

Hospitality Package Booking Terms and Conditions – Sports Travel and Hospitality Limited (STH)

Terms

These Hospitality Package Booking Terms and Conditions (**Terms**) govern the purchase by you and the use by you and your Guests of Hospitality Package(s).

In purchasing or using a Hospitality Package from STH, you and all your Guests utilising a Hospitality Package shall be bound by and shall comply with the provisions contained in these Terms. Further, you and all Guests utilising a Hospitality Package shall be bound by and comply with the Event Terms and Conditions issued by Twickenham Experience Ltd (**Rights Holder**) of the Event appended at Appendix Two (**Event Terms and Conditions**).

Collectively, the Terms, the Booking Form, the Invoice and the Event Terms and Conditions shall be known as the **Customer Agreement**. Accordingly, you must ensure that you have read and understood the provisions of the Customer Agreement before purchasing Hospitality Package(s).

1. Definitions

- 1.1 The defined terms in relation to these Terms are set out in Appendix One.
- 1.2 The headings in these Terms are for convenience only and shall not affect their interpretation.
- 1.3 Any reference in these Terms to any provision of a statute shall be construed as a reference to that provision as amended, re-enacted or extended at the relevant time.
- 1.4 Where the context dictates in these Terms, the singular shall include the plural and vice versa and any gender includes the other gender.

2. Orders and Price

- 2.1 Pursuant to these Terms, you may issue a request to STH to purchase Hospitality Package(s) or STH shall make a proposal to you detailing the then current Hospitality Package available to purchase. You shall confirm to STH the number and type of Hospitality Package(s) required by you.
- 2.2 Following confirmation by you under clause 2.1 of the Hospitality Package(s) required, STH shall enquire with the Rights Holder as to availability of such Hospitality Package(s) and, where the Hospitality Package(s) requested are available, STH shall send you a Booking Form by email along with these Terms. You must complete and sign the Booking Form and return the signed Booking Form to STH. Subject at all times to the continued availability of the relevant Hospitality Package, on receipt of the signed Booking Form from you, STH shall issue a confirmation to you (**Confirmation**). Upon the dispatch of a Confirmation by STH to you, a binding contract shall form between you and STH (the **Customer Agreement**) and the monies for the Hospitality Packages stated on the signed Booking Form shall be due and payable in accordance with clause 3.
- 2.3 STH shall be under no binding commitment to provide any Hospitality Package in relation to an order for purchase, unless and until STH dispatches a Confirmation to you.
- 2.4 The contract in respect of the Hospitality Package(s) shall be between STH and you and the Customer Agreement shall apply to the purchase of such Hospitality Package(s).
- 2.5 The Customer Agreement shall supersede any proposal made to you by STH or any request made by you to STH.

3. Payment

- 3.1 STH shall send you an invoice for the Package Fee in respect of the Hospitality Package(s) listed in the Booking Form as soon as reasonably possible following Confirmation (**Invoice**).
- 3.2 If you purchase a Hospitality Package 90 days or more before the Event, the Package Fee will be due and payable in full within seven (7) days from the date STH issue the Invoice to you.
- 3.3 If you purchase a Hospitality Package, less than 90 days before the Event, the Package Fee will be due and payable in full within twenty-four (24) hours of the date STH issue the Invoice to you.
- 3.4 If the Package Fee is not received by STH in full by the due date, STH shall be entitled (but not obliged) to terminate the Customer Agreement with immediate effect.
- 3.5 For the avoidance of doubt, all prices and any other charges quoted by STH under the Customer Agreement are inclusive of taxes but exclusive of any other duties and charges imposed or levied in connection with the supply of Hospitality Package(s) (including, but not limited to, any postage and/or packaging) which shall be additionally payable by you.
- 3.6 All sums payable to STH pursuant to this Customer Agreement shall be paid in the currency indicated on the Invoice along with any applicable duties, charges or levies specified during the

order process (unless otherwise agreed in writing by STH) and shall be paid by bank transfer to STH's bank account (as detailed in the Invoice) or such other payment method offered by STH and notified to you in writing from time to time.

- 3.7 You agree to pay and to hold STH harmless from and against any:
- (a) taxes, duties, levies, deductions or withholdings (**Withholdings**); and/or
 - (b) bank and other charges incurred by STH as a result of any monetary transfer, currency conversion or otherwise (**Bank Charges**), imposed upon or applicable to the payment of the Package Fee by you by any local government authority and to the extent necessary, you shall be obliged to pay STH such additional amount as will, after any such Withholdings and/or Bank Charges have been imposed, leave STH with the same amount as it would have been entitled to receive in the absence of the imposition of such Withholdings and/or Bank Charges.
- 3.8 Without prejudice to any other rights under the Customer Agreement, STH shall be entitled in the case of overdue payments from you to charge interest on such overdue payments at the daily rate of two per cent (2%) above the Bank of England base rate from time to time from the due date until the date of payment.
- 3.9 You acknowledge that not all payment cards will be accepted by STH.

4. Delivery of Hospitality Packages

- 4.1 Provided the Package Fee (and any other charges) has been received in full by STH in accordance with clause 3 of these Terms, STH shall deliver the Event Documents and Tickets to the delivery address notified by you to STH in the Booking Form, unless STH notifies you of a different mode of delivery and/or collection of the Event Documents and Tickets.
- 4.2 Notwithstanding clause 4.1, it shall be your responsibility to arrange for an authorised representative to be present at the delivery address referred to in clause 4.1 to receive the relevant Event Documents and Tickets, and to notify STH of any change to such delivery address within a reasonable time prior to scheduled delivery.
- 4.3 In the event of any change to the delivery address designated under the preceding clause 4.1, you must provide STH with adequate notice of the change prior to the planned delivery date. In the event that you do not provide adequate notice of a change in delivery address, STH will not be responsible for any costs, damages or losses you incur in the event the Event Documents and Tickets are sent to the original delivery address designated by you in accordance with clause 4.1.
- 4.4 You must immediately inspect the contents of the Event Documents and Tickets delivered to it and shall notify STH immediately in the case of any mistake.
- 4.5 STH shall not be liable to you for any failure or delay in delivery of the Event Documents and/or Tickets that is not attributable to it.

5. No sponsorship rights or association with the Event

- 5.1 You expressly acknowledge and agree that the purchase of Hospitality Package(s) does not grant you (nor any Guest) any marketing or promotional rights with respect to STH, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 5.2 You must not and shall procure that each of your Guests shall not, unless you or any of your Guests are entitled to by virtue of an agreement with the Rights Holder itself, hold yourself out as a sponsor of, use any intellectual property connected with (including, without limitation, the official emblem, designations and mascots of the Event), or otherwise associate yourself or your Guests name in any manner whatsoever with the Event (or part thereof), STH, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 5.3 You must not (and shall procure that your Guests shall not) as a material condition of this Customer Agreement whether before, during or after the Event:
- (a) use the Hospitality Package(s) (or any element thereof) for marketing or promotional purposes (including, without limitation, for use as a prize in competitions, lotteries, draws, charity promotions or sweepstakes); or
 - (b) conduct any promotional, advertising or marketing activity in connection with STH, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 5.4 You agree that neither you, your Guests nor any of your clients (as appropriate) shall have any right to promote themselves or their trade or business in any Hospitality Area or otherwise associate themselves with STH, the Event, the Rights Holder or any commercial partners or stakeholders of the Event or Rights Holder, unless expressly authorised by STH in writing. For the avoidance of doubt and without limitation to the generality of the foregoing, no corporate

identification of you, your Guests or your clients (or any of them (as appropriate)) shall be permitted unless expressly authorised in writing by STH.

6. Hospitality Packages

- 6.1 You acknowledge and accept that access to the Venue and any Hospitality Area for which you have purchased a Hospitality Package is strictly limited to the date and the time indicated in the Hospitality Package. For the avoidance of doubt, access to the locations where catering, beverage and/or other hospitality services are provided will be restricted to persons having the express right to access such locations.
- 6.2 STH reserves the right to substitute or amend a Hospitality Package (including without limitation any seats, areas or services initially allocated to you or pricing of packages) if such amendment is required:
 - (a) in order to comply with local applicable laws in force during the Event; or
 - (b) in order to reflect changes made by the Rights Holder or Venue Operator in connection with the staging of the Event or the provision of the Hospitality Packages. In such circumstances, STH shall notify you of the details of the new hospitality package.

7. Conduct

- 7.1 Each of the Hospitality Packages purchased by you are provided subject to the Customer Agreement.
- 7.2 You shall be responsible for notifying each Guest of the provisions of the Customer Agreement including without limitation the Event Terms and Conditions. You shall procure the full compliance of your Guests with the Customer Agreement including without limitation the Event Terms and Conditions.
- 7.3 You shall (and shall procure that your Guests shall) at all times comply with all directions and instructions of the competent authorities at all of the Venues at which they attend an Event (including, without limitation, the police).
- 7.4 Any breach of the Customer Agreement (including, for the avoidance of doubt and without limitation, the prohibitions on resale, transfer and commercial use) may result in the cancellation of the relevant Hospitality Package(s) purchased by you.
- 7.5 Without prejudice to the foregoing, you agree to use your best endeavours to ensure that your Guests comply with all rules and safety regulations established at each Venue and Hospitality Area and acknowledge that if you and/or your Guests are disruptive to the Event or the enjoyment, comfort or safety of other spectators (whether because under the influence of alcohol, narcotics or otherwise) you and/or your Guests (as applicable) may be refused admission or removed by the Rights Holder and/or Venue Operator.
- 7.6 If you or any of your Guests fails to comply with clauses 7.2, 7.3 or 7.4 or if the Rights Holder and/or Venue Operator removes you or your Guests pursuant to clause 7.5, you and/or your Guests (as applicable) shall have no right to a refund from STH and STH shall not have any liability whatsoever to you or your Guests.
- 7.7 You and your Guests shall at all times comply with all applicable laws in relation to the use of the Hospitality Package(s) including, without limitation, the Bribery Act 2010.

8. Ambush Marketing

- 8.1 You and your Guests are forbidden from using, possessing, selling or distributing any Prohibited Materials in the Venue and/or Hospitality Area. If you and/or any of your Guests is found with any such Prohibited Materials, the Rights Holder and/or Venue Operator may remove such items and/or remove you and/or your Guest (as applicable) from the Venue and/or Hospitality Area and/or refer you and/or your Guest (as applicable) to local authorities for investigation. If you and/or your Guest is removed in such circumstances, then you (including the relevant Guest) shall not be entitled to any refund and neither STH or the Rights Holder shall have any liability to you and/or your Guest as a result.
- 8.2 Without prejudice to clause 8.1, you and your Guests are strictly prohibited from possessing, selling or distributing any kind of promotional or commercial items in the Venue or Hospitality Area (including, without limitation, drinks, food, souvenirs, clothes and flyers). The Rights Holder and/or Venue Operator may remove such items and/or remove you or your Guest (as applicable) from the Venue or Hospitality Area. If you or your Guest is removed in such circumstances, then you (including the relevant Guest) shall not be entitled to any refund and neither STH or the Rights Holder shall have any liability whatsoever to you or your Guest as a result.

9. Hospitality Package Restrictions

- 9.1 You represent and warrant that you are purchasing the Hospitality Package(s) for use by you and your Guests only. You shall not be entitled to resell, exchange or make available to any other person the Hospitality Package(s) or any element of the Hospitality Package(s) (including, without limitation, the Tickets).
- 9.2 You acknowledge that any Event Documents or Tickets (and any access/parking passes) that are damaged, defaced or unreadable may not be accepted by the Venue Operator for admission to the Venue or Hospitality Area.
- 9.3 STH shall not replace or reimburse you in respect of any lost, stolen, damaged, destroyed or defaced Event Document or Tickets (and any access/parking passes), save where the same occurs as a result of the negligent act or omission of STH.

10. Delay, Postponement and Cancellation of the Event

- 10.1 The times, dates and places of the Event or any part thereof may be modified without notice to you as a result of inclement weather conditions, unforeseen circumstances (including, without limitation, Force Majeure, safety and security concerns or a decision from the Rights Holder, the Venue Operator or any other competent authority). STH has no control over the running of or timings of the Event or any part thereof.
- 10.2 If the Event or any part thereof is cancelled (including being held behind closed doors or at a reduced capacity), postponed or relocated for any of the reasons referred to in clause 10.1, the Event Terms and Conditions shall apply. If a refund of the Hospitality Package is permitted in accordance with the Event Terms and Conditions, STH shall provide the refund directly to you as the purchaser of the Hospitality Package from STH; provided however, that STH shall not be required to refund any booking or operational expenses or other costs expended by STH prior to the date of cancellation (including, but not limited to, any postage and/or packaging).
- 10.3 Where a refund is sought, you must bring this to the attention of STH as soon as reasonably possible upon becoming aware of the cancellation, postponement or relocation.
- 10.4 You are advised to take out insurance to cover the risk and costs associated with a delay, interruption, rescheduling or postponed or cancelled Event.

11. Cancellation by you

Any cancellation of a Hospitality Package purchase must be given by notice in writing to STH within 24 hours of STH issuing the Confirmation, in which case STH will refund any monies paid by you in full. You will have no right to cancel the Hospitality Package or receive a refund more than 24 hours after STH has issued the Confirmation.

12. Liability

- 12.1 Save as expressly provided in these Terms, and except where the Hospitality Package(s) is sold to you in your capacity as a consumer (within the meaning of the Consumer Rights Act 2015), all warranties, conditions or other terms implied by statute, common law or otherwise are excluded to the fullest extent permitted by law.
- 12.2 Where you purchase Hospitality Package(s) in your capacity as a consumer, your statutory rights shall not be affected by these Terms.
- 12.3 Other than the specific remedies available to you referred to above, STH shall not be liable to you (or any of your Guests) by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the terms of the Customer Agreement, for any consequential loss or damage, any loss of profit (whether direct or indirect) or business or loss of future business or loss of enjoyment or otherwise, costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of STH, its employees or agents or otherwise) which arise out of or in connection with the supply of Hospitality Package(s) (including Tickets) or their use.
- 12.4 Subject to clause 12.8, STH's total liability to you and your Guests whether for negligence, breach of contract, misrepresentation or otherwise shall in no circumstance exceed the Package Fee paid in respect of the affected Hospitality Package(s).
- 12.5 You shall be responsible for all damage caused by you, your Guests and any other persons under your control.
- 12.6 You shall indemnify and hold STH harmless from and against all claims, costs, losses, damages, expenses, demands and liabilities suffered or incurred by STH as a result of a breach by you (or your Guests) of the Customer Agreement or in connection with, resulting from, or arising out of any and all acts or omissions of you (or your Guests).

- 12.7 You agree that the personal arrangements of you and your Guests in connection with the Hospitality Package(s) (including, without limitation, travel and accommodation) are entered into by you and your Guests at your own risk and that neither STH nor the Rights Holder shall be liable for any costs, losses, loss of enjoyment or wasted expenditure (including, without limitation, any indirect and/or consequential loss or damage) suffered by you or your Guests.
- 12.8 Nothing in this Customer Agreement is intended and nor shall it be construed as an attempt by any party to exclude or limit its liability for death or personal injury caused by its negligence, for its fraud or fraudulent misrepresentation or for any matter for which it is not permitted by law to exclude or limit, or to attempt to exclude or limit, its liability.

13. Termination Events

- 13.1 You shall only be entitled to terminate the Customer Agreement in accordance with clauses 10.2, 11 and 13.3 of these Terms. Except for these cases, you may not withdraw an offer of, cancel or terminate the Customer Agreement in any case.
- 13.2 Without prejudice to any other rights STH may have, STH may terminate the Customer Agreement with immediate effect if:
- (a) you fail to make payment in accordance with clause 3; or
 - (b) in STH's reasonable opinion, you or any of your Guests is, or is likely to be, in breach of clauses 5, 8.1, 8.2 or 9.1.
- 13.3 Either party may terminate a Customer Agreement with immediate effect if:
- (a) the other party is in material breach of any term of these Terms and such breach is not capable of remedy;
 - (b) the other party is in material breach of any term of these Terms and (where capable of remedy) such breach is not remedied within thirty (30) days of notice to do so; or
 - (c) the other party becomes subject to an Insolvency Event.
- 13.4 If notice of termination is given by STH to you pursuant to clause 13.2 or 13.3, STH may, in addition to terminating the Customer Agreement:
- (a) require that you immediately pay any money due to STH;
 - (b) cancel all your orders confirmed by STH pursuant to clause 2 prior to the date of termination;
 - (c) be regarded as discharged from any further obligations under the Customer Agreement; and
 - (d) pursue any additional or alternative remedies provided by law, except as otherwise provided in the Customer Agreement.
- 13.5 Termination of the Customer Agreement shall not affect the rights or liabilities of either party accrued prior to termination or any terms intended expressly or by implication to survive termination.

14. Notices

- 14.1 Any communication to be given in connection with these Terms shall be in writing in English and shall either be delivered by hand or sent by first class post or email to the address of the relevant party. The parties shall notify each other of such details at the time of your booking. In the case of a change in your contact details, you shall promptly notify STH of the changed details. In the case of a change in STH's contact details, these shall be posted on its website.
- 14.2 A communication sent according to clause 14.1 shall be deemed to have been received:
- (a) if delivered by hand, at the time of delivery;
 - (b) if sent by first class post or courier, on the second day after posting; or
 - (c) if sent by email, at the time of completion of transmission by the sender.
- 14.3 If, under the preceding provisions of clause 14.2, a communication would otherwise be deemed to have been received outside normal business hours in the place of receipt, being 9.30 am to 5.30 pm on a day other than a Saturday, Sunday or public holiday in the United Kingdom (Business Day), it shall be deemed to have been received at 9.30 am on the next Business Day.

15. Entire agreement, no waiver, and amendments

- 15.1 The Customer Agreement constitutes the whole agreement and understanding between the parties with respect to the subject matter of the Customer Agreement and supersedes all prior agreements, negotiations and discussions between the parties relating to the subject matter of the Customer Agreement. you acknowledge that you have not entered into the Customer Agreement in reliance on any statement or representation, whether or not made by STH, except in so far as the representation has been incorporated into the Customer Agreement.

15.2 No amendment to the Customer Agreement shall be effective unless made in writing and signed by the parties or their duly authorised representatives.

16. Severance

If any provision of the Customer Agreement is declared invalid or unenforceable by any court or authority of competent jurisdiction:

- (a) all other provisions of the Customer Agreement shall remain in full force and effect and shall not in any way be impaired; and
- (b) the parties shall meet and agree to a replacement provision which is as close as is legally permissible to the provision found invalid, or unenforceable.

17. Force Majeure

17.1 STH shall not be liable to you or any Guest for its inability to perform any obligations under the Customer Agreement caused by a Force Majeure Event.

17.2 If the relevant Force Majeure Event continues for a period of thirty (30) days or longer, STH may terminate the Customer Agreement (provided that such Force Majeure Event is continuing at the date of termination), and you may claim a refund; provided however, that STH shall be allowed to deduct an amount equal to any booking or operational expenses or other costs expended by STH prior to the date of cancellation from the amount to be refunded hereunder.

17.3 Unless the Customer Agreement is terminated pursuant to clause 17.3, STH shall notify you promptly when performance of its obligations under the Customer Agreement resume.

18. Personal Data

18.1 STH is the data controller of the personal data which is collected about you (and your Guests) in connection with the administration of any Hospitality Package purchased from STH.

18.2 The personal data which STH collects includes your (and your Guest's) name and any other details you provide (or is provided on your behalf), such as contact details and any dietary requirements or mobility restrictions.

18.3 STH will use your (and your Guest's) personal data for the purposes of facilitating the booking of Hospitality Packages in accordance with these Terms and may share such data with the Rights Holder in connection with the organisation and delivery of the Hospitality Package.

18.4 Where personal data is shared with the Rights Holder such personal data will be processed in accordance with the Rights Holder's privacy policy (which is available on the Right Holder's website or on request).

18.5 Provided you have specifically granted consent in the Booking Form, your personal data can be used in order to provide you with marketing materials from STH and/or the Rights Holder (as applicable).

18.6 Where any requests are made to STH in relation to any mobility or dietary requirements you (and your Guests) may have, such requests will be deemed as your (and/or your Guest's) consent for STH to process information relating to your (and/or your Guest's) mobility or dietary needs to enable STH to attempt to facilitate such requests.

18.7 For more information regarding the handling of personal information in relation to the purchase of Hospitality Packages, please consult the STH Privacy Policy at: [Privacy & Cookies | STH Group \(sportstravelhospitality.com\)](https://www.sportstravelhospitality.com/privacy-cookies). You and your Guests agree that personal information collected from you and your Guests in relation to the purchase of Hospitality Packages will be treated in accordance with the provisions of the STH Privacy Policy.

18.8 If you have any questions about how STH collects and processes personal data, or about the STH Privacy Policy, please contact DataProtection.UKandIE@sodexo.com. For details of your rights regarding your personal data including the right to lodge a complaint with a supervisory authority, please refer to the STH Privacy Policy.

19. Rights of Third Parties

Any person (other than the Rights Holder, the Venue Operator or any authorised person) not party to these Terms shall have no rights under the Contracts (Rights of Third Parties) Act 1999.

20. Age Policy

Children under the age of 16 are not permitted into the Hospitality Areas unless accompanied by a responsible adult over the age of 18 who holds a valid hospitality pass.

21. Conflict

If there is any conflict or ambiguity between the terms of the documents listed:

- (a) these Terms;
- (b) the Event Terms and Conditions;
- (c) the Booking Form; and
- (d) the Invoice,

a term contained in a document higher in the list shall have priority over one contained in a document lower in the list.

22. Governing law and jurisdiction

The Customer Agreement shall be governed by and interpreted in accordance with the laws of England and Wales. The parties hereby submit to the non-exclusive jurisdiction of the English courts.

APPENDIX ONE – DEFINITIONS

In these Terms, the words and expressions set out below shall, unless the context otherwise requires, have the following meanings:

Booking Form means the standard form sent by STH to you in relation to Hospitality Package(s) as part of the ordering process;

Consumer means a private individual defined as a 'consumer' in accordance with the relevant UK consumer protection legislation;

Event means the event listed on the Booking Form;

Event Documents means some or all of the following as provided by STH and the Rights Holder as part of the Hospitality Package(s): (a) presentation wallet; (b) itinerary; (c) Venue location map; (d) hospitality pass for access to the relevant Hospitality Area; and (e) car park pass (where applicable);

Event Terms and Conditions means the Ticket Terms and Conditions and/or the Terms and Conditions for Hospitality Services at the Event (as applicable), available at the Rights Holder's website;

Force Majeure Event means any event or circumstances beyond the reasonable control of STH (including, but not limited to, industrial or civil disputes, war, governmental action, decision by the Rights Holder or Venue Operator, riot, fire, flood, drought, other natural disaster or act of God, riot, crowd disorder, civil commotion, military operations, explosion, structural damage, terrorism (including the threat of terrorism) and epidemics, legislation, regulation, ruling or omission, shortage of power supplies, strike, lock-out, boycotts or other industrial action, etc.);

Guest means any guest utilising a Hospitality Package purchased by you;

Hospitality Area means all areas for which Hospitality Packages are provided, including (without limitation):

- (a) in respect of those Hospitality Packages where the hospitality element of the package is located within the Venue, that area containing a defined number of seats and the function space used in connection with those seats; and
- (b) in respect of those Hospitality Packages where the hospitality element of the package is located outside the Venue (for example, in temporary structures or existing facilities such as (without limitation) sports halls, restaurants, hotels or reception areas), those areas to which access is limited and controlled for the benefit of customers that have purchased Hospitality Packages for the Event;

Hospitality Package means a hospitality package provided by the Rights Holder which is sold by STH to you;

Insolvency Event occurs when:

- (a) a party becomes insolvent or is unable to pay its debts as they fall due;
- (b) an order is made or resolution passed or purported to be passed for liquidation of a party, or a liquidator, a receiver, statutory manager, or similar official, is otherwise appointed to that party;
- (c) a party suspends or threatens to suspend payment of its debts
- (d) a party ceases to trade or carry on the whole or substantial part of its business;
- (e) any security is enforced against the whole or a material part of a party's assets or undertaking; or
- (f) any other insolvency event or proceeding analogous to any of the foregoing occurring in relation to a party in any foreign jurisdiction;

Invoice means any invoice rendered to you by STH in respect of Hospitality Packages purchased by you from STH;

Package Fee means the price of the relevant Hospitality Package as notified to STH or advertised by the Rights Holder, which is inclusive of taxes, but exclusive of duties and charges imposed or levied in connection with the supply of the Hospitality Packages (including, but not limited to, any postage and/or packaging) which shall be paid by you in addition to the Package Fee as detailed in the Invoice;

Prohibited Materials means:

- (a) banners or other signs bearing (in the opinion of STH, the Rights Holder or the Venue Operator) commercial, offensive or provocative messages;
- (b) promotional and commercial objects and materials of whatever nature (including, but not limited to, documents, leaflets, badges, signs, symbols and banners, uniforms and clothing);

- (c) any promotional or commercial items of whatever nature that incorporate the logos, branding, get-up of or slogans associated with you or any of your Guests; and
- (d) any other objects or materials identified as such by the Venue Operator that may affect the reputation of STH, the Rights Holder, the Event or the Event's official sponsors;

Rights Holder means the provider of the Hospitality Packages and the Event as specified on the Booking Form;

STH means Sports Travel and Hospitality Limited, a company registered in England and Wales under company number 07322743 of 1 Southampton Row, London, WC1B 5HA, United Kingdom;

Tickets means tickets for the Event;

you, your means the end-customer that purchases (or otherwise obtains) Hospitality Package(s) from STH;

Venues means the location at which the Event is taking place; and

Venue Operator means:

- (a) the owner and/or operator of a Venue or Hospitality Area and their personnel;
- (b) stewards or other officials at a Venue or Hospitality Area; and
- (c) police officers or other law enforcement or security officials at a Venue or Hospitality Area.

APPENDIX TWO – EVENT TERMS AND CONDITIONS

[Terms and Conditions | Twickenham Stadium](#)