Fever-Tree Championships 2020

Terms and Conditions of sale for the purchase of Hampers (additional option)

1. These Terms and Conditions apply to the sale of food and beverage hampers (**Hampers**) for the Fever-Tree Championships 2020 (the **Tournament**), currently held at The Queen's Club, Palliser Road, London W14 9EQ, by See Tickets (as defined below) on behalf of LTA Operations Limited (the **LTA**). The Event will be held during the period 15 – 21 June 2020 and will be staged by the LTA, whose address is at the National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ.

2. These Terms and Conditions apply, together with any specific rules or conditions explained or notified by the LTA or The Queen's Club as relevant, to the Hampers and entry to the Tournament by ticket holders. By purchasing a Hamper you, as the customer, acknowledge and agree that you will comply with these Terms and Conditions.

3. The Hampers are being produced by Absolute Taste Limited (a company registered in England and Wales under company number 03308362 with a registered office at The Shed, Charbridge Lane, Bicester, Oxfordshire, England, OX26 4SS) (**Absolute Taste**). The Hampers are being sold by See Tickets (a company registered in England and Wales under company name The Way Ahead Group Limited and company number 03554468 with a registered office at Norfolk House, 47 Upper Parliament Street, Nottingham, NG1 2AB) (**See Tickets**) on behalf of Absolute Taste and the LTA.

4. Hampers can only be ordered online or over the phone via See Tickets. All Hampers are subject to availability.

5. The option to purchase a Hamper is only available for ticket holders to the Tournament and does not include admission to the Tournament. Please do not place an order for a Hamper without a valid ticket to the Tournament.

6. Upon completing their order, customers will receive an email from See Tickets confirming their Hamper order and booking reference. Customers will need to present their printed Hamper ticket and photo ID upon Hamper collection. The collection point for all Hampers is located in the Court 1 Cafe (near the Palliser Road Entrance) at the Tournament (the **Hamper Collection Point**).

7. Hampers must be collected from the Hamper Collection Point between the hours of 11:30am – 2:30pm on the day of the Tournament for which the Hamper was ordered. There will be no refunds for Hampers not collected.

8. All Hampers have been prepared in a kitchen where nuts are used and traces of nuts could be found. Absolute Taste regrets that it cannot provide a nut-free environment for the preparation of the Hampers.

9. Regrettably, Absolute Taste are unable to cater for any dietary requirements. Although every effort is made to avoid cross contamination, it cannot guarantee that any food item is 100% allergen free. For more information on allergens, please email queenshampers@absolutetaste.com

10. All Hampers are prepared with fresh produce within 24 hours of when they are to be collected and consumed. Each Hamper is presented in an insulated cool-bag and customers are advised to consume the contents of the Hamper within four (4) hours of collection. If this time is exceeded by the customer, they do so at their own risk.

11. All Hampers are designed and packed to serve two persons only.

12. Hampers may contain alcohol if purchased by the customer. Absolute Taste will be distributing the Hampers at the Tournament and follow the Challenge 25 strategy that encourages anyone who is over 18 but looks under 25 to carry acceptable photo ID. Customers must be over 18 years of age to order

and collect their Hamper. Proof of age (passport or drivers licence only) may be required to be presented upon collection. In the event that proof of age cannot be provided, any alcohol in the Hamper will be substituted with water.

13. All orders for Hampers from See Tickets close at 10am ten (10) days in advance of the Tournament (subject to availability). No cancellations or refunds are accepted after the order is placed.

14. Refunds will not be issued if there is no play at the Tournament, for example as a result of inclement weather. In the event of bad weather, Hampers must still be collected from the Hamper Collection Point on the date for which they were ordered in accordance with these Hamper Booking Terms and Conditions.

15. Hampers must not be re-sold, transferred or auctioned under any circumstances or in any manner whatsoever.

16. On purchasing your Hamper from See Tickets, personal data will be collected for the purposes of processing and fulfilling your Hamper booking. You acknowledge that any personal data provided to See Tickets will be processed in accordance with their privacy policy available at www.seetickets.com.

17. See Tickets will share certain personal data with the LTA and Absolute Taste solely for the purposes of processing and fulfilling your Hamper booking. You acknowledge that any personal data provided to Absolute Taste will be processed by Absolute Taste in accordance with their privacy policy available at www.absolutetaste.com. You acknowledge that any personal data provided to the LTA will processed by the LTA in accordance with the requirements of the General Data Protection Regulation 2016/679 and the Data Protection Act 2018, and in accordance with the LTA's Privacy Policy, available at: https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/policies-and-rules/privacy-policy.

18. In accordance with the Consumer Rights Act 2015, customers are entitled to claim a refund, replacement, repair and/or compensation where goods included in the Hamper are faulty or misdescribed. As the Hamper contents are perishable items, Absolute Taste and/or the LTA will always endeavour to resolve any issues on the day of collection. If this is not possible, then please contact the LTA as soon as reasonably possible so that the LTA is able to make things right. If you would like to send any feedback, then please email Queens.Feedback@lta.org.uk.

19. For the avoidance of doubt, all applicable ticket terms and conditions, rules and/or policies of LTA relevant to the Tournament shall apply and take precedence in the event of any conflict with these Terms and Conditions. LTA shall not be responsible or liable in any way for any loss, damage, cost, liability or any other expense suffered or incurred by the customer arising out of or in connection with any act or omission of Absolute Taste and/or See Tickets, including in relation to any Hamper or these Terms and Conditions.

20. The LTA reserves the right to update these Terms and Conditions from time to time at the LTA's sole discretion and without notice.

21. If any provision of these Terms and Conditions is found to be invalid by any court having competent jurisdiction, the invalidity of that provision will not affect the validity of the remaining provisions of these Terms and Conditions, which shall remain in full force and effect.

22. These Terms and Conditions, and any related non-contractual obligations, are subject to the laws of England and Wales and the LTA and the customer irrevocably submits to the exclusive jurisdiction of the Courts of England and Wales (including in relation to non-contractual disputes).