

## Cricket Ireland Ticket Refund Policy

Please find details of the Cricket Ireland refund policy below. Cricket Ireland have a number of different ticket options – please see which one is appropriate to the ticket you have purchased.

In the event that the match is affected by weather or cancelled:

- Should the event not go ahead or less than a total of 9.5 overs are completed, a 100% refund will apply
- If more than a total of 9.5 overs are played, no refund will apply

### **1. General Admission**

Ticket holders who have purchased their tickets through Ticketmaster by credit or debit card will be refunded to their card automatically within 28 days.

Ticketholders who purchased through Ticketmaster outlets must get in touch with the operator they purchased their tickets through within 28 days in order for them to be refunded. **Please retain your ticket to avail of refund.**

Ticket holders who have purchased tickets on match day will be given their refund at the Ticket Sales Office located at the main entrance. Please note, only tickets purchased from the Tickets Sales Office will be refunded on match day. **Please retain your ticket to avail of refund.**

### **2. Corporate Hospitality Guests**

In the event that the match is affected by bad weather and is cancelled, the full schedule of events will still go ahead within the marquee with additional entertainment included.

Refunds will be processed for the match ticket price only. The rest of the corporate hospitality package will be charged, as full service will go ahead as scheduled. Please contact Cricket Ireland office to avail of refund on [hospitality@cricketireland.ie](mailto:hospitality@cricketireland.ie).



sport ireland



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**Directors:** Ross McCollum (Chairman), Samuel Beckett, Bill Cunningham, Derek Dockrell, Andrew Fleming, David Griffin, Michael Howard, Eddie Lewis, Greg Molins, Anne Nolan, Frank Sowman, Alan Waite.

**President:** Aideen Rice      **Chief Executive:** Warren Deutrom

### **3. Club Bookings**

Should the match not go ahead or less than a total of 9.5 overs are completed, people who have purchased their match tickets under a club booking must give their tickets to the main point of contact for their booking. Clubs need to contact Cricket Ireland office to provide necessary details, so the refund can be processed. Refunds will be processed by Cricket Ireland within 28 days of the event day.

### **4. CI 2019 Season Membership**

In the event that the match is affected by bad weather and is cancelled, or less than 9.5 overs are completed, no ticket refunds will be provided. Membership package is configured on low ticket rate basis and provides additional entitlements which are unmeasurable. Entitlements around membership area will go ahead as scheduled. For more information please view terms & conditions for CI 2019 Membership packages on [www.cricketireland.ie](http://www.cricketireland.ie).

### **5. Supporters Club holders**

Should the event be cancelled or less than a total of 9.5 overs are completed, a 100% refund will apply for all tickets purchased.

Members should contact Cricket Ireland office on [membership@cricketireland.ie](mailto:membership@cricketireland.ie) leaving their contact details only (no card details should be emailed):

- name,
- phone number,
- proof of purchase.

The refund will be processed by Cricket Ireland office within 28 days.

### **6. Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.