



BOOKING FEES

"Event" means any event held at the Venue.

"GRL" means Gloucester Rugby Ltd, its representatives, servants, employees and sub-contractors.

"Venue" means Kingsholm Stadium, Gloucester, GL1 3AX or an alternative venue when specified.

"Ticket" means a ticket which gains the holder admission to an Event.

"You" means you or anybody who in Gloucester Rugby's reasonable opinion is acting with your authority or permission.

When booking a Ticket to an Event at the Venue, whether it's online, in person or over the phone, customers are subject to a £1.50 non-refundable booking fee, charged on the face value of all Tickets to cover the processing costs of the booking.

There are four Ticket delivery options:

1. Customers can have their tickets as an e-ticket sent to an elected email address at no extra charge.
2. Customers can have their tickets sent to their email address to Print At Home at no extra charge.
3. Customers can collect their Tickets from the Venue box office for a charge of an additional £2 per transaction.
4. Customers who wish to have their Tickets printed and posted to them will also pay a delivery fee covering the associated costs of fulfilment for an additional £3 per transaction.

The total price You pay for a Ticket breaks down as follows:

- The face value of the Ticket
- The order processing costs of £1.50. Please note this is non-refundable.
- Collection/Delivery fee (if applicable)

For more information, please call Gloucester Rugby's Customer Experience Team on 01452 872289.