a match is postponed after supporters have entered the stadium, spectators will be informed to hold onto their ticket stub, which will be transferable for the re-arranged game. The event Manager will prepare an appropriate message for the announcer to broadcast to spectators. Gates will be opened to allow spectators to leave the ground with no further admission acceptance.
4. 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 kick-off or the rescheduled match. No refund will be made until the re-arranged match has been confirmed.
5. The price of the ticket will not be returned to the holder in any circumstances if the match has been abandoned. The term abandonment is referred to a situation where the game has actually commenced and has been played for 40 minutes.

### 3. Forged Tickets

In the event of forged tickets being identified, the Safety Officer will deploy the Head Steward 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 the 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 Safety Officer will maintain close liaison with the Ticket Office Manager and may deploy stewards to assist with verification procedures.

### 4. Concession Tickets

#### **4.1 Disabled**

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 considered: (in line with the Guide to Safety at Sports Grounds)

1. People with impaired vision – that includes people who are totally blind or partially sighted
2. People with impaired hearing – this included people who are totally deaf or have a hearing impairment
3. People with impaired mobility – this includes people who remain in a wheelchair while viewing the match, people who transfer from a wheelchair to a seat, people who view the event from their own special vehicle and semi-ambulant supporters who walk with unaided with difficulty or requiring assistance.

Unless they have additional physical disabilities, people with learning difficulties will not normally have any special verification. The Safety Officer will maintain close liaison with the Ticket Office Manager and may deploy stewards to assist with verification procedures.

#### **4.2 Student Status**

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.

#### **4.3 Pension Status**

Supporters wishing to gain a concession status based on pension 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, this is 60 years of age for woman and 65 years of age for men.

#### **4.4 Junior Tickets**

Junior tickets, priced at a different price point to that of concession tickets are available to supporters aged 15 or under at either the time of purchase or, for a season ticket, the 31<sup>st</sup> August in that current year.