

COVID-19 Customer Update

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In the wake of the news surrounding COVID-19 and its spread across the globe, the health and safety of our customers, partners, and employees is our top priority. With the postponement and cancellation of many of the world's sporting events, this will raise many questions for our customers. Please read the below statement, we hope this will answer any questions you may have.

Keeping our employees safe

The office of Sportsworld Group is currently closed from 1st May – 1st June 2020, after this date, a small number of our team will be remote working from their homes and monitoring the Customer Service Inbox - Monday to Thursday 09:00 to 15:00.

We kindly ask that between 1st May – 1st June, if you have any questions relating to a booking that you email customerservice@sportsworld.co.uk with your booking reference and query. We will respond to your email on return to work from 1st June and kindly ask that you remain patient during this time.

Please direct all enquires via email: customerservice@sportsworld.co.uk

If you have a booking and your event has been cancelled

As of 1st May 2020, all customers have been contacted regarding their booking and their options relating to their booking.

If you have a booking with Sportsworld and your booking is cancelled due COVID-19, then we will be working with the event suppliers to recover as much of your money as possible, which will then be refunded to you as quickly as possible. As you can appreciate the current situation is unprecedented, and as such timescales are difficult to define. Please refer to our terms and conditions for full information:

<https://www.sportsworld.co.uk/booking-terms-conditions/>

Below is an extract from our standard terms and conditions which cover the event of a pandemic:

5.5 In the event that Sportsworld is obliged to cancel your booking due to reasons of force majeure, Sportsworld shall offer you a refund of the monies received by it in respect of the booking except where Sportsworld has made irrevocable payments to suppliers in which case such amounts will be deducted from any refund due to you.

5.6. Circumstances amounting to 'force majeure' include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fire, epidemics, health risks and pandemics, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, hurricanes and other actual or potential adverse weather conditions, postponement or cancellation of the event relating to the booking and any other similar events.

Booking status update – based on each core events between April – July 2020

As a business we are in constant communication with all sports governing bodies, rights holders and teams. Due to COVID-19 the sports event landscape is changing each day, and there is uncertainty around the timescales of when sporting events will resume normality. In most cases events are being postponed and not cancelled. Below covers most of the major events which our customers have booked. Please be aware whilst writing this, the information could already be outdated. So please use this as guidance and not fact.

The Championships, Wimbledon 2020

STATUS – CANCELLED - The All England Club (AELTC) and the Committee of Management of The Championships have confirmed that the 134th Championships, due to be staged in 2020, will be cancelled due to the coronavirus pandemic and instead staged from 28 June to 11 July 2021.

Wimbledon is cancelled, and you wish to **cancel** your booking -

Option 1 - If Sportsworld receive a 100% refund of all clients' monies from AELTC, then we will only deduct only irrecoverable losses and then return the remaining funds to our client. In this case we expect to return up to 80-100% of the total value.

Wimbledon is moved or cancelled, and you wish to **move** your booking -

Option 2 - Clients who are happy to move their booking to Wimbledon 2021, will be moved to same quantity, facility on the corresponding day in 2021 at no additional cost. Prices will be fixed the same as 2020 and 100% of clients' monies will guaranteed against the future booking.

Sportsworld's customer service team will be contacting all our customers directly over the coming weeks however, in the meantime please contact customerservice@sportsworld.co.uk.

UEFA EURO2020

STATUS – POSTPONED - UEFA have agreed with all national football associations that the European Football Championships will be postponed by one year. The event will now take place between; 11th June to 11th July 2021.

As a business we are currently working hard with all our suppliers trying to seek either refunds or credit against next year's event. It is our intention to refund customers where possible or offer a credit voucher to attend the event next year.

Our standard terms and conditions apply for this event.

England International Football Matches

STATUS – CANCELLED – UEFA and FIFA have agreed with all national football associations that there will be no International Football matches played until further notice.

Fixtures against Denmark, Italy and Romania at home, and Austria away, have all be cancelled.

Our standard terms and conditions apply – Where an ATOL certificate has been issued you will be refunded within 14 days.

Matchroom Boxing UK Shows

STATUS – POSTPONED – Currently Matchroom are following government advice and events have been postponed, please refer directly to Matchroom's website and social media channels for further information.

The World Heavyweight Title Fight at Tottenham Hotspur Stadium originally scheduled for 20th June is cancelled and we are awaiting further updates in regard to a revised date and location, once again we request you refer directly to Matchroom's communication channels for further updates.

Our standard terms and conditions apply – Matchroom have announced they will give a 100% refund for all ticket purchases and the same if you have booked official tickets or hospitality via Sportsworld.

We ask that our customers have patience and understanding in this challenging time. As a business we always put our customers first and will do everything possible to look after your interests. Our priority is to trade and remain open for business through these uncertain and unprecedented times. By continuing as a business, will benefit you our customers.

For further questions please email: customerservice@sportsworld.co.uk

We wish you good health and safe passage through these difficult times,

Nathan Wilson

Nathan Wilson - Chief Executive