

Hospitality and Sponsorship

Once a purchase has been successfully made a booking confirmation will be issued. This should be produced by the customer on arrival at the club to allow admittance for the customer and guests. Hospitality usually commences two and half hours before the published kick off time.

Cancellation and Postponement/Abandonment Policy for Hospitality and Sponsorship

Refund Policy

Hospitality and Sponsorship

A 75 % refund will be given for places cancelled more than 90 days prior to the match day booked.

A 50 % refund will be given for places cancelled more between 60 days and 7 days prior to the match day booked.

No refund will be given for places cancelled within 7 days prior to the match day booked for failure to turn up on the day.

Thereafter the following will apply;

Postponed or Abandoned Game

In the event of the match booked being postponed before the gates open (Two and half hours before the kick off time) either a booking for the rearranged match day will be made or a full refund will be forwarded at the earliest possible opportunity.

After the gates open and bar and food service has begun no refund will be issued but vouchers will be issued to customers for free match entry (not hospitality) to the re-arranged match day.

Cancellation and Postponement Policy for Rugby Camps.

Refund Policy

Hospitality and Sponsorship

A 75 % refund will be given for places cancelled more than 90 days prior to the camp booked.

A 50 % refund will be given for places cancelled more between 60 days and 7 days prior to the camp booked.

No refund will be made for places cancelled within 7 days of the rugby camp booked or for falling to turn up unless in the event of illness.

Postponed or Cancellation of Camp

If the weather is poor and room is available within the club, the camp will go ahead indoors. In the event of the camp booked being cancelled before the start due to bad weather and no space is available in the club a full refund will be given at the earliest opportunity.

After the camp has begun no refund will be issued if a child leaves early.

If insufficient numbers book on a camp to make it viable the club reserves the right to cancel the camp. 24 hours' notice will be given and a full refund issued.

Delivery and Refund Policy Merchandise purchased.

Delivery

Items ordered will be packaged and posted out by Royal Mail Second Class Tracked Delivery. Should you not receive your item within 7 working days, please contact the office and we will endeavour to track your item. If the item has not been delivered we will send an replacement item free of charge.

Alternatively items may be ordered as Collect from Club and will be held for collection at the club. Proof of purchase should be presented upon collection.

Refund

Stock items that we can re-sell may be returned stating a reason for the return within 14 days for a full refund less cost of postage (if posted). Faulty items should be returned within 28 days and a replacement item will be sent out by Royal Mail Second Class Tracked Delivery.

Bespoke items including any made to measure or personalised items cannot be refunded unless they are faulty

International Ticket Applications Terms and Conditions

The application process is for paid up members of Preston Grasshoppers only and membership status will be checked prior to processing the application. Non-members will be refunded less the admin fee.

You are reminded of the following:

- Application closing date is
- **PLEASE NOTE THIS IS AN APPLICATION FOR TICKETS ONLY. A SUCCESSFUL PURCHASE THROUGH THIS CART DOES NOT GUARANTEE YOU WILL RECEIVE THE TICKETS YOU HAVE APPLIED FOR SO DO NOT BASE TRAVEL PLANS ON THIS APPLICATION.**
- After the application process has closed tickets will be allocated according to the club rules with Vice Presidents receiving priority. You will be advised in plenty of time to make travel plans if your application has been successful in full or in part or not all. If a refund is due you will be contacted to arrange to make payment back to you.
- All tickets ordered and supplied are subject to the RFU ticket terms and conditions, a copy of which is available on request from the Club Secretary.
- Tickets are for Members personal use and can only be used by the member together with their family, friend or colleague. Don't be tempted to dispose of spare tickets on the day of the match, even to "Genuine Fans"! The RFU Ticket office is open on match days for Grade A matches (6-Nations & games versus Australia, South Africa & New Zealand) up to 60 minutes before kick-off time where a refund, less administration charges will be made to the club which will be passed on in due course.
- In particular, no member may sell or dispose of their tickets to anyone if they are not required for the member's personal use, they should be returned to the Club Secretary. If you are allocated two or more tickets, the Club may want to know who will be accompanying you or who accompanied you to the game and request back the tickets after the game. Keep hold of your tickets for at least a month after the match.
- If any of the Club's tickets are discovered on the Black market, the RFU may sanction the Club, which may lead to a loss of allocation for **the whole club**. The culprits will be subject to disciplinary action from Preston Grasshoppers.
- To prevent forgery please do not photo tickets and display them in social media.
- Once the tickets are received by the club you will be contacted to arrange collection in person at the club and may be asked to produce ID to prove you are entitled to the tickets.
- If you have any query as to what you are entitled to do with the tickets issued to you, please contact Graham Cox, Hon. Secretary, through the office info@pgrfc.co.uk.
- **By applying through this website shop you agree to abide by the terms and conditions above of PGRFC and the RFU below.**

<http://www.englandrugby.com/news/terms-admission-1288046/>