

IMPORTANT COVID-19 INFORMATION AND ADDITIONAL TERMS AND CONDITIONS



1. The Event

The ICC Men's T20 World Cup 2021 will be staged in the UAE and Oman due to the ongoing COVID-19 situation in India. The Board of Control for Cricket in India (BCCI) will remain the hosts of the event, which will now be held in Dubai International Stadium, the Sheikh Zayed Stadium in Abu Dhabi, the Sharjah Stadium, and the Oman Cricket Academy Ground, from 17 October to 14 November 2021.

2. COVID-19 Information

COVID-19 presents challenges so it is important that all clients read and understand this information. Global Sports Travel and Tours Pty Ltd (GSTT) will continue to update clients with pertinent information as the ICC Men's T20 World Cup 2021 tournament matches approach.

During your attendance at any of the ICC Men's T20 World Cup 2021 match, you must comply with any direction given by International Cricket Council (ICC) and/or GSTT on behalf of International Cricket Council (ICC), the venues, including social distancing requirements, and any direction or guidance given by the local and/or the Federal Government in relation to the current COVID-19 outbreak.

You acknowledge, even with rigorous capacity and control measures in place at matches, there remains an unquantifiable risk of transmission of viral illness, including COVID-19, at ICC Men's T20 World Cup 2021 matches. You have considered that risk and your own personal circumstances, including:

- Where there is greater capacity density;
- Any health condition or vulnerability that you may have or that of persons whom you will be in close contact with may have following your attendance at any of the matches attended by you;
- For a small number of people, COVID-19 has very serious health consequences;
- By attending any ICC Men's T20 World Cup 2021 Match(es), you, and any persons who attend with you, acknowledge and accept these risks.

3. Change of Schedule

You acknowledge and accepts that ICC Business Corporation FZ LLC (IBC) may change the scheduled dates of the Tournament (or any individual Matches) at any time in its absolute discretion. Further, you acknowledge and accept that IBC reserves the right, at any time during the Term, to alter or amend the format and/or name of the Tournament and to vary the Host, country, city, date, time and/or venue of the Tournament or any Matches, in each case at IBC's sole discretion. GSTT shall notify you in writing of any such change, alteration, amendment or variation as soon as is reasonably practicable thereafter after receiving a formal advice.

In the event of postponement or relocation, neither GSTT, STH or IBC shall be liable to you for any additional cost. GSTT at its own discretion may arrange tickets for you to attend the affected Matches on either the rearranged date and/or at the rearranged location, however, GSTT will charge an additional fee to provide additional travel services such as accommodation, transfers etc (if requested by client).

In the event:

- the Tournament is cancelled as a whole (including being "held behind closed doors" with no fans in attendance); or
- a match of the Tournament is cancelled due to any reasons;
- a match of the Tournament is cancelled due to the early conclusion of the Tournament; or
- the play on a match is curtailed due to inclement weather/any other reason,

then any refund of the Ticket will be processed by Global Sports Travel in accordance with the ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions. The ICC Men's T20 World Cup 2021 match ticket packages are sold subject to Global Sports Travel and Tours Booking Conditions and ICC T20 World Cup 2021 Ticket Terms and Conditions.

Except as otherwise set out below or in the ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions, Global Sports Travel and Tours Pty Ltd (GSTT) will provide clients with a refund for all packages as outlined below in a circumstance where that clients' booking is affected by COVID-19 in any of the following ways:

i. Where the ICC Men's T20 World Cup 2021 match is cancelled due to COVID-19:

- Your tickets refund will be processed in accordance to the ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions i.e you will be refunded the face value of the tickets included in your package.
- You will have an option of cancelling your accommodation (and or any other travel related services), booked with the package. In case you decide to cancel

your accommodation (and or any other travel related services), you will be refunded 80% of the total refund that GSTT receives from the hotel/supplier of any such travel related services.

ii. Where the ICC Men's T20 World Cup 2021 match you have booked is postponed, and you are unable to attend the match on the revised match dates:

- **Option 1:** You will have an option to retain your tickets that you have booked as part of the package and cancel your accommodation. In case you decide to opt to cancel your accommodation (and or any other travel related services), you will be refunded 80% of the total refund that GSTT receives from the hotel/supplier of any such travel related services.

- **Option 2:** If you decide to cancel your package all together, your tickets refund will be processed in accordance to the ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions i.e your tickets refund will be processed in accordance to ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions. For cancellation of accommodation (and or any other travel related services), you will receive 80% of the refund that GSTT receives from the hotel/supplier of any such travel related services.

iii. Where the stadium capacity at the ICC Men's T20 World Cup 2021 match is adjusted by ICC and/or Government social distancing restrictions, and as a result of this adjustment to stadium capacity, you are not permitted to attend:

- Your tickets refund will be processed in accordance to the ICC MEN'S T20 WORLD CUP 2021 Tickets Terms and Conditions i.e you will be refunded the face value of the tickets included in your package.
- For cancellation of your accommodation (and or any other travel related services), you will be refunded 80% of the refund that GSTT receives from the hotel hotel/supplier of any such travel related services.

iv. Where State, Territory and/or international border closures render it not possible for you to attend the ICC Men's T20 World Cup 2021 which you have booked, without quarantining;

- We encourage you to check Quarantine guidelines for travellers to the UAE by [Clicking Here](#) prior to booking. In case you are unable to travel due to sudden border closures and decide to cancel your package, you will receive 80% of the refund that GSTT receives from the hotel/supplier of any such travel related services booked with tickets. All such requests need to be made by 10th Oct 2021 5 PM Brisbane time. For clarity, no ticket costs are refunded in this case.

v. Cancellation due to any other reasons not covered above:

- Sale of all tickets inclusive packages is final. No refunds are offered because of change of mind or any other reasons not included above.

4. Patron Names and Contact Details

For contact tracing purposes, at the time of booking with GSTT, a unique mobile number and email address is required to be supplied for each person within your booking i.e. the mobile number and email address must be different for each person within the booking. Please be prepared with this information before proceeding with a booking, you will not be able to complete your booking without providing this information.

You acknowledge and agree that all personal details will be collected, used and disclosed in accordance with Global Sports Travel and Tours Privacy Policy, STH Group Privacy Policy and International Cricket Council (ICC) Privacy Policy.

5. Important Information referred in this document

[ICC Men's T20 World Cup 2021 Ticket Terms and Conditions.](#)
[Notice from ICC Travel and Tours for changing naming convention of tickets.](#)
[ICC Men's T20 World Cup 2021 Tickets Face Values i.e the ticket value.](#)
[Global Sports Travel and Tours Terms and Conditions.](#)
[Global Sports Travel and Tours Privacy Statement.](#)

6. Your Undertaking

You undertake to procure and take out adequate health, travel, accident and cancellation insurance and acknowledge and agree, that under no circumstances shall GSTT, STH, ICC, IBC, Tournament or BCCI be held liable for any loss or damage suffered by you from the cancellation (including if the Tournament is held "behind closed doors" with no fans in attendance) or postponement of the Tournament or any part of it.