



Sussex Cricket Limited

The 1st Central County Ground
Eaton Road, Hove, East Sussex, BN3 3AN
Tel: 01273 827100
Fax: 01273 771549
www.sussexcricket.co.uk

2021 Membership FAQs

Our 2021 packages are available to purchase to both new members and those looking to renew their membership following donating your subscriptions in 2020.

Here are a few frequently asked questions to help you navigate through membership purchase with Sussex Cricket.

When can I renew/purchase my membership?

Membership for the 2021 season is available to renew/purchase now.

What is the difference between a renewal and purchase?

Members who donated their subscriptions in 2020 to support the Club can renew their membership at the same price as 2020, irrespective of payment type.

New members, and supporters who requested a refund for their membership in 2020, can purchase a new membership. Membership prices have increased slightly for the 2021 season but those wishing to pay via Direct Debit can reduce the cost and therefore benefit from a price freeze for the fifth consecutive season.

How do I renew my membership?

Your membership can be renewed online via the Sussex Cricket website. To renew your Membership, simply login to your online account [here](#). Your membership renewal will be waiting in your notifications once logged in.

You can also contact our Membership and Ticketing Team on 01273 827100 between the hours of 9am to 5pm, Monday to Thursday.

I do not have a membership to renew, how do I purchase a membership?

Membership can be purchased online via the Sussex Cricket website. To purchase your Membership simply visit our online ticket and membership box office by [clicking here](#).

I have previously held a membership or purchased a ticket but have not used my online membership and ticketing account before, can I still renew/purchase online?

Yes, if you have not registered or used your online account previously you just need your membership ID number (8 digits long which starts with either 100XXXXX or 110XXXXX) and surname to activate your account. Once you have located these details, which can be found on the back of your previous membership card or ticket purchase confirmation email, [click here](#) and follow the on screen steps.

Sussex Cricket Limited

Registered in England and Wales: Company Number: 30143R
Registered Office: c/o The 1st Central County Ground, Eaton Road, Hove, East Sussex, BN3 3AN





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Once logged in, if you donated your membership subscriptions in 2020 you will have a notification on your account – this is your renewal. Simply follow the prompts and add your membership to your basket and check out.

If you are looking to purchase a new membership, simply navigate to the membership section, select the membership type desired and follow the on-screen steps to complete your purchase.

I have not held a membership or purchased a ticket from Sussex Cricket previously, can I still purchase my membership online?

Yes, if you have not purchased a membership or ticket from Sussex Cricket previously you are able to set up an account by [clicking here](#).

Before renewing can I make changes to my Membership level?

Changes to your membership level cannot be completed online, please contact our Membership and Ticketing Team on 01273 827100 or email membership@sussexcricket.co.uk.

Can I renew/purchase a Blast Pass?

Unfortunately, not currently. As it stands, we have taken the decision not to offer Blast Pass renewals or purchases.

Continued uncertainty regarding attendance capacities at sporting events, along with the ever-changing landscape, makes it impossible at this stage to sell Blast Passes for this summer's Vitality Blast. This decision will be reviewed as soon as more clarity on the situation emerges.

We understand the decision to not release Blast Passes at the same time as Membership may be disappointing to supporters, however, please rest assured, any updates will be communicated as early as possible through the usual club channels. Everyone at the Club is extremely grateful for your loyal support and patience.

I held / donated my Gold Seat which is attached to my membership how do I renew my specific seat?

Due to the ongoing COVID-19 pandemic and continued changes in the sporting landscape, the Club have taken the decision not to retail Gold Seats in 2021.

When welcoming crowds to Hove it is likely that we will have to ask our supporters to adhere to government social distancing guidelines. This will mean we are unable to guarantee the use of specific Gold Seats. We will keep records of all active Gold Seats from 2020 and when we return to 'normal' you will be able to renew your seat again.

I renew my membership via Direct Debit, what do I need to do?

Nothing, we will be contacting all our Direct Debit members separately. You will not be able to see your membership online when logged into your online account. The payment will be taken on or around 29th January 2021.

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I would like to renew my membership via Direct Debit, how do I apply?

You can apply online. Once you log in to your online account and pick up your membership renewal from your notifications, simply add your membership to your basket and checkout. You will then have the option to pay via card or set up a direct debit. Alternatively, please contact the Membership and Ticketing Team who will be able to renew your membership and set up your direct debit over the phone.

I would like to purchase my membership via Direct Debit, how do I apply?

You can apply online. Once you log in to your online account and navigated to the membership page, locate the membership level desired and select Direct Debit option. Once the desired membership is in your basket, checkout and follow the on-screen prompts. Alternatively, please contact the Membership and Ticketing Team who will be able to renew your membership and set up your direct debit over the phone.

When will my Direct Debit be taken?

Membership Direct Debits payments will be taken in full in January, February or March depending on when you purchase/renew your membership.

If members are unable to attend due to matches being played behind closed doors will I be entitled to a refund?

Yes. In 2021 we have introduced our COVID-19 Commitment which ensures that should a match be played behind closed doors due to COVID-19 restrictions, and you hold an eligible membership, you will be entitled to a partial refund. Membership refunds will be calculated and communicated following the conclusion of the 2021 season.

What memberships are eligible for the COVID-19 Commitment?

Sussex, SO Legal Executive, Youth and Junior membership are eligible for our COVID-19 Commitment. Martlet membership is not eligible.

Does membership include attendance to out grounds?

Our Life, Sussex, Martlet (gate fees payable), SO Legal Executive, Youth and Junior memberships all include entry to the home group matches of the LV= Insurance County Championship and Royal London Cup matches that might be played at our out grounds.

When can I expect the 2021 fixtures to be released?

The group stages of the LV= Insurance County Championship have been announced, information can be found [here](#). Information on Royal London Cup and Vitality Blast fixtures will be released in due course, any updates will be communicated through the usual club channels including the Latest News section of our website.

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When will individual matches be on sale?

Tickets for single matches will be released in due course. Any updates will be communicated through the usual club channels including the Latest News section of our website.

Will The Hundred matches be included in my membership?

Unfortunately, The Hundred matches will not be held at The 1st Central County Ground, Hove in 2021.

Can I visit the Membership and Ticketing Team in person to discuss my membership?

Unfortunately not. Our Club Shop and Membership Office is closed to the general public in line with government advice. Membership enquiries can be discussed over the phone 01273 827100 or via email membership@sussexcricket.co.uk.

I require further assistance / have a question that is not answered above?

Our Membership and Ticketing Team will be happy to help over the phone on 01273 827100 or via email membership@sussexcricket.co.uk. Please be mindful we are still having to operate with reduced staffing levels and therefore your enquiry may take slightly longer than usual to be dealt with.

When are the Membership and Ticketing Team available?

The team are available between the hours of 9am to 5pm, Monday to Thursday. However, please be mindful we are still having to operate with reduced staffing levels and therefore your enquiry may take slightly longer than usual to be dealt with.

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