

THE PRIDE OF JOZI



DP WORLD

**WANDERERS
STADIUM**

PRIVATE SUITE HOLDERS HANDBOOK

STADIUM

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DP World Wanderers Stadium is aiming to enrich your experience and make the management of your suite as easy as possible. A suite liaison officer has been appointed to manage the suites at the stadium and to facilitate any queries or problems you may encounter during the season.

To achieve this we have provided this manual to inform you of our procedures relating to the use of the suite as well as providing information on services and facilities. Please familiarise yourself with the manual to ensure a hassle-free and enjoyable experience.

To all suite owners we say “Thank you for your support. We appreciate the investment you have made in a world-class stadium”.

TIMES OF PLAY*

| MATCH | GATES OPEN | MATCH STARTS | MATCH ENDS |
|--|------------|--------------|------------|
| One Day Domestic – day games | 9h00 | 10h00 | 17h30 |
| One Day Domestic – day/night games | 12h30 | 13h30 | 21h30 |
| One Day Internationals – day games | 8h00 | 10h00 | 17h45 |
| One Day Internationals – day/night games | 11h00 | 13h30 | 21h15 |
| T20 Internationals – day games | 12h30 | 14h30 | 17h40 |
| T20 Internationals – day/night games | 16h00 | 18h00 | 21h10 |
| Test Matches | 8h00 | 10h00 | 17h00 |

**Times subject to change*

Match starting times could vary from time to time, so please consult the local press or phone the stadium reception (011 340-1500). The stadium will be closed for security and cleaning purposes the day before the match starts, at the times stipulated under the heading “Stadium Closed”. Please ensure that your suite, barring liquor and catering deliveries, is clean and ready to receive your guests before the stadium is closed. The stadium will close one-and-a-half hours after the event.

STADIUM ACCESS

NON-MATCH DAYS

Suite Function / Meeting

Should you require access to the stadium for more than two people for a meeting or function in your suite, please e-mail the details through to our suite liaison who will make the necessary arrangements to ensure easy access. Access will be granted provided that it is not required within a day of an event, when the stadium is closed for security and cleaning purposes. Suite owners are responsible for their guests and are liable for any damage or breach of security in which their guests may be involved.

Vehicle Access / Egress

The stadium reserves the right to search all vehicles entering or leaving the stadium. Items may only be removed from the suite if accompanied by a Goods Removal slip. This is available from the stadium manager's office.

Hours of Occupancy

08:30 to 16:00 – thereafter the stadium will be secured and locked. If access to the suite is required after 16:00 then the suite liaison must be notified a day in advance so that the necessary security arrangements can be made. If access is granted, suites must be vacated before 22:00 so that the stadium can be secured and locked.

Stadium Closed

A day prior to an event; on all weekends and public holidays; after hours on weekdays, between 16:00 and 08:30 the following morning.

MATCH DAYS

Ticket Issue

Tickets are issued prior to each season for currently scheduled matches. Please refrain from posting tickets to your guests as lost or stolen tickets cannot be replaced. All patrons wishing to gain access, including children, must be in possession of a valid Suite Access ticket.

Parking

Suite owners in possession of a stadium parking ticket must please ensure that the correct bay is used. Vehicles parked illegally will be towed away at the owner's cost. Parking tickets must be displayed inside the vehicle on the right hand side of the dashboard or on the front windscreen. Access to outside parking areas is usually available one hour before the stadium gates open. Parking areas on the north of Corlett Drive (stadium side) can only be accessed by traveling down Corlett Drive, in an easterly direction. Similarly, parking areas situated south of Corlett Drive can be accessed by traveling up Corlett Drive in a westerly direction.

Special Events

Refer to special events section on page 8.

Hours of Occupancy

Access to suites will become available to patrons with valid tickets from the advertised gate opening time, up until an hour-and-a-half after the event. Following this, we request that all patrons vacate the premises to allow security and cleaning operations to proceed smoothly and the stadium to be locked.

EMERGENCY PROCEDURE

SICKNESS/INJURY

Medical assistance is readily available during all events. Personnel requiring medical attention must be taken to one of the Emergency Medical Centres situated in the Western, Centenary and Tarverners Pavilion. Please contact the Venue Operation Centre (VOC) on 011 340-1586 / 7 should any of your personnel or guests require emergency medical treatment.

EVACUATION

If advised to evacuate your suite by staff, PA or scoreboard announcements please exit at the nearest ramp, stairway or emergency exit. Please ensure that all patrons in your suite follow instructions in an orderly fashion, staff and security will be ready to assist.

In case of fire, advise the VOC immediately on 011 340 1586 / 7 of its exact location, type, cause and size and follow the above evacuation procedures. Please take care to not use any lifts, go upstairs or return for belongings. Remain calm and walk in an orderly fashion to the recommended assembly points. Listen to instructions from stadium personnel and security.

EMERGENCY CONTACT NUMBERS

Venue Operations Centre: 011 340 1558 / 7

GENERAL

STANDARD OF CONDUCT & GUIDELINES

The main priority of the stadium is to ensure that all patrons experience an enjoyable and memorable time whilst at the stadium. To ensure the comfort and safety of all patrons, the stadium and Lions Cricket request that suite owners and their guests maintain a standard of behaviour that precludes any disorderly, offensive or improper behaviour.

ADVERTISING / SIGNAGE

A small identification sign may be erected on the entrance door to the suite. Cost of manufacture, erection and maintenance of the advertising board is for the suite owner's account. If you require any signage for this or other areas around the ground, please contact the Lions Cricket.

LEASE AGREEMENT

Enquiries: contact suite liaison.

SPECIAL EVENTS

Tickets for any event outside the normal cricketing calendar (e.g. other sporting codes or concerts) are not included in the suite owner's package. Lions Cricket will endeavour to negotiate agreements with the promoters. However, suite owners would need to pay an additional fee to procure tickets for these events.

FUNCTION ROOMS

The stadium has a number of function rooms, which are available on non-match days for functions such as weddings, birthdays, cocktail parties, conferences, meetings, etc. The Balcony and The Long Room have excellent panoramic views of the field and pavilions.

THE LONG ROOM

This is the most prestigious suite at the stadium. Facilities include kitchen, bar area and padded seats on the balcony overlooking the field. The hiring price covers tables and chairs only. The room can accommodate 250 people for dinner (10-seater round tables). Dance floor price on request.

THE BALCONY

This room is situated on the golf course end of the ground. The facilities include kitchen, bar area and flip-up padded seats on the balcony overlooking the field. The room can accommodate 180 people for dinner (10-seater round tables). Dance floor price on request.

COMPLAINTS & SUGGESTIONS

Should you have any complaints or suggestions please forward these to the suite liaison who will gladly take action where possible or email lionscricket.co.za

SUITE CHECKLIST

SUITE MANAGER (HOST)

It is important that each suite appoint a manager / host for each event that the suite is in use. The function of the manager is to control and organise the general operation of the suite. The manager is responsible for ensuring that the suite is ready to receive guests, to attend to any problems that might arise and for the signing of any additional catering or liquor orders. It is also the manager's duty to ensure that patrons comply with the 'Conditions of Use'.

By appointing a suite manager to attend to the running of the suite, the company's top management is released to entertain their clients and guests in a relaxed manner.

PRE-MATCH CHECKLIST

We encourage you to go through a checklist before the match to avoid any issues:

- 1 Invite & issue tickets to guests.
- 2 Order liquor 72 hours before the match.
- 3 Place catering order from our list of accredited caterers 72 hours before the event.
- 4 Inspect lights, television, fridge and air-conditioner.
- 5 Check for any leaks or blockages.
- 6 Clean the suite.
- 7 Report any problems to the suite liaison.

LOCKING SUITE AFTER MATCH

- 1 Ensure that all liquor and valuables are locked away.
- 2 Remove or dispose of leftover food.
- 3 Leave refuse in a black bag in the passage outside your suite.
- 4 Store seat cushions or cover outside seats.
- 5 Ensure taps, air-conditioners and TVs are turned off.
- 6 Keep fridge and private ice machine turned on during the season.
- 7 Switch off lights.
- 8 Ensure that windows, doors and security gates are locked.

POST-MATCH CHECKLIST (Within 2 days after match)

- 1 Please ensure that all liquor and valuables (including seat cushions or covers) are locked away before you leave.
- 2 Please remove or throw away leftover food.
- 3 Leave refuse in black bags in the passage outside your suite.
- 4 Ensure that all taps and electrical appliances are turned off.
- 5 Turn off lights.
- 6 Ensure that all windows, doors and security gates are locked.
- 7 Air-conditioners must be switched off.

POST-SEASON CHECKLIST

If your suite will not be used during the off-season, which is approximately 6 months, ensure the following:

- 1 Suite is clean after last match.
- 2 Lock away clean glasses, crockery and cutlery.
- 3 Lock away all valuable items.
- 4 Ensure all breakages have been repaired or replaced.
- 5 Ensure TV, taps, air-conditioners, appliances etc. have been switched off.
- 6 Switch off lights.
- 7 Turn off ice machine and fridges during the off-season.
- 8 Remove all canned beverages from your fridge as they will expire during the \ 6-month period.

BILLING

The suite is the private property of the owner and maintenance and repair work on all fittings is therefore the owner's responsibility. The suite owner will be billed accordingly for any work commissioned by our appointed maintenance sub-contractors. Any faults with the supply of water and electricity services to your suite will be for the account of the Lions Cricket. The suite owner will be billed for any work required as a result of recklessness, neglect or breakages by your patrons within your suite or in the stadium. For any account queries please contact the Accounts Department.

STADIUM SECURITY

The stadium security company controls access to and egress from the stadium. Regular monitored patrols are also carried out to ensure security of the perimeter fence and buildings.

SUITE SECURITY

While the Lions Cricket endeavours to secure the perimeter of the stadium as best as it realistically can, it is the suite owner's responsibility to secure their suite. All valuable articles left within the suite should either be fixed permanently or stored in a lockable cupboard. Ensure that doors, gates and windows are locked when leaving your suite at the end of an event.

Please notify the stadium manager and the Bramley Police Station (Tel: 011 445-4100) should you detect that a forced entry has occurred in your suite.

INSURANCE

It is recommended that all suite owners insure their private possessions and fittings at the stadium against theft or damage. The stadium or Lions Cricket cannot be held liable for any private articles or fittings within privately leased facilities.

Suite owners should also investigate their liabilities in relation to death or injury occurring to patrons whilst in the suite. The stadium or Lions Cricket cannot be held responsible for any injuries caused to patrons by fittings and articles associated with the suite, or for the behaviour of patrons at the stadium.

Suite owners will be liable for any damages caused to the suite by patrons during the lease period.

SUITE KEYS / ACCESS CARDS

The stadium will supply each suite with 3 access cards for the season. Any persons requiring access for deliveries or to work in a suite must obtain an access card directly from the suite owner. The stadium or Lions Cricket personnel may not make cards available to contractors or for deliveries on match or non-match days due to the security risk.

SUITE FITTINGS

RENOVATIONS & UPGRADES

Proposals for renovations or upgrades of a permanent nature must be sent to the Stadium Manager who will submit them to the stadium committee for approval. If approval is granted, technical staff will advise you of any restrictions, particularly if structural, electrical, plumbing or TV systems are affected.

Construction workers may gain access to your suite from Monday to Friday between 08:30 and 16:00. Naturally no access will be allowed when the stadium is closed or during an event.

Please contact the stadium manager who will authorise the necessary permits. Details must be e-mailed through on an official company letterhead and must be received at least two weeks prior to work being undertaken.

NEW SUITES

New suites will be received as an empty shell with facilities for the following:

Provided by stadium:

Electrical points and box, plumbing points, lockable doors and balcony seats.

Suite owners to provide:

Refrigerators, television, food warmers, sink and taps, bar counter, cupboards and shelving, bar chairs, light fittings, decorations, security gate, telephone and air-conditioning.

REMOVALS FROM THE STADIUM

Any fixtures and fittings will become the property of the stadium and the Lions Cricket, and may not be removed from the suite.

However, should the new suite owner wish to renovate or redecorate the suite then the vacating suite owner may be requested to remove fixtures and fittings and to restore any damaged area in the suite to its original condition.

Any item that the suite owner wishes to remove from the stadium premises, or to return to the suite, must be authorised by the Stadium Manager, who will initiate the necessary documentation to allow smooth egress from the stadium through security.

Details in this regard must be emailed to the Stadium Manager on an official company letterhead.

FOOD

The stadium and the Lions Cricket request that all suites use the official caterer (refer to list provided) who have passed stringent quality tests and conform to health regulations as set out by the Health Department.

This company has purchased the right to become official caterers, which entitles them to receive privileges.

BEVERAGES

All liquor and soft drink requirements must be ordered through the stadium's official liquor supplier. Orders must be placed on the official liquor order form provided, which must reach the stadium's official liquor supplier at least five days prior to the start of the match. Suite owners purchase their liquor at special suite owner's rates.

If orders are placed in time, the liquor supplier will deliver the order to your suite. If ice is ordered 48 hours before an event it can be purchased and delivered to your suite prior to the start of each match. Please note that in terms of the Liquor Act, bringing liquor into or removing liquor from the premises is strictly prohibited.

All liquor must be consumed within the confines of your suite. No glasses are allowed to be used on the suite balcony, as falling glass may cause injury to spectators sitting beneath your suite.

Should additional orders be required during the course of the event please contact the official liquor supplier, who will advise you of the closest liquor outlet or attempt to accommodate your requirements, where possible. These orders will be delivered to the suite once the bar has received a signed order. Suite owners will be allowed to remove beverages from the stadium during a specified period at the end of the cricket season.

For enquiries please contact suite liaison.

CLEANING

STADIUM CLEANING COMPANY

All suites, as well as crockery and cutlery need to be cleaned before, during and after each event. Should this task be problematic please contact the stadium cleaning company who will supply you with details of the various contracts and services available. Cleaning personnel can be provided during the event.

DECAYING MATTER

Please refrain from leaving food or refuse lying around in your suite for longer than 48 hours. Apart from the stench, this practice encourages a breakout of ants, cockroaches and rodents. Should this occur, the suite owner will be held liable for any costs incurred should it be deemed necessary to call in a pest control service.

MAINTENANCE

MAINTENANCE CREW

The stadium has a highly competent maintenance team consisting of a qualified electrician, plumber, handyman, painter, TV aerial technician and welder, lift mechanic, air-conditioning and fridge mechanics, who are available on-site for all major games and on call for minor games. Please contact suite liaison for assistance. Costs for these repairs will be for the suite holder's account.

GENERAL MAINTENANCE OR INSTALLATIONS

Maintenance work or installations of any kind will only be permitted between the hours of 08:30 and 16:00 on non-match days. Due to numerous problems experienced in the past, caused by faulty installations and poor workmanship by outside contractors, we request that you use the services of our standby maintenance team who are au fait with the stadium's plumbing and electrical systems.

Should you choose to use your own contractor for any repair work or renovations, please refer to P8: SUITE FITTINGS – Renovations & Upgrades. Details must be emailed to maintenance who will authorise the necessary permit.

However, before a permit can be issued, your contractor must liaise with our maintenance personnel who will advise on systems currently in place. Only once Maintenance is assured that the outside contractor is well prepared, will a permit be issued. The suite must also have returned the 'Health and Safety' form that the suites were asked to fill in and return to suite liaison. Should it be necessary for one of our maintenance teams to meet your contractor onsite then the suite owner will be billed for the call-out.

All problems must be reported to the Stadium Manager.

Suite tickets are provided according to the number of seats in the suite. Each suite has the right to purchase 10 extra suite tickets for international matches at the price of a grandstand seat for that match. To order extra suite tickets, please contact suite liaison.

As a benefit, the stadium will issue 10 extra suite tickets for domestic games free of charge. These are provided for in your suite file. Any extra tickets that are purchased for international games cannot be issued on account. Payment can be made by credit card.

Any further fixtures / matches that are not included in the suite box, will be provided subject to qualification (e.g. semis and finals).

SERVICE TICKETS

Each suite holder has a maximum of 5 service tickets per match, which will be printed upon request. These can be used for caterers, barmen or suite hosts. Service tickets are not to be used as match tickets.

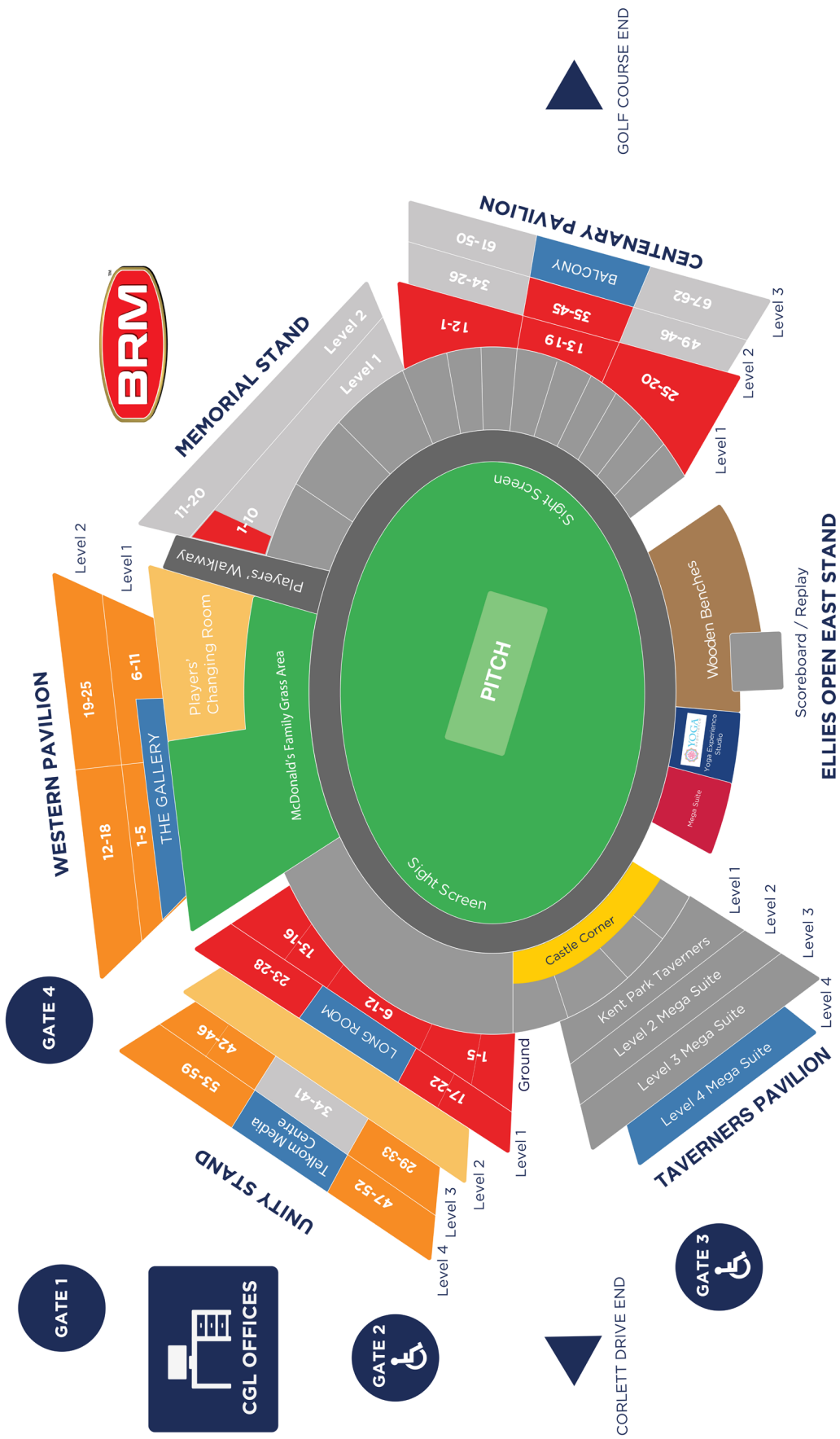
4-DAY SERIES TICKETS

There are no tickets required for these matches.

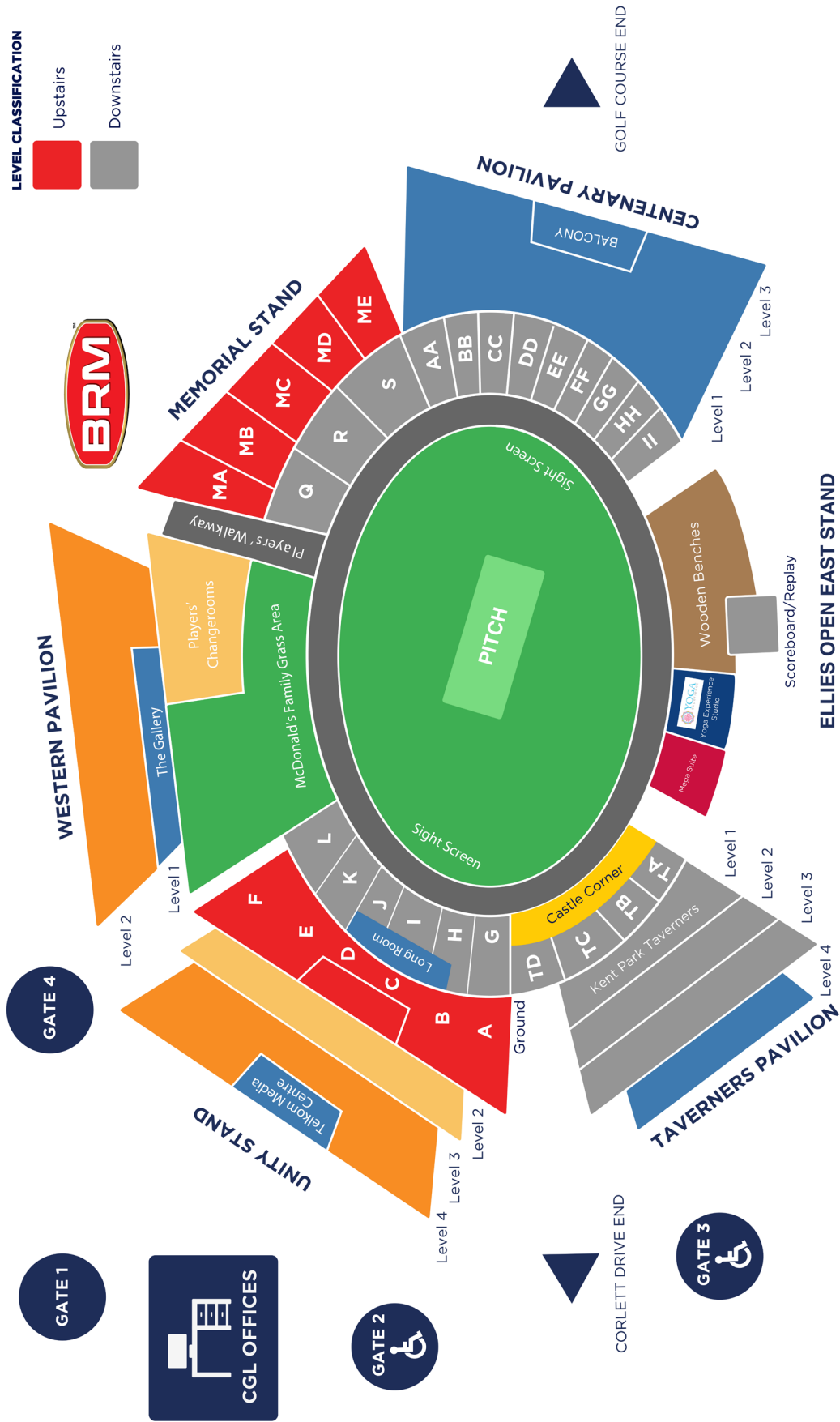
INVOICING

Suites that require invoices to purchase tickets can contact the suite liaison officer with the relevant details.

SUITE MAP



STADIUM MAP





DP WORLD

WANDERERS STADIUM



+27 11 340 1500

www.lionscricket.co.za
lions@cricket.co.za

PO Box 55309,
Northlands, 2116

DP World Wanderers Stadium, 35 Corlett Drive,
Illovo, Johannesburg