

TICKETING TERMS AND CONDITIONS

1. Tickets for Vitality Netball World Cup 2019 (VNWC2019) are only available from our authorised retailers:
 - [Ticket Quarter](#)
 - [Echo Arena Liverpool Box Office](#)
 - [See Tickets](#)
 - [The Ticket Factory](#)
 - [Gullivers Sports Travel \(fan packages\)](#)
 - Official Overseas Travel Agents (Australia and New Zealand fan packages) – [Events Worldwide](#) (Aus), [Sportsnet](#) (Aus), [Williments](#) (NZ), [House of Travel](#) (NZ)

Tickets purchased or sold outside of authorised retailers will not be valid for entry.

2. Ticket purchases are limited to 10 tickets per session, unless booking for a school or group of 10+ for any given session. To find out more about groups, or to make a group booking, contact our authorised retailer Ticket Quarter on (+44) 0344 561 7672, or email: groups@ticketquarter.co.uk.

Details of your organisation will be required to process your booking.

3. A combination of tickets may be purchased within one transaction, across multiple sessions and dates.
4. A range of tickets for VNWC2019 are available within gold, silver and bronze price categories.
5. Junior (under 18) prices are available within silver and bronze price categories.
6. Children under 18 years of age on the date that they attend the event are eligible to purchase junior tickets. Proof of eligibility may be requested when attending the event.
7. Children under 14 must be accompanied by an adult over the age of 18.
8. Children under two years of age on the date that they attend the event do not require a ticket, providing they do not take up a seat. Proof of age may be requested when attending the event.

9. Echo Arena Liverpool is a fully accessible venue, and if you purchase a ticket and require a companion to accompany you, we are happy to offer them a complimentary ticket. One piece of the following documentation, valid at the time of attending the event, is required for eligibility:
- ✓ Disability Living Allowance
 - ✓ Personal Independence Payment (PIP)
 - ✓ Attendance Allowance
 - ✓ Personal Independence Allowance
 - ✓ A certificate of visual impairment
 - ✓ Official / Documented evidence that I am registered as severely sight impaired (blind)
 - ✓ UK-recognised identification for an assistance dog
 - ✓ GP Letter or international equivalent of the above documents

To book your tickets, or for more information about the ACC Personal Assistance scheme, please call the Customer Care team on (+44)0344 335 0437. Proof of eligibility may be requested when attending the event.

10. Tickets will be distributed to customers by email and post in late spring 2019.
11. Session times and the competition schedule are subject to change. For the latest competition information and updates, please visit our website:
<https://www.nwc2019.co.uk/schedule/>
12. Tickets cannot be exchanged or refunded unless a session is cancelled in its entirety.
13. In the event a session is cancelled in its entirety, original tickets will be valid for the alternative rescheduled session.
14. Customers who require a refund for a cancelled or rescheduled session will need to contact the vendor from whom they purchased their tickets to arrange for the original payment method to be credited with a refund.
15. In the instance of a refund for a cancelled session, the fees charged in addition to the ticket face value cannot be refunded, and are to cover the cost of processing both the sale and refund transactions, along with all of the associated costs.
16. In the interests of fraud prevention, no tickets will be replaced or ticket prices refunded if a ticket is forgotten, lost by you, stolen, defaced, damaged or destroyed, and we reserve the right to prevent you accessing the sessions or venue in such circumstances.
17. VNWC2019 reserve the right to seize or cancel tickets which we, in our reasonable opinion, believe to be subject to fraudulent use, resale or transfer outside of our authorised retailers (or attempted resale or transfer) without a refund or any other form of compensation.

18. All tickets are purchased under a no refund or exchange policy, and subject to the terms and conditions of the ticketing service provider, Echo Arena Liverpool and ACC Liverpool, as well as being supplemented by the VNWC2019 Spectator Regulations.