



LIONS RUGBY TRAVEL – BRITISH & IRISH LIONS TOUR, SOUTH AFRICA 2021

Ticket Ballot Promise Terms and Conditions

We understand that you will want to guarantee official match tickets for the British & Irish Lions Tour of South Africa 2021 (“**2021 Tour**”) as part of ticket-inclusive travel packages, but we also appreciate that you may want to apply for tickets through the British & Irish Lions Tour, South Africa 2021 ballot operated by the British & Irish Lions.

These terms and conditions (“**Terms**”) set out the basis on which we operate our Lions Rugby Travel ticket ballot promise for the 2021 Tour, (“**Ticket Ballot Promise**”). You must accept these Terms to take part in the Ticket Ballot Promise. These Terms apply to the Ticket Ballot Promise only. When you purchase one of our British & Irish Lions Tour 2021, South Africa Official Ticket Inclusive Travel Packages (“**Packages**”) you will be required to agree to the terms and conditions that apply to the Package you are purchasing, save as varied by this Ticket Ballot Promise.

The Ticket Ballot Promise allows Lions Rugby Travel clients who purchase Packages prior to the Ballot results being announced to:

- Option A:** subject to the Important Exclusion, cancel their Package in its entirety and receive a full refund for the value of the Package; or
- Option B:** remove the Qualifying Ticket from their Package and receive credit (calculated in accordance with clause 11) against their Package of the face value of the Qualifying Ticket where they have received a ticket for the same match as the Qualifying Ticket through the Ballot.

Important Exclusion

Packages that are bespoke or contain any bespoke elements (i.e. specific requests from the Lead Booker for travel services) are not eligible to choose and exercise Option A of the Ticket Ballot Promise. Such packages will be highlighted at the time of booking.

British & Irish Lions 2021 Ballot

1. The Ticket Ballot Promise applies to tickets obtained through the British & Irish Lions’ ballot (“**Ballot**”) only.

Qualifying Ticket(s)

2. A “**Qualifying Ticket**” is a ticket for one of the three British & Irish Lions v Springboks test matches obtained through purchasing one of our Packages.
3. This Ticket Ballot Promise applies to Packages purchased after 29 July 2020 and before 30 September 2020 only.
4. Except as set out in clause 6.2.4, the category of ticket obtained through the Ballot does not affect your ability to take part in the Ticket Ballot Promise. The Ticket Ballot Promise is based on ticket of the same match as your Qualifying Ticket.
5. The Ticket Ballot Promise only applies to tickets obtained through the Ballot. The Ticket Ballot Promise does not apply to any ticket purchased from another third party or from any other source.

The Ticket Ballot Promise

6. The Ticket Ballot Promise allows:
 - 6.1. **Option A**
 - 6.1.1. A full refund of your entire Package. You will no longer receive any of the services provided and will receive a full refund of all monies paid (including the non-refundable deposit and your Priority Access Pass (if purchased)). Where the refund is requested, you are making a request to cancel your entire Package and will not be supplied with any services provided in the Package.
 - 6.2. **Option B**
 - 6.2.1. A credit of the face value of a Qualifying Ticket forming part of your Package where you have received a ticket for the same match as the Qualifying Ticket through the Ballot. You will no longer receive the Qualifying Ticket if you accept the credit. Where credit is accepted, you are making a request to

remove the Qualifying Ticket from your Package. After your election to remove the Qualifying Ticket, the Qualifying Ticket will not be part of your Package and will not be supplied.

- 6.2.2. The credit received from the Ticket Ballot Promise will be based on the face value of the category of the Qualifying Ticket in your Package, not the face value of the ticket obtained in the Ballot.
- 6.2.3. If a credit of the face value of any Qualifying Ticket is obtained then the Ticket Ballot Promise does not include a refund of the accommodation, travel or any other services included in your Package and these will remain a part of your Package.
- 6.2.4. If you receive confirmation of tickets from the Ballot in different numbers to the number of Qualifying Tickets in your Package, you will only be able to request a credit for the number of Qualifying Tickets equal to the number of tickets you have obtained through the Ballot. Provided that the ticket category of the Qualifying Ticket(s) is the same category as the ticket(s) received in the Ballot, the tickets will be allocated to ensure that the Party Members are sat together in the stadium. Different ticket categories are not capable of being allocated to allow Party Members to sit together.
- 6.3. If you receive confirmation of tickets from the Ballot for only some of the matches in your Package but not all (for example you successfully obtain tickets to Test Match One but not Test Match Two) you will only be entitled to receive a credit for the duplicated tickets.

How to Use the Ticket Ballot Promise

7. All credit or refund/cancellation requests made in accordance with the Ticket Ballot Promise should be made in writing to customerservices@lionstour.com within 14 days of receipt of your official confirmation of payment from British & Irish Lions for the tickets that you have been successful in receiving through the Ballot.
8. You must provide Lions Rugby Travel with a copy of your official confirmation of payment from British & Irish Lions confirming that you have purchased the tickets won in the Ballot.
9. If any named Party Member of your Package is successful in the Ballot, you may benefit from the Ticket Ballot Promise against the Qualifying Tickets in your Package.
10. Lions Rugby Travel’s decision on how much to credit is final. We will confirm 14 days after submission of your request whether your request is accepted, rejected or we require you to provide further information.
11. The credit given will be based on the ZAR to GBP exchange rate as published on www.xe.com on the day we receive your refund request.
12. Once confirmed by Lions Rugby Travel:
 - 12.1. **Option A**
 - 12.1.1. A refund of all monies paid (including your Priority Access Pass(es) (if applicable)) will be made to the Lead Booker of the Package through the original payment method.
 - 12.2. **Option B**
 - 12.2.1. A credit note will be raised against the final balance payable of the original Package booking or if the full balance of the Package has been paid Lions Rugby Travel will refund you the face value of the Qualifying Ticket(s).
13. Lions Rugby Travel will process all refunds within 14 days and will only refund the Lead Booker of the Package through the original payment method.

About Us

14. The terms are governed by the Law of England and the jurisdiction of the English Courts.
15. Lions Rugby Travel, Administrative Office: Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576295400.