

FAQs

GENERAL TICKET RULES

- There are 6 ticket pricing categories for the men's tournament: Gold; Gold U16; Silver; Silver U16; Family; Family U16.
- There are 2 ticket pricing categories for the women's tournament: Adult; U16
- All U16 spectators must have at least one adult spectator with them in their party.
- Purchasers of Gold and Silver tickets can have adults only in their party, or can have a mixture of adults and U16s provided that (a) all U16s must be accompanied by at least one adult and (b) that the purchases are in the same ticket price band.
- For example with reference to (a) above, it is not possible to buy a Gold U16 ticket unless it is accompanied by a Gold adult ticket.
- For example with reference to (b) above, it is not possible for an U16 ticket to be bought unless the adult ticket purchased with it is within the same price band. For example, the purchase of a gold U16 and a silver adult is not allowed because they cannot be allocated seats next to each other.
- To buy an adult "Family" ticket there must be at least one U16 ticket purchase within your party.
- The maximum number of match-day tickets that can be ordered is four (4) tickets per match-day per household. There is no limit on the number of match-days a household can purchase tickets for.
- There are no "qualifying" rules to gain access to semi-final or final tickets.
- An U16 is designated as a person who will be under the age of 16 on the date for which his or her ticket is valid.

CONTACT US

Ticket Enquiries
ICC World Twenty20 England 2009 LOC
c/o England & Wales Cricket Board
Lord's Cricket Ground
London
England
NW8 8QZ

Tel: 0844 847 2020

E-mail: iccwt20@ecb.co.uk

For event information on the ICC World Twenty20 England 2009, please visit www.icc-cricket.com

FREQUENTLY ASKED QUESTIONS

TOURNAMENT INFORMATION

What is ICC World Twenty20 England 2009?

The ICC World Twenty20 England 2009 will be held in June 2009 and provides the opportunity to see the very best players in the world, representing their countries, showcasing Twenty20 cricket on a global stage. It will be the second ICC World Twenty20 with the inaugural event taking place in South Africa in 2007 when India defeated Pakistan in the final.

The 2009 event sees both the men's and women's tournament integrated for the first time. The men's tournament format consists of twelve teams, played across three venues – Lord's, Trent Bridge and The Oval. The women's tournament consists of eight teams with the group stage games hosted at Taunton. The semi-final days hosted at Trent Bridge and The Oval and the finals day hosted at Lord's will bring the two tournaments together with the men's matches following the women's match on each match-day.

A key feature of the 2009 event is that the majority of match-days will include two games showcasing four different teams. This double-header format allows spectators to view two games for the price of one match-day ticket.

Where can I find more information about the hosting venues?

For more information on all ICC World Twenty20 England 2009 venues, please visit the websites below:

- Lord's – www.lords.org
- The Oval – www.surreycricket.com
- Trent Bridge – www.trentbridge.co.uk
- Taunton - www.somersetcountycc.co.uk

What are the event dates?

Men's tournament:

Friday 5th June 2009 – Wednesday 10th June 2009 - Group Games

Thursday 11th June 2009 – Sunday 14th June 2009 - Super Eight Games

Thursday 18th June 2009 – Friday 19th June 2009 - Men's and Women's Semi Finals

Sunday 21st June 2009 - Men's and Women's Finals and Closing Presentation

Women's tournament:

Thursday 11th June 2009 – Tuesday 16th June 2009 – Group Games

Thursday 18th June 2009 – Friday 19th June 2009 - Men's and Women's Semi Finals

Sunday 21st June 2009 - Men's and Women's Finals and Closing Presentation

ICC WORLD TWENTY20 ENGLAND 2009 EVENT FIXTURES**ICC World Twenty20 Qualifiers (2nd- 4th August, 2008)**

Six teams will battle it out in Belfast for the remaining two places for the ICC World Twenty20 England 2009. The competition, held in Stormont on 2-4 August 2008, involves two groups of three teams with nine matches being played over three days.

Ireland is ranked tenth in the world, the highest of the Associate members, so they are the number one seed for this event. Kenya is seeded second followed by Scotland, Netherlands, Canada and Bermuda.

ICC World Twenty20 England 2009 - Men's Tournament**Men's Groups**

<u>GROUP A</u>	<u>GROUP B</u>	<u>GROUP C</u>	<u>GROUP D</u>
India (A1)	Pakistan (B1)	Australia (C1)	New Zealand (D1)
Bangladesh (A2)	England (B2)	Sri Lanka (C2)	South Africa (D2)
Zimbabwe	Associate 1	West Indies	Associate 2

Group Stage Fixtures

Date	Time	Lord's	Trent Bridge	Oval
Fri 5 June		Opening Ceremony		
	1730 – 2030	England v Associate 1		
Sat 6 June	1000 – 1300			New Zealand v Associate 2
	1330 – 1630			Australia v West Indies
	1730 – 2030		India v Bangladesh	
Sun 7 June	1330 – 1630			South Africa v Associate 2
	1730 – 2030			England v Pakistan
Mon 8 June	1330 - 1630		Zimbabwe v Bangladesh	
	1730 - 2030		Australia v Sri Lanka	
Tue 9 June	1330 - 1630	Pakistan v Associate 1		
	1730 - 2030	New Zealand v South Africa		
Wed 10 June	1330 - 1630		Sri Lanka v West Indies	
	1730 - 2030		India v Zimbabwe	

Super 8's Fixtures

<u>GROUP E</u>	<u>GROUP F</u>
A1	B1
B2	A2
C1	C2
D2	D1

PLACEMENTS FOR SUPER 8's STAGE ARE DETERMINED AS FOLLOWS: The first two teams in each group are placed 1 or 2. They will retain this position for the Super 8's stage, irrespective of whether they finish first or second in their group, unless they are knocked out by team 3 in their group. In this instance, team 3 replaces the position of the team they knock out.

Date	Time	Lord's	Trent Bridge	Oval
Thu 11 June	1330 - 1630		D1 v A2	
	1730 - 2030		B2 v D2	
Fri 12 June	1330 - 1630	B1 v C2		
	1730 - 2030	A1 v C1		
Sat 13 June	1330 - 1630			C1 v D2
	1730 - 2030			D1 v B1
Sun 14 June	1330 - 1630	A2 v C2		
	1730 - 2030	A1 v B2		
Mon 15 June	1330 - 1630			B1 v A2
	1730 - 2030			B2 v C1
Tue 16 June	1330 - 1630		D1 v C2	
	1730 - 2030		D2 v A1	

The teams finishing first and second in groups E and F, based on points obtained in the Super Eights stage will compete in the semi-finals.

Semi-Final Days Fixtures

Date	Time	Trent Bridge	Oval
Wed 17 June	Rest Day		
Thu 18 June	1330 - 1630	Women's Semi Final 1	
	1730 - 2030	Men's Semi Final 1 Winner of Group E plays runner up of Group F	
Fri 19 June	1330 - 1630		Women's Semi Final 2
	1730 - 2030		Men's Semi Final 2 Winner of Group F plays runner up of Group E
Sat 20 June	Rest Day		

Finals Day Fixture

Date	Time	Lord's
Sun 21 June	1000 - 1300	Women's Final
	1500 - 1800	Men's Final
		Closing Presentation

ICC World Twenty20 England 2009 - Women's tournament

Women's Groups

<u>GROUP A</u>	<u>GROUP B</u>
Australia Women	India Women
New Zealand Women	England Women
West Indies Women	Sri Lanka Women
South Africa Women	Pakistan Women

Women's Group Stage Fixtures

Date	Time	Teams	Venue
Thu 11 June	1200 – 1500	West Indies Women v South Africa Women	Taunton
	1600 – 1900	India Women v England Women	Taunton
Fri 12 June	1200 – 1500	Australia Women v New Zealand Women	Taunton
	1600 – 1900	Pakistan Women v Sri Lanka Women	Taunton
Sat 13 June	1200 – 1500	West Indies Women v New Zealand Women	Taunton
	1600 – 1900	India Women v Pakistan Women	Taunton
Sun 14 June	1200 – 1500	Australia Women v West Indies Women	Taunton
	1600 – 1900	England Women v Sri Lanka Women	Taunton
Mon 15 June	1200 – 1500	New Zealand Women v South Africa Women	Taunton
	1600 – 1900	India Women v Sri Lanka Women	Taunton
Tue 16 June	1200 – 1500	Australia Women v South Africa Women	Taunton
	1600 – 1900	England Women v Pakistan Women	Taunton

Semi-Final Days Fixtures

Date	Time	Trent Bridge	Oval
Wed 17 June	Rest Day		
Thu 18 June	1330 - 1630	Women's Semi Final 1 Winner of Group A plays Runner Up of Group B	
	1730 - 2030	Men's Semi Final 1	
Fri 19 June	1330 - 1630		Women's Semi Final 2 Winner Group B v Runner Up Group A
	1730 - 2030		Men's Semi Final 2
Sat 20 June	Rest Day		

Finals Day Fixture

Date	Time	Lord's
Sun 21 June	1000 - 1300	Women's Final
	1500 - 1800	Men's Final
		Closing Presentation

ICC WORLD TWENTY20 ENGLAND 2009 – TICKETS

How much will a Match-day ticket for the men's tournament cost?

The table below details the cost of tickets at each stage of the men's tournament. Please note that the Semi-finals and Finals day which integrates the men's and women's tournaments will encompass one men's and one women's match:

Men's tournament ticket prices:

Lord's & The Oval	Gold		Silver		Family Stand	
	ADULT	U16	ADULT	U16	ADULT	U16
Opening Game & Ceremony	£60	£15	£40	£12	£30	£10
Group game – Double header	£60	£15	£40	£12	£30	£10
Super 8 game – double header	£70	£15	£50	£12	£40	£10
Semi-finals day (women / men)	£90	£15	£60	£12	£50	£10
Finals day (women / men)	£90	£15	£60	£12	£50	£10
Trent Bridge	Gold		Silver		Family Stand	
	ADULT	U16	ADULT	U16	ADULT	U16
Group game – Single header	£30	£12	£25	£10	£20	£8
Group game – Double header	£50	£12	£35	£10	£30	£8
Super 8 – Double header	£60	£12	£45	£10	£40	£8
Semi-finals day (women / men)	£75	£12	£60	£10	£40	£8

The maximum number of match-day tickets that can be ordered is four (4) Tickets per Match-day per household.

How much will a Match-day ticket for the women's tournament cost?

Women's tournament ticket prices:

Taunton	ADULT	U16
T20 Women's Prices (inc. VAT)		
Group game – double header	£6	£1

The cost of Semi-final and Finals Day tickets are detailed above in the men's ticket price table.

The maximum number of match-day tickets that can be ordered is four (4) Tickets per Match-day per household. In respect of the match-days at Taunton please contact us via the email address on page 2 should you require tickets for a party greater than four (4).

How can I obtain tickets?

Tickets can be purchased at 10.00am (BST) on Monday 30 June, 2008 either online through the official website via www.icc-cricket.com or for **UK residents only** by phone on 0844 847 2020. [5p per minute from a BT landline, calls from other networks and mobiles may vary]. A confirmation email or letter will be sent to all applicants acknowledging receipt of purchase. Sales will continue through to the end of the tournament, with ticket outlets opening at each of the venues on match days if tickets are still available for purchase.

What different ticket options are there?

Available ticket options are:

- **Match-day tickets** – A match-day ticket entitles you to attend one ICC World Twenty20 England 2009 match-day.
- **Tour & Travel Packages** – available from the ICC Official Tour & Travel Operator, Cricket Logistics, please see contact details on page 16.
- **Hospitality Packages** - available to purchase direct from each venue, please see contact details on page 16.

What is a Match-day Ticket?

A match-day ticket entitles you to attend one ICC World Twenty20 England 2009 match-day. This may cover one game (single-header) or two games (double-header) depending on the match-day. For the men's tournament, match-day tickets are offered in three price categories: Gold, Silver and Family (see specific Family stand conditions below) with an U16 concession price available in each pricing category.

What is a Family Stand Ticket?

The Family Stand Ticket entitles you to sit in a family-friendly stand where no alcohol will be allowed to be brought into the stand. It will not be possible to purchase tickets in the family stand unless there is an under 16 present within your party. These seats will be proactively stewarded to ensure a family friendly atmosphere is maintained throughout each match-day.

The designated family stands at each of the men's tournament venues are:

Lord's – The Lower Edrich stand

Trent Bridge – The William Clarke stand

The Oval – Blocks 1-5

Can you tell me where my seats will be?

During the initial on-sale period tickets will only be sold by price band and not be allocated against seat numbers or stands. Specific seating plans will be generated in November 2008. At that stage each customer will know exactly where they will be sitting for each match-day. Details of seat location will be communicated via email or post, as appropriate, at this stage.

As a general guide what is the difference between the ticket price categories?

Gold ticket: is located in an area which gives an excellent vantage point of pitch and replay screens.

Silver ticket: is located in an area which gives a very good vantage point of pitch and replay screens.

Family Stand: is located within designated family stands at each venue. These stands all provide a good vantage point of pitch and replay screens. Alcohol is strictly prohibited within these stands. The family stand will be proactively stewarded to ensure a family friendly atmosphere is maintained throughout each match-day. It will not be possible to purchase tickets in the family stand unless there is an under 16 present within your party.

I require a wheelchair seat, will there be accessible seating provided at each venue?

All Match venues are accessible to wheelchair users and provide seating for up to one companion per person. Every effort will be made to seat the companion as closely as possible to the wheelchair user. All disabled seating will be sold direct via the four venues hosting the tournament. To purchase disabled seating tickets only please contact the venues directly.

Lord's - 020 7616 8500

The Oval - 08712 46 1100

Trent Bridge - 0870 168 8888

Taunton – 0845 337 1875

What is the maximum number of companion Tickets for persons with disabilities?

All Host Venues are accessible to wheelchair users and provide seating for up to one companion per person.

Can I purchase Tickets from outside of the UK?

Yes. **Non-UK residents** will be available to purchase tickets at 10.00am (BST) on Monday 30th June 2008 via the official website only.

I have friends overseas. Can I purchase tickets for them?

Overseas persons must purchase their own tickets as tickets are strictly non-transferable. They will be able to apply for tickets either directly from ICC World Twenty20 England 2009 website or if they require a travel package as well as match tickets, they can contact the ICC Official Tour & Travel Partner, Cricket Logistics.

Do children need tickets?

All children over the age of two (2) years (as of match day) will be required to have a valid U16 match-day ticket so as to attend the match-day. Children under two (2) years will be admitted free of charge as long as they remain seated on their guardian's lap.

Why am I restricted in the number of tickets I can buy?

Ticket limits are set to ensure as many people as possible have fair access to purchase tickets and attend the event.

Can I make multiple Ticket purchases for the same match day, both online and through the Official Ticket phone line?

Purchasers for the men's tournament are restricted to one (1) successful ticket purchase per household per match day with a maximum of four (4) tickets purchased. With reference to the women's tournament, please contact us via the email on page 2 should you wish to purchase more than four (4) tickets for a specific match-day at Taunton.

If there are no tickets currently available for a specific match-day on the website or via phone sales does that mean that the venue is fully sold out?

Not necessarily, as with all global events, there may be circumstances that result in tickets being released back for general sale closer to the tournament. Purchasers are advised to monitor the official ticket website regularly.

Are the Ticket prices the same for every country allowing for currency variations?

Yes. All ticket prices are quoted in GB Pounds (GBP). Online purchases will be in GBP and will appear on your credit card statement in the normal currency of your credit card agreement.

What is to stop people applying for Tickets under various names?

ICC World Twenty20 England 2009 has sophisticated software and strategies in place to ensure that all of the rules and regulations are followed. The ticketing strategy has been designed with controls and checks at every stage of the process to ensure the terms and conditions of ticket sales are adhered to at all times. Any ticket obtained in breach of the ticket Terms and Conditions will be deemed null and void; the ticket/s will not be refunded and entrance to the venue will be prohibited. To view the ICC World Twenty20 England 2009 Terms and Conditions please visit www.icc-cricket.com

Are there any seats within the stadiums that have restricted views?

We have used all reasonable endeavours to ensure that tickets sold do not have a restricted view that would significantly impair the spectator's experience. Restricted view seating will become available for purchase at a concessionary rate closer to the tournament if all other tickets have been sold. These tickets will be sold directly via the venue ticket offices.

If I buy Tickets but find I can't use them, is there a way to exchange them?

An official ticket exchange service will be provided for the resale of tickets at face value. The ticket exchange service will be accessed via www.icc-cricket.com and will open after completion of the seat allocation in November 2008. The ticket exchange service will close immediately prior to ticket printing and distribution. This date is anticipated to be April 2009. **No refunds or exchanges will be provided outside of the ticket exchange window.**

Can Tickets be purchased from agents other than the official authorised agents of ICC World Twenty20 England 2009?

No. Tickets can only be purchased via www.icc-cricket.com (UK and non-UK residents) and phone line (UK residents only) or through the Official Tour & Travel Partner - Cricket Logistics. Any ticket obtained in breach of these conditions will be deemed null and void; the ticket/s will not be refunded and entrance to the venue will be prohibited.

Is there any reason why I should not buy Tickets on the black market?

Tickets can only be purchased through the ICC World Twenty20 England 2009 website (UK and non-UK residents) and phone line (UK residents only) or through the ICC Official Tour & Travel Partner, Cricket Logistics. Any ticket obtained in breach of the Ticket Terms and Conditions will be deemed null and void; the ticket/s will not be refunded and entrance to the venue will be prohibited. To view the ICC World Twenty20 England 2009 Terms and Conditions please visit www.icc-cricket.com

When will I receive my Tickets?

To minimize possible ticket losses, tickets will be dispatched three (3) to four (4) weeks prior to the event. Tickets will be dispatched to the address provided during the purchase transaction.

How will I receive my Tickets?

Successful applicants will receive a confirmation email/letter on purchase. This communication will outline the number of tickets which have been allocated and the details regarding ticket delivery. Tickets will be dispatched via couriered post three (3) to four (4) weeks prior to the event.

What if I haven't received my tickets by the date you have indicated?

If for some reason you have not received your tickets by the date you have been indicated then you should contact the official ticket hotline 0844 847 2020. Overseas customers should contact us via the email address on page 2 of this document.

Do I have to pay a processing fee in addition to the cost of my tickets?

There is no processing fee on the purchase of tickets. The only additional cost will be for the postage of your tickets. Additional postage costs are as follows:

Within UK – £4.95 (Special delivery)

Europe/USA – £13.50 (Fedex)

Rest of the World - £18.50 (Fedex)

Will Tickets be shipped to me the same day I order them?

To minimize possible ticket losses, tickets will only be sent out three (3) to four (4) weeks prior to the event.

Can I collect my ticket on the day?

You will only be able to pick up tickets from the venue ticket office on match-day if you have purchased your tickets in a period prior to the match day that does not allow their successful dispatch and receipt. You may be required to provide proof of identity and ticket purchase.

What if my Tickets are lost or stolen? Can I get replacements?

Only at the absolute discretion of ICC World Twenty20 England 2009 will tickets that are either lost or stolen be replaced. To minimize the risk of loss or forgery, tickets are not issued until three (3) to four (4) weeks prior to the event.

Should my tickets be damaged can I get my Tickets replaced?

No. Please take care of your tickets – exposure to water, dirt, heat or sunlight may damage them. Should any part of a ticket become illegible, it may result in the holder being refused admission.

What is the Refund policy?

The refund policy outlined below does not apply (1) if a match is completed early in the normal course of play; (2) for Lost or Unused Tickets.

Single-header matches

If, due to adverse weather conditions, 9.5 overs or less play takes place over the full period of time allocated for the completion of these matches, a refund of its face value (less £1 plus VAT administration charge per ticket) may be obtained. In no other circumstances can money be refunded.

Double-header matches

If, due to adverse weather conditions, 9.5 overs or less play takes place over the full period of time allocated for the completion of these matches, a refund of its face value (less £1 plus VAT administration charge per ticket) may be obtained. If, due to adverse weather conditions, more than 10 but less than 19.5 overs play takes place over the full period of time allocated for the completion of these matches, a refund of half the face value (less £1 plus VAT administration charge per ticket) may be obtained. In no other circumstances can money be refunded.

Are there any reserve days?

There are no reserve days in this tournament.

Can I use ICC World Twenty20 England 2009 Tickets as prizes in a raffle / raffles for my club / charity or for promotion in any other way?

No. ICC World Twenty20 England 2009 ticket/s may not be used in any form of promotion. Any ticket which is allocated to any person shall not be used for any commercial purpose by any person or company trading or for any other reason, purvey, advertise, auction, or otherwise offer for sale, or use as a competition prize, the ticket or tickets allocated.

What if I move address?

If you move address between purchasing the tickets **online** and the start of the tournament, please visit the official ticket website via www.icc-cricket.com where you can update your new postal address details online. If you purchased your tickets via the official ticket **phone line** and move address please phone the official ticket phone line to update your details on our database.

What will my personal data be used for and how long will it be stored?

Personal information collected will be help primarily for the purpose of administering your ticket/s purchase, issuing Tickets, dealing with any refunds or exchanges, verifying identity and investigating and taking action in the event that the Ticket Terms and Conditions or ground regulations at the relevant match-day are breached. Your personal data will be held for a short time after the conclusion of the ICC World Twenty20 England 2009 event, unless you agree to your data being used for future communications. To view the full ICC World Twenty20 England 2009 Privacy Policy please visit the Event's Official Ticket website via www.icc-cricket.com

When will the money be debited from my account?

Money will be debited from the account nominated within 24 hours of the purchase being requested ie: If a person requests tickets on June 30th, 2008 at 11.00am, the monies will be debited from the account by 11am July 1st 2008.

What will appear on my credit card statement when the cost of my ticket/s is debited?

When your credit card is debited, the following will appear on your statement: Ticketmaster - ICCWT20.

Will there be pass-outs?

Pass-outs will be allowed on a limited basis only. All venues will offer a full range of services for spectators and there should be very few reasons for spectators to leave the venue and re-enter. To re-enter the venue each pass-out holder will be checked in line with security and crowd behaviour regulations.

Will Ticket holders be searched?

Persons who purchase Tickets for the ICC World Twenty20 England 2009 Matches will be searched including their possessions upon entering the venue to ensure the safety of everyone within the venue. Persons who refuse to be searched will be refused admission to the venue.

Can a Ticket holder be refused admission or ejected from the venue?

ICC World Twenty20 England 2009 reserves the right to refuse admission or eject from the venue without refund any person who does not produce a valid Ticket on request or whose presence within the venue may unreasonably obstruct the viewing of other spectators or who may be a danger, nuisance or annoyance or give rise to challenge the safety and security arrangements for the Match. Please see Terms & Conditions of Ticket purchase.

Does my Ticket entitle me to parking on the grounds of any of the venues?

No. Transportation and Parking details will be available closer to the start of the tournament via the official website.

Can I be certain that my credit/debit card details will be safe and secure?

Credit/debit card information collected by ICC World Twenty20 England 2009 is held solely for the purpose of administering your ticket/s purchase/s, issuing Tickets requested and dealing with any refunds or exchanges. ICC World Twenty20 England 2009 uses Ticketmaster as its service provider to process payments and issue ticket/s and they are required to have robust security to protect your information.

Other ticket options:

TRAVEL PACKAGES

What is a Tour & Travel Package?

This means a match ticket and the provision of an accommodation component and/or an international travel component to and from Host Venues and travel to and from the match and/or ceremony or other relevant location. These packages will be made available through official travel agents of Cricket Logistics, the official Tour Operator of the ICC World Twenty20 England 2009.

A list of their agents is available on the Cricket Logistics website

Cricket Logistics contact details:

Website: www.cricketlogistics.com

E-mail: info@cricketlogistics.com

Address: Head Office, Fiddington Manor, Tewkesbury, Gloucestershire, GL20 7BJ, UK

Telephone: +44 (0)1684 851000

Fax: + 44 (0)1684 297926

HOSPITALITY PACKAGES

HOSPITALITY – Hospitality packages will go on sale as of Wednesday 1st October, 2008 via the four host venues (Lord's, the Oval, Trent Bridge and Taunton). Hospitality packages are defined as match tickets sold in conjunction with hospitality services (which include the provision of food and beverage provided in a hospitality environment of a quality standard). These packages will be made available direct through each venue.

Lord's

Website: www.lords.org/hospitality

E-mail: hospitality@mcc.org.uk

Telephone: 0207 616 8598

Oval

Website: www.surreycricket.com

Telephone Sales: Keith Prowse - 0845 602 8903

Telephone General Enquiries: Sean Curtis - 020 7820 5662

Trent Bridge

E-Mail: hospitality@nottsccc.co.uk

Telephone: 0871 222 9669

Taunton

Email: Cherylh@somersetcountycc.co.uk

Telephone: 01823 425301

Will there be Hospitality boxes at each Venue?

Yes. There are a limited number of hospitality boxes at all 4 host venues which will be made available on Wednesday 1st October 2008 through each venue's hospitality office. Please contact the relevant venue using the contact details listed above.