

Terms and Conditions of Use

1. All bookings must agree to our Terms of Use.
2. Bookings must only be made for the relevant box, by the relevant box holder.
3. All food and beverage bookings must be made through the booking system.
4. The system requires the booking to have the following details to be valid.
 - a. Fixture selection
 - b. Number of covers
 - c. Only one menu choice per box, except for dietary requirements
 - d. Contact on the day
 - e. Email address of the contact on the day
 - f. Telephone number of the contact on the day
 - g. Any dietary requirements where relevant
5. Cancellation costs are applicable if the following options are cancelled within a specific timeframe outlined below;
 - a. Food – Within 48 hours prior to the matchday
 - b. Beverage – Within 24 hours prior to the matchday
6. To ensure availability, the cut-off date for ordering food is 4 days prior to the matchday. Availability of your choice, or adjustments to an order cannot be guaranteed after this time. We will although endeavour to provide a suitable alternative.
7. Club merchandise will be delivered to relevant boxes on the day of any fixture and will be in the box prior to arrival.

8. Club merchandise cannot be purchased on the day of the fixture through the booking system.
9. If you need to alter any aspect of your order after the 4-day cut-off, please contact the Sales Team by emailing sales@northamptonsaints.co.uk
10. Invoiced food, beverage and merchandise will only be processed where there is pre-existing agreement, or where agreement is sought for new box holders.
11. The Club retains the right to remove the post-match invoicing facility. The relevant box holder(s) will be notified in advance.
12. Should the system not allow you to make any food, beverage, or merchandise orders, please speak to a member of the Sales Team who will be able to assist.
13. Under no circumstances should logins or passwords be used by other person(s) than the sole intended user.
14. To request a new login or to reset a password please speak to the Sales Team.
15. All cutlery, glassware and plates will be provided by the Club.
16. All menu's, drinks lists, and available merchandise are subject to change.