

## Hospitality FAQ's

### **Q. What should I wear?**

A. The dress code for our hospitality facilities is smart casual. This means that smart jeans and trainers are allowed however this does not include shorts or sportswear.

### **Q. Where can I park?**

A. We do have limited parking available at the ground. Passes for these car parks will be provided within your ticket packs at a ratio of 1:4 guests. The pass or passes provided will state which car park you have been allocated and the location of these car parks can be found on the map of the ground, again provided within your ticket pack. Alternatively, there is on street car parking available within the houses opposite the Carnegie Pavilion on streets such as Headingley Mount, Escourt Avenue, Derwentwater Grove. Those parking on street are advised to be vigilant for restricted permit holder areas and the traffic management systems put in place by the club.

### **Q. Which entrance should I use?**

A. There are two entrances recommended for our hospitality facilities. If your facility is located within the Carnegie Pavilion you can use the main reception entrance on Kirkstall Lane. However if you are parking in one of our car parks, you may wish to use the Corporate Gate located on St Michael's Lane, here you can access both the Carnegie and Headingley Pavilions.

### **Q. What if it rains?**

A. In the event of rain during one of our fixtures the hospitality you have purchased will go ahead as normal. The timings are subject to change in the event of early lunch or tea and the bars will close half an hour after the call of stumps. You may be entitled to a refund for the ticket element of your purchase, however this is dependent on the terms and conditions which can be found on the back of your ticket.

### **Q. Is there disabled parking available?**

A. Unfortunately we do not have a disabled parking allocation for our hospitality guests. However, there is a shuttle bus which runs regularly from the car parks to the main entrances of the ground. In addition, there are drop off points located on Kirkstall Lane and St Michael's Lane to serve both main entrances.

### **Q. I have a special dietary requirement can you cater for this?**

A. Providing you have made us aware of your requirements before you attend the fixture, our caterers will always try their best to adapt menus and provide an alternative option for you to enjoy. In addition to this, all of the meat served in our facilities is Halal. Should you wish to discuss your requirements further please do not hesitate to get in touch with either Sarah Thorpe – [Sarah.Thorpe@yorkshireccc.com](mailto:Sarah.Thorpe@yorkshireccc.com) or Sophie Hayward – [Sophie.Hayward@yorkshireccc.com](mailto:Sophie.Hayward@yorkshireccc.com).

### **Q. My tickets haven't arrived what should I do?**

A. Sometimes tickets go missing in the post and fail to reach our customers, this is something that is unfortunately out of our control but we will always do our utmost to rectify the situation. If you are worried that your tickets are missing please get in touch with us as soon as possible. We will then be able to reissue your tickets and get them sent out to you again, alternatively, you can opt to collect your tickets from the ticket office on St Michael's Lane.

**Q. Is there a minimum booking size?**

A. If you are looking to book a package in either the Headingley or Carnegie Pavilion there is no minimum booking size, we can cater for anything from an individual booking up to private facility bookings for groups of 20 plus guests. However, for our east stand boxes, we have a minimum booking of 12 guests.

**Q. Do I need to be a corporate guest to book hospitality?**

A. No, we welcome everyone into our hospitality facilities at Headingley. Perhaps you are celebrating a birthday or just fancy treating yourself to something different for the day, we want everyone to be able to enjoy themselves. If you are purchasing a hospitality package as a gift or would like to use one of our rooms for a private birthday party please get in touch with us and we will do our best to provide a gift certificate and room for you.