

## EUROHOCKEY CHAMPIONSHIPS 2027 “EUROCHAMPS27”

### TICKET TERMS AND CONDITIONS

This ticket is issued on behalf of England Hockey, who are responsible for the delivery of the EuroHockey Championships 2027 (“EuroChamps27”). By purchasing and/or using this ticket, you agree to comply with these Terms and Conditions.

#### 1. Contracting Party & Governing Law

The purchase of tickets for EuroChamps27 constitutes a contract between the purchaser and England Hockey, with Ticketmaster acting as the authorised ticketing agent.

These Terms and Conditions incorporate, where applicable, the terms and conditions of Ticketmaster and the relevant event venue. In the event of any conflict, these Terms and Conditions shall prevail.

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the English courts.

#### 2. Ticket Purchase, Use & Restrictions

Tickets are issued for personal use only and may not be exchanged, transferred, or resold for commercial gain.

Tickets may only be resold or transferred via the official resale platform authorised by England Hockey and administered by Ticketmaster. Tickets sold or transferred via unauthorised platforms will be cancelled without refund.

England Hockey reserves the right to cancel, without refund, any tickets reasonably suspected to have been obtained or used in breach of these Terms, including through unauthorised resale or automated purchasing systems (“bots”).

Tickets may not be used for competitions, promotions, or commercial purposes without prior written consent from England Hockey.

A limit of fifteen (15) tickets per session applies per person.

#### 3. Admission & Entry Conditions

Spectators will not be admitted without a valid ticket.

Each ticket is valid only for the date, session, and seat specified. If a seat number is allocated, spectators must occupy that seat. England Hockey reserves the right to make reasonable changes to seating arrangements.

Late admission may not be permitted.

All spectators must comply with instructions issued by event staff, stewards, and security personnel at all times.

Children under the age of 16 must be accompanied by an adult. Children under the age of two do not require a ticket but must sit on an adult's lap.

A maximum of five U16 tickets may be purchased per adult ticket. U16 tickets will not be sold without the purchase of an adult ticket.

#### **4. Event Changes, Cancellation & Refunds**

England Hockey reserves the right to alter or vary the content, timing, or structure of the event due to circumstances beyond its reasonable control.

For the purposes of these Terms and Conditions:

- A "Cancelled Event" is an event that does not take place.
- A "Postponed Event" is an event rescheduled to a different date.
- A "Material Change" is a significant alteration to the event, including but not limited to a change of venue or substantial reduction in the programme.

In the event of a Cancelled Event, ticket holders will be entitled to a refund of the face value of the ticket in accordance with the EuroChamps27 Refund Policy.

The Refund Policy will be made available via the official EuroChamps27 website.

#### **5. Force Majeure**

England Hockey shall not be liable for any failure or delay in performing its obligations where such failure is caused by events beyond its reasonable control, including but not limited to extreme weather, fire, flood, war, terrorism, civil commotion, government restrictions, public health emergencies, or transport disruption.

#### **6. Safety, Security & Prohibited Items**

For the safety of all spectators, security searches may be conducted. England Hockey reserves the right to refuse admission or confiscate prohibited items.

It is a criminal offence to enter or attempt to enter a sports ground while in possession of a flare, smoke bomb, or firework.

Spectators must comply with the venue's conditions of entry, including prohibited items lists, which may vary by venue. You can view the venue specific conditions here for [Lee Valley Hockey and Tennis Centre](#), and [The Twickenham Stoop](#).

Alcohol not purchased at the venue may not be consumed within the venue footprint. Alcohol purchased on-site may not be taken off-site.

Visitors with medical requirements must seek approval in advance to bring food or other items into the venue.

## 7. Spectator Conduct

All spectators must behave in a respectful and appropriate manner in line with England Hockey's [Code of Conduct](#).

England Hockey reserves the right to refuse entry or eject any individual whose behaviour is unsafe, disruptive, abusive, discriminatory, or otherwise inappropriate, without refund.

Prohibited behaviour includes, but is not limited to, offensive language, discriminatory conduct, failure to follow steward instructions, and unauthorised access to restricted areas.

## 8. Commercial Rights & Media

Tickets are issued for personal use only and may not be used for any commercial, promotional, or advertising purposes without prior written consent.

No marketing, advertising, or promotional activity (including ambush marketing) may take place within or near the venue.

All broadcast, media, and intellectual property rights relating to EuroChamps27 belong to England Hockey and/or its partners.

By attending, spectators consent to being filmed, photographed, or recorded and for such content to be used in broadcast, promotional, and commercial materials without payment.

## 9. Seating, Views & Event Risks

England Hockey cannot guarantee that all seats will be unaffected by adverse weather or that views will be unobstructed.

Spectators acknowledge that hockey balls and other objects may enter spectator areas during play or warm-up and accept all associated risks. Spectators are advised to remain vigilant at all times.

## 10. Hospitality & Premium Experiences

Hospitality, mascot, and premium experience packages are subject to availability and may be modified or cancelled due to operational or safety requirements.

England Hockey does not guarantee the appearance or participation of specific players, teams, or individuals.

## 11. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

Subject to this, England Hockey shall not be liable for any indirect or consequential loss, including loss of enjoyment, travel, or accommodation costs.

England Hockey's total liability shall not exceed the face value of the ticket.

## 12. Ticket Ownership, Loss & Responsibility

All tickets remain the property of England Hockey.

England Hockey is not responsible for lost, stolen, or damaged tickets.

Only tickets purchased through authorised channels are valid.

## 13. Data Protection

Personal data provided during ticket purchase will be processed in accordance with applicable data protection laws and England Hockey's Privacy Policy.

Data may be shared with authorised third parties, including venues, Ticketmaster, and event partners, for the purposes of event delivery, customer service, and marketing (where consent has been provided).

## 14. General

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force.

England Hockey reserves the right to update these Terms and Conditions at any time. The latest version will be available on the official EuroChamps27 website.

## 15. Contact

If you have any queries regarding your ticket, please contact:  
[help@eurochamps27.com](mailto:help@eurochamps27.com)

Date of issue: 06/05/2026

## EUROCHAMPS27 REFUND POLICY

This Refund Policy forms part of the EuroChamps27 Ticket Terms and Conditions and should be read alongside those Terms.

### 1. General Principle

All tickets are sold subject to the event taking place as scheduled. Except as set out in this policy, tickets are **non-refundable**.

No refunds will be issued for:

- personal circumstances (including illness, travel disruption, or change of plans)
- adverse weather conditions where play is able to take place
- dissatisfaction with participating teams, players, or match outcomes

Ticket holders who are unable to attend are encouraged to use the official resale platform operated by Ticketmaster.

### 2. Cancelled Events

A “Cancelled Event” is one where a scheduled session does not take place at all and is not rescheduled.

In this case, ticket holders will be entitled to:

- a full refund of the face value of the ticket

Booking fees, transaction fees, and any optional add-ons (including charitable or foundation donations) are non-refundable.

### 3. Postponed Events

A “Postponed Event” is a session rescheduled to a different date.

In this case:

- tickets will remain valid for the rescheduled session
- no automatic refund will be issued

If a ticket holder is unable to attend the new date, the official resale platform should be used. Refunds will only be offered at England Hockey’s discretion.

### 4. Material Changes

A “Material Change” means a significant alteration to a session, including:

- relocation of the session outside the host city/region
- a substantial reduction in the overall session programme

Where a Material Change occurs, England Hockey will determine, acting reasonably:

- whether refunds are appropriate
- whether full or partial refunds apply

Changes to individual matches, teams, players, or scheduling within a session do **not** constitute a Material Change.

## 5. Partially Completed Sessions

EuroChamps27 tickets may provide access to multiple matches within a single session (typically between four (4) and six (6) matches per day).

A session will be deemed “**substantially completed**” if **at least one (1) match is played in full to completion.**

Where a session is deemed substantially completed:

- **no refund (full or partial) will be issued**

Where **no matches are completed in full** within a session:

- ticket holders may be eligible for a **full or partial refund**, as determined by England Hockey, acting reasonably

England Hockey reserves the right to determine:

- whether a match has been completed in full
- whether a session has been substantially completed
- the level of any refund (if applicable)

## 6. Abandoned or Interrupted Matches

Where a match is started but not completed:

- that match will not be considered a “completed match” for the purposes of Clause 5

If no matches within a session are completed in full:

- Clause 5 will apply

No refunds will be issued where at least one match within the session has been completed in full.

## 7. Seating, Viewing Conditions & Weather

No refunds will be issued for:

- changes to seat location within the same price category
- restricted or partially restricted views
- adverse weather conditions, provided at least one match is completed

England Hockey will use reasonable endeavours to minimise disruption.

## 8. Hospitality & Premium Experiences

For hospitality, mascot, or premium experience packages:

- no refunds will be issued for changes to non-core elements (including player appearances or scheduling changes)
- partial refunds may be considered where a **core element of the package is not delivered**, at England Hockey's discretion

## 9. Force Majeure

Where a session is cancelled, postponed, or impacted due to circumstances beyond reasonable control (including but not limited to extreme weather, government restrictions, public health events, or security incidents), refunds will be managed in accordance with this policy.

England Hockey reserves the right to determine the appropriate refund outcome in such circumstances, acting reasonably.

## 10. Refund Process

Where a refund is approved:

- it will be issued to the original payment method
- it will be processed within a reasonable timeframe

No interest will be payable.

## 11. Resale as Primary Remedy

Where a ticket holder is unable to attend:

- the official resale platform is the primary method of recovering ticket value
- England Hockey does not guarantee resale

## 12. Policy Updates

England Hockey reserves the right to amend this Refund Policy at any time. The latest version will be published on the official EuroChamps27 website.

Date of issue: 06/05/2026