

PROSPECTS OF PLAY

In the event of poor weather, prospects of play will be updated with the latest information 90 minutes before the match is scheduled to start. Please call 0191 387 17 17

CAR PARKING

Durham County Council provides parking around Emirates Riverside on match days. These are pay and display car parks in the area immediately outside the ground

GATE OPENING TIMES

CC: 1 hour before | RLC: 1 hour before | Vitality Blast: 2 hours before

DISABLED SPECTATORS

Emirates Riverside is wheelchair accessible, please ask stewards for any assistance

VISUALLY IMPAIRED COMMENTARY

Commentary for the visually impaired is available at all home County Championship and Royal London Cup matches at Emirates Riverside. The service is free of charge and available to all spectators. If you would like to use the service, please contact Bernard Newman on 01642 881976

ALCOHOL

For CC and Royal London Cup matches only, spectators are permitted to bring either four cans of lager, beer or cider, or one bottle of wine (up to 75cl) into the ground.

Under guidance from the England and Wales Cricket board, no alcohol can be brought into the ground for Vitality Blast (T20) matches. Under no circumstances must glass containers be brought into the ground at any match.

SMOKING

Smoking is not permitted in any seated area. If you wish to smoke, please leave the stand and move to one of the concourse areas.

LOST TICKETS

Lost or misplaced tickets can be replaced at the discretion of Durham Cricket. An administration fee of £5 per ticket will be charged in all cases. If you would like to replace a lost ticket, contact our box office on 0191 387 1717

REFUND POLICY

County Championship (CC)

No refunds will be given. In the event of less than 20 overs being played in a day, ticket holders will be entitled to a complimentary ticket for any alternative CC or Royal London Cup match scheduled to be played in 2021. Tickets must be claimed from the Box Office before the day of the chosen match and are subject to availability.

Royal London Cup (SOL)

No refunds will be given. In the event of a no result and less than 10 overs being played in a day, ticket holders will be entitled to a complimentary ticket for any alternative CC or Royal London Cup match scheduled to be played in 2021. (This excludes: Quater-Finals, Semi-Finals & Final) Tickets must be claimed from the box office before the day of the chosen match and are subject to availability.

Vitality Blast (T20)

In the event of a no result and less than 9.5 overs being played, ticket holders should send their match tickets to the Box Office for a refund (minus the £1.50 admin fee) or exchange their ticket for another T20 fixture, excluding Quater-Finals and Finals-Day. Refund policy will expire 28 days after the last home group stage fixture. Season ticket holders will not be refunded the face value of the match ticket. The Club will take into consideration any such restricted play or match cancellation at the end of the season and determine whether a refund is applicable.

In the event the game does not take place the tickets will be valid for any of the remaining fixtures by presenting your match ticket at the gate. (Tickets not valid for knockout rounds). If you would prefer a refund this can be requested from the box office by handing in or sending in your match tickets

Season ticket holder refunds are at the club discretion and will only be reviewed if more than one game does not take place.

RULES RELATING TO CROWD BEHAVIOUR

1. The club reserves the right to:
 - Close bars at any time to restrict the consumption of alcohol
 - Eject from the ground any persons under the influence of alcohol and/or illegal substances
2. Smoking will not be allowed in any internal area (including hospitality balconies) or stands during matches. Further details are given in the Club's Smoking Policy which is available from reception.

3. Unauthorised persons are prohibited from entering the playing area at all times. Players and officials regard entry onto the playing area as a threat to their safety. Unauthorised persons entering the field of play will be ejected from the ground and charged under the Public Order Act. During intervals in play entry to the field will be at the discretion of the Club. During these times people playing on the field should not use a hard ball.

4. The climbing of, or standing upon, barriers, walls, or perimeter fencing in and around the ground is strictly forbidden.

5. The throwing of any article inside the ground is strictly forbidden.

6. Anyone using threatening behaviour, racist chants or insulting words which may cause a Breach of Peace will be ejected from the ground.

7. The obstruction of gangways, access ways, exits, entrances or stairways, congregating in non-designated areas or seeking entry to stands or seats for which the spectator does not hold a valid ticket is strictly forbidden.

8. Anyone refusing to obey the instruction or direction of an Official of the Club, Club Steward or Police Officer on any matter relating to crowd control or general behaviour will be ejected from the ground.

9. Only persons specifically authorised by the Club are permitted to offer newspapers, periodicals or other articles at the ground.

10. Only those lotteries promoted and conducted on behalf of Durham Cricket are permitted inside the ground.

11. Any person who is convicted of a criminal offence resulting from misbehaviour which was committed during the course of a match either involving or hosted by Durham Cricket, may be banned from all matches played at Emirates Riverside.

12. It is not permissible to add to the height of a seat on the ground by using any method which obstructs the view of those seated behind (this includes the practice of stacking chairs)

13. It is prohibited for any photograph, video recording, film sketch, painting or other image, score service or commentary to be used for any commercial purpose without prior written authorisation from the Chief Executive of the club.

14. All persons entering Durham Cricket matches are admitted subject to ground regulations and the rules and regulations of the England and Wales Cricket Board (ECB)

15. Durham Cricket reserves the right to amend these ground regulations from

RULES RELATING TO GROUND ADMISSION

1. As the ground authority, Durham Cricket reserves the right to refuse admission to any person for whatever reason.

2. All matches are played in accordance with the rules and regulations of the England and Wales Cricket Board (ECB)

3. All persons entering the ground must pay admission, hold valid membership card or have a valid match ticket. Memberships where an age concession is claimed may require proof of identity and age.

4. NO alcohol will be allowed to be brought into the ground when full international matches, Vitality Blast matches, domestic Quater-Finals, Semi-Finals, Finals or any other ECB designated matches are being played.

5. During other domestic games, a limited amount of alcohol will be permitted to be brought into the ground. This is at the discretion of the club and is limited per person to:

- No more than four cans of beer, lager or cider.
- No more than 75cl of wine, in a plastic container.
- No glass containers allowed in the ground.

6. The club reserves the right to refuse admission to any person under the influence of alcohol and/or illegal substances.

7. Refund of cash admission charges will be at the discretion of the club except where certain competitions have specified refund schemes. Further details for each competition are available from the Box Office.

8. The following items are not permitted to be brought into the ground:

Glass bottles and glasses | Knives and other offensive weapons | Fireworks
Gas and smoke canisters | Flares | Klaxons and megaphones
Banners which could severely restrict the view or be offensive to the other spectators | Musical bands or instruments other than those with prior agreement in writing from the ground authority | Any dangerous articles or substances not referred to above.

9. Entry to the ground is only permitted to spectators who agree to be searched on entry if requested by a Club Steward or person designated by the Club.

10. The Club accepts no responsibility for loss or damage to property or injury to persons while on club premises.

11. Dogs are permitted within the ground but owners must have a valid dog pass. These are available from our Box Office for £10 and are valid for the full 2021 season.

12. Group discounts are available for Royal London One Day Cup and Vitality Blast matches. These are only available 24 hours in advance of the match, for enquiries please contact the Box Office.

13. Durham Cricket reserves the right to amend these admission regulations from time to time and to refuse admission to any person or to eject any person whose conduct they deem to be disorderly or otherwise unacceptable at their sole and absolute discretion.



DURHAM CRICKET, EMIRATES RIVERSIDE, RIVERSIDE,
CHESTER-LE-STREET, COUNTY DURHAM, DH3 3QR

TEL: 0191 387 1717 | **BOX OFFICE:** 0191 387 1717
EMAIL: BOX.OFFICE@DURHAMCRICKET.CO.UK
WEB: DURHAMCRICKET.CO.UK

GETTING TO EMIRATES RIVERSIDE

If you live locally or are arriving at Chester-le-Street Market Place or Railway Station, Emirates Riverside is in Walking distance.

- Chester-le-Street Market Place to Emirates Riverside is a 10-15 minute walk.
- Chester-le-Street Railway Station to Emirates Riverside is a 15-20 minute walk

BY BUS

Chester-le-Street can be accessed by a number of bus routes, including:

- Go North East 78 – Sunderland, Shiney Row, Great Lumley, Chester-le-Street. Bus stop outside thr ground. Every 30 minutes.
- Go North East 21 ‘Angel’ operates between Newcastle, Gateshead, Low Fell, Birtley, Chester-le-Street, Pity Me, Framwellgate Moor, Durham. It operates every 15 minutes Monday to Saturday and every 30 minutes on Sundays.
- Go North East X21 ‘Pronto’ service operates between Bishop Auckland, Durham, Chester-le-Street, and is then non-stop to Gateshead and Newcastle. It operates twice an hour Monday to Saturday daytime and every 60 minutes on a Saturday.

BY RAIL

Chester-le-Street station is a 15-20 minute walk to Emirates Riverside and is served by three train operating companies. Northern Rail, Cross Country and First TransPennine all serve Chester-le-Street from Newcastle, Durham and Darlington. For general rail information visit:

www.chester-le-track or www.nationalrail.co.uk

BY TAXI

Taxis are available in Chester-Le-Street Market Place. Bus and Railway station. Taxi service telephone numbers are available from reception at Durham Cricket.

BY CAR

Emirates Riverside is location just one mile outside Chester-le-Street, 4 miles from Durham City and 12 miles from Newcastle-upon-Tyne. Pay and display car parking is available around Emirates Riverside. You must not park in the adjacent residential areas around the ground. All vehicle parking is on the understanding that Durham Cricket accepts no responsibility in respect of loss or damage to vehicles, the contents, or any injury to the occupant(s) or any persons visiting the car park. All parking is subject to availability.

CAR SHARING

Don't travel by yourself – share with freinds and only pay for one car parking space!

DROP OFF POINT

There is a drop off point at Emirates Riverside.
Please follow the directions of matchday stewards.



DURHAM CRICKET

VISITOR INFORMATION 2021

Thank you for purchasing tickets from Durham Cricket. Emirates Riverside is one of the most picturesque and spectator friendly grounds in the country and we hope you enjoy your visit.

Please find your ticket(s) enclosed. Check your order carefully and inform the Box Office at the earliest opportunity if there are any discrepencies. Information we feel is relevant to your visit is included in this leaflet, but if you have any further questions or comments on how we can improve our service, please do not hesitate to contact the Club reception on 0191 387 1717.