

May 2019



LEICESTER CITY FOOTBALL CLUB

SEASON TICKET 2019/2020

TERMS AND CONDITIONS

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Section 1 – Introduction

A holder of a Leicester City Football Club Season Ticket ("Season Ticket Holder") is subject to the following terms and conditions (collectively referred to as the "**Season Ticket Terms and Conditions**"):-

- (i) The Season Ticket Terms and Conditions relating to Season Tickets as set out in Section 2; and
- (ii) Where a Season Ticket Holder elects to join the Direct Debit Scheme, the Direct Debit Season Ticket Terms and Conditions set out in Section 3; and
- (iii) Where a Season Ticket Holder has opted to purchase a Seasonal Car Park Pass or Match Day Car Park Pass at the Stadium, the Car Parking Terms and Conditions set out in Section 4; and
- (iv) Where a Season Ticket Holder has a disability, the LCFC Supporters with a Disability – Additional Season Ticket Terms and Conditions set out in Section 5; and
- (v) The Ground Regulations set out in Section 6.

Section 2 - Season Ticket Terms and Conditions

Definitions and Interpretation

In the Season Ticket Terms and Conditions, the following words and phrases shall have the following meanings (unless stated otherwise): -

“Car Park” means the car parking facilities at and around the Stadium for which a Car Park Pass is valid;

“Car Park Pass” means a Seasonal Car Park Pass or a Match Day Car Park Pass (as applicable);

“Club” means Leicester City Football Club;

“Conditions of Entry” means the rules and regulations of each of FIFA, UEFA, the Football Association, The FA Premier League, the English Football League and the Ground Regulations;

“Family Stand” means the area of seating at the Stadium which is designated as a “family friendly” area;

“Ground Regulations” means the ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Stadium, a copy of which are available on the Club website as well as being set out in Section 6 of these Season Ticket Terms and Conditions;

“Guest” means a relative of the Season Ticket Holder who would be entitled to purchase a Season Ticket under these Season Ticket Terms and Conditions and Conditions of Entry.

“Match” means any first team home match fixture in which the Club participates and which takes place at the Stadium during the Season, in respect of which the Season Ticket permits entry to the Season Ticket Holder;

“Material” means any audio, visual or audio-visual material or any information or data;

“Season” means 1 June 2019 to 31 May 2020;

“Season Ticket” means an admission ticket to all of the Club's relevant Matches consisting of The FA Premier League/English Football League First Team home league matches played by the Club at the Stadium during the Season;

“Stadium” means King Power Stadium located at Filbert Way, Leicester, LE2 7FL and all other locations owned, occupied or utilised by the Club; and

“Supporter with a Disability” means as defined in Section 5 Condition 1.

General Regulations

1. The Club is proud to welcome all supporters to the Stadium irrespective of age, disability, gender reassignment, sexual orientation, marital status (including civil partnership), pregnancy and maternity, race, ethnic or national origin religion, colour, belief or sex. The Club does not tolerate any form of discrimination including but not limited to: - racist, homophobic, sexual or sectarian behaviour, or any form of anti-social behaviour (whether physical, verbal or other). If the Club finds any supporter committing any of the above offences at the Stadium or any other football stadium, the Club shall be entitled to impose on the supporter a lifetime ban from all Club fixtures and withdrawal of their Season Ticket without reimbursement. In addition, such Season Ticket Holder could face arrest and prosecution by the police.
2. The Stadium is a smoke-free stadium and smoking is not permitted inside the Stadium, which includes the use of e-cigarettes and any other similar item. No large items such as golf umbrellas nor any food or drink which has not been purchased on site at the Stadium may be brought into the Stadium (other than as required for medical purposes proof of which may be requested).
3. The Club reserves the right, at its absolute discretion, to (i) eject any person, including a Season Ticket Holder from the Stadium, (ii) refuse entry to the Stadium, (iii) suspend the Season Ticket Holder for a period of time as determined by the Club, or (iv) withdraw indefinitely a Season

Ticket (including all benefits associated with such Season Ticket), without reimbursement, if (a) the Season Ticket Holder fails to comply with any of the Club's Ground Regulations or these Season Ticket Terms and Conditions; or (b) the Season Ticket Holder is prohibited (by law or otherwise) from attending the Stadium or any other sporting venue anywhere in the world; or (c) whose presence within the Stadium is, or could reasonably be construed as, constituting a source of danger, nuisance or annoyance to any other person; or (d) the Season Ticket Holder (or any person in possession of the relevant Season Ticket) engages in any abusive, dangerous or other unacceptable behaviour (including that listed in Condition 1 above) in or around the Stadium or any other sporting venue anywhere in the world. Season Ticket Holders are expected to show respect to all supporters and staff; behaviour that falls below the Club's expectations in this regard could result in the Season Ticket being revoked without reimbursement.

4. Persistent standing is not permitted within the Stadium during play, as it may compromise supporter safety, disrupt the view of fellow supporters and might endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter guilty of persistent standing in the view of the Club is liable to immediate ejection and the possible withdrawal of their Season Ticket without reimbursement.
5. In order to preserve the safety of supporters and fans, the Club does not permit children under the age of two to attend matches at the Stadium.
6. Children under the age of 16 must be accompanied by a person over the age of 18 when attending a Match at the Stadium, for their own safety and the safety of the Club's supporters.
7. No person may bring into the Stadium or use within the Stadium any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match at the Stadium.
8. The Club does not allow any professional cameras (or cameras that staff believe in their absolute discretion to be professional), video cameras, tablet computers, selfie sticks or audio recording devices to be brought into the Stadium for use during a Match. Mobile telephones and other mobile devices are permitted within the Stadium provided that (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
9. Save as set out in Condition 8 above, no person shall capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Stadium, nor may any person bring into the Stadium or use within the Stadium (or provide to, facilitate or otherwise assist another person to use within the Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the Premier League and/or the Club. The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Stadium in relation to any Match, any players or other persons present in the Stadium and/or the Stadium (whether produced in breach of this Condition or pursuant to Condition 8 above, or otherwise) is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Premier League absolutely and with full title guarantee.

Season Ticket Usage & Stadium Access

10. Entry into the Stadium is subject always to the Conditions of Entry. By purchasing and/or accepting and/or holding and/or using a Season Ticket you certify that you have read,

understood and accepted the Conditions of Entry, agree to be bound by the Conditions of Entry and agree to bring to the attention of others the Conditions of Entry as applicable.

11. Access to the Stadium will only be permitted on the presentation of the correct Season Ticket. All persons (including children) must have a valid Season Ticket or ticket when entering the Stadium. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Season Ticket or ticket for the relevant Match.
12. Season Tickets must be produced if requested by a Club official.
13. It is the responsibility of the Season Ticket Holder to check their Season Ticket to ensure all details are correct upon receipt. The Club reserves the right to refuse entry to the Stadium should any Season Ticket not contain the correct information.
14. The Season Ticket remains the property of the Club and the Club reserves the right to withdraw and cancel the Season Ticket without reimbursement, in the event of the Season Ticket Holder being involved in any incident of crowd misbehaviour at the Stadium, at away games or at any other football games or otherwise as set out in these Season Ticket Terms and Conditions. This also includes, but not limited to, football related misbehaviour outside of football stadia and digitally.
15. A Season Ticket is issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and/or The English Football League in respect of the relevant competition and shall be subject at all times to the Ground Regulations.
16. A Season Ticket admits the bearer to occupy his/her seat indicated on the Season Ticket at the relevant Match consisting of The FA Premier League/English Football League First Team home league matches played by the Club at the Stadium for the 2019/20 season only. All other cup or friendly matches or any other matches in which the Club is involved in and/or participates in and/or any other events held at the Stadium are excluded from a Season Ticket, unless announced and/or communicated to you by the Club in advance.
17. The benefits to which each Season Ticket Holder is entitled shall be as set out on the Club website and/or otherwise communicated prior to the start of the Season. These benefits may change from season to season at the discretion of the Club. The details of any loyalty scheme which may be introduced by the Club for the Season shall be notified to Season Ticket Holders. All access to the Stadium shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
18. Nothing in these Season Ticket Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season such that there is no guarantee that a supporter will be entitled to a Season Ticket offering the same facilities or seat choice as the previous season. For example; the Club may be required to change a supporter's allocated seat in order to accommodate other supporters who wish to sit together for example a parent and child.
19. If the Season Ticket Holder is not 18 years or over, his/her parents and/or legal guardian(s) shall, in addition to the Season Ticket Holder himself/herself, be responsible for the Season Ticket Holder's actions, conduct and compliance with these Season Ticket Terms and Conditions and the Conditions of Entry.
20. In the interests of safety, Season Tickets and/or Match tickets are for the use of the Season Ticket Holder only and are strictly non-transferable, either to any other home supporter or to visiting supporters, except where such Season Tickets are transferred for one or more Matches under the terms of Condition 22 below. The Club also reserves the right to eject from the Stadium any visiting supporters sitting in the areas reserved for home supporters, without reimbursement.
21. Subject to Condition 22 below, Season Tickets are issued for your sole use and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. Written consent may be sought via e-mail to ticketsinfo@lfc.co.uk with all correspondence marked with your Supporter Number,

which can be found on the front of your Season Ticket. Supporters are encouraged to contact the Club as soon as possible and at the latest three (3) hours prior to the Match to request written consent. Further you shall not use the Season Ticket for any commercial purpose. The reference to selling the Season Ticket includes: (a) offering to sell a Season Ticket (including, without limitation, via any website or online auction site); (b) exposing a Season Ticket for sale; (c) making a Season Ticket available for sale by another person; (d) advertising that a Season Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Season Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) a Season Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so): save as expressly authorised by the Premier League or the Club.

22. Season Ticket Holders may only sell or transfer their Season Ticket (for an individual Match) (i) to a Guest with the express written consent of the Club given at the Club's absolute discretion, provided that such sale or transfer is in respect of an individual Match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and provided further that such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business; and/or (ii) to any person via the Club's Official Ticket Exchange as and when introduced by the Club, each such resale or transfer being subject to the Conditions of Entry which will (save for any rights to transfer under this Condition 22) apply to and bind the recipient of the Season Ticket as if he/she was the original purchaser of the Season Ticket (and where the Season Ticket is sold or transferred to a Guest pursuant to this Condition 22 you must inform them of this). Any attempt to sell or transfer the Season Ticket either (i) without the prior written consent of the Club; or (ii) via any method other than the Club's Official Ticket Exchange shall be a breach of these Season Ticket Terms and Condition and in such case the Club reserves the right to withdraw and cancel the Season Ticket without reimbursement.
23. The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club shall inform the police as soon as it becomes aware that a Season Ticket is being or has been sold in contravention of this legislation. If a Season Ticket Holder is convicted of a ticket touting offence, or the Club reasonably suspect a Season Ticket Holder has committed such an offence, the Club will notify the Premier League who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that the Club shares may include personal data regarding the Season Ticket Holder (including name, contact details, information about the offence and about ticket purchases (including payment details). The Club will use this to identify and prevent ticket touting offences and disorder at matches.
24. Season Tickets must not be used or made available as gifts or prizes for competitions, auctions, giveaways or similar promotions or lent or sold as part of any hospitality or travel package.
25. In the event that a Season Ticket is transferred to another person and an offence or breach of these Season Ticket Terms and Conditions and/or the Ground Regulations is committed, then both the Season Ticket Holder and the transferee shall be jointly and severally liable for such breach.
26. Club officials will have the right to challenge and, if necessary, refuse entry to any supporter who attempts to enter the Stadium under a concession for which the Season Ticket Holder does not meet the eligible criteria. Please note that Condition 44 of these Season Ticket Terms and Conditions explains the different concessions available. In the event of a breach of this Condition 26, the Club reserves the right at its discretion to withdraw and/or cancel the Season Ticket without reimbursement.
27. Season Ticket Holders agree to conduct themselves at all times in a manner befitting of a representative of the Club and agree not to do anything or procure anything to be done that does or could or is likely to bring the name or reputation of the Club into disrepute.
28. Dates and times of kick-off will be announced on the Club's communication channels including the website hosted at www.lcfc.com and the social media channels and/or in the press/on the radio and may be altered at short notice. It is the responsibility of the Season Ticket Holder to

confirm the date and time of all fixtures, including any re-arranged or postponed matches. There will be no reimbursement should a Season Ticket Holder not be able to attend a Match.

29. In the event of a Match being abandoned, Season Ticket Holders will gain free admission to the rescheduled fixture. Pro-rata refunds will not be issued to supporters where Matches are not attended, regardless of whether they have been postponed, abandoned, rearranged for another date, or for any other reason.
30. A Season Ticket can only be used once per game to gain entry into the Stadium on Match days. In the event of a breach of this Condition, the Club reserves the right to withdraw and/or cancel a Season Ticket without reimbursement.
31. In the unlikely event of issues beyond the Club's control, pro rata refunds will not be issued to supporters.
32. Entry to the Stadium cannot be guaranteed after half-time.
33. If a Season Ticket Holder dies, the Season Ticket may be transferred to an immediate family member (as determined by the Club) with the consent of the Club and upon the provision of a copy of the Season Ticket Holder's death certificate and confirmation from the executor of the will of the Season Ticket Holder that the family member is entitled to receive the Season Ticket. If the concession conditions are no longer satisfied an upgrade price may be required to be paid for the remainder of the Season. Pro rata refunds will only be considered and granted at the discretion of the Club on a case by case basis.

Season Ticket Pricing & Charges

34. Season Tickets are available for purchase by supporters of the Club only. By applying to purchase one or a number of Season Tickets and/or using a Season Ticket, a prospective purchaser is warranting and representing that they (and any person for whom they are purchasing a Season Ticket or who uses their Season Ticket) are a supporter of the Club. Only one Season Ticket can be held per supporter.
35. Season Tickets may be purchased using any one of the following purchase methods: -
 - Online via the website at www.lcfc.com;
 - Over the telephone by calling **0344 815 5000 (Option 1)**;
 - In person at the Foxes Fanstore at the Stadium; or
 - Automatic renewal via the Direct Debit Scheme (if applicable, subject to Section 3 of these Season Ticket Terms and Conditions).
36. The price payable for each Season Ticket shall be as set out on the Club website or as otherwise notified by the Club from time to time.
37. The sale of each Season Ticket is subject to the Season Ticket Holder providing the Club with full payment of the relevant price in accordance with this Condition or via the Direct Debit Scheme (as applicable). Season Ticket Holders who provide the Club with debit or credit Ticket payment details authorise the Club to use those details to fulfil payment of the price and other fees attributable to the relevant Season Ticket.
38. The Club always tries to ensure that pricing and ticketing information on the Club website and in other Club literature is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Season Ticket which has been purchased, the Club will endeavour to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the purchaser with the option of reconfirming the order at the correct price/description or cancelling the order. If the Club is unable to contact the purchaser having made reasonable attempts to do so, the Club will treat the order as cancelled. If the order is cancelled or treated as cancelled, the Club will provide a full refund to the purchaser using the payment details provided. If valid payment details have not been provided, no further action will be taken by the Club.

39. Subject to Condition 38 above, a Season Ticket is not refundable and cannot be cancelled by the supporter during the course of the Season. However, the Club will consider requests for a refund in exceptional circumstances or on compassionate grounds, on a case by case basis.
40. The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to Season Ticket purchases. Consequently, purchasers of Season Tickets will not be able to cancel their Season Ticket purchases except in accordance with these Season Ticket Terms and Conditions or as otherwise permitted by English law.
41. Should a Season Ticket Holder wish to relocate their Season Ticket seat to another seat in the Stadium either before the start of the Season or at any point during the 2019/20 season, this will be subject to the discretion of the Club, and shall at all times be subject to availability and subject to an additional fee of £5 for the issue of a replacement Season Ticket. Please note supporters cannot relocate into the Family Stand under any circumstances, unless they meet the Family Stand qualifying criteria.
42. Subject to Condition 41, should a Season Ticket Holder wish to relocate their seat to a different area of the Stadium or upgrade a concession Season Ticket, the upgrade price will be charged at the difference between the pro-rata price of the already purchased Season Ticket and the pro-rata price of the new Season Ticket for the relevant concession/area. Refunds will not be given if the new concession/area is lower in price.
43. The Club reserves the right in its sole discretion to temporarily allocate to the Season Ticket Holder an alternative seat in the Stadium if: -
- the part of the Stadium in which the Season Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs or re-structure;
 - the visiting club is allocated part of the Stadium in which the Season Ticket Holder's seat is located for a Match or cup game. The sections most likely to be affected are L1, P, P1 and K1;
 - the relocation is necessary in order to comply with any requirements of FIFA, UEFA, The Football Association, the FA Premier League and/or The English Football League, in respect of any Match played at the Stadium;
 - the Club, the police or any other relevant authority consider that a relocation is necessary in the interest of safety, public order or crowd control; or
 - the Club decides to close a specific section or sections of the Stadium.
44. Concession prices are issued to Season Ticket Holders on the following basis:
- UNDER-8 (2-7 years on 1 September 2019);
 - UNDER-10 (8-9 years on 1 September 2019);
 - UNDER-12 (10-11 years on 1 September 2019);
 - UNDER-16 (12-15 years on 1 September 2019);
 - UNDER-18 (16-17 years on 1 September 2019);
 - UNDER 22 (18-21 years on 1 September 2019); and
 - SENIORS issued for the use of a senior supporter aged 65 and over on 1 September 2019.
 - No concessions are available for the Fosse Club Premium Seating and Hospitality areas.

- The Club reserves the right to request the proof of age of any supporter who is applying for concessionary priced Season Ticket. In the event of any breach of this clause, the Club reserves the right to withdraw this Season Ticket immediately without reimbursement.
45. A concessionary Season Ticket (which is situated in the Kop, East or West Stand but not the Family Stand) may be upgraded for a Match during the Season for a maximum of eight (8) times, subject to any increase in price which may become due and payable by the Season Ticket Holder. Such upgrade request is required to be made directly to the Club by telephone before the Match day or on Match day prior to the time when the telephone lines are closed. For upgrades when the telephone lines are closed, the Club may accept an upgrade on one occasion per Season at the Match day Ticket Office on the providence that consent has been given to the Club in writing prior to the ticket being upgraded. The Club will then keep hold of the Season Ticket card and post it back to the Season Ticket holder explaining the upgrade process.
46. The Club reserves the right to cancel, without reimbursement, any Season Ticket purchased by any supporter who defaults on any payment, including payments scheduled by Direct Debit. The Club also reserves the right to charge reasonable default administration charges in the event of any supporter who fails to meet the agreed payments either via Direct Debit or any other means. Additional Season Ticket Terms and Conditions relating to any supporter choosing to pay by Direct Debit are set out in Section 3 of these Season Ticket Terms and Conditions.
47. L Block is a Season Ticket Holder area. Individual match ticket sales will be issued at the Club's discretion in this area of the Stadium.

Forgotten, Lost, Stolen and Damaged Season Tickets

48. Any Season Ticket Holder who forgets to bring their Season Ticket to a Match can obtain an individual Match ticket from the Foxes Fanstore at the Stadium on the Match day. Any Season Ticket Holder requesting a Match ticket replacement will be asked to prove their identity based upon information recorded on the Club database and will be subject to a £5 charge, which will be non-refundable. Your Season Ticket will be deactivated for that individual Match as a result. This facility cannot be used on more than one occasion during the 2019/20 Season. The Club reserves the right to insist on the Season Ticket Holder purchasing a replacement Season Ticket for any further instances of lost Season Tickets.
49. The Club cannot accept any responsibility whatsoever for Season Tickets that are either lost or damaged beyond use. A lost or damaged Season Ticket can be replaced for a fee of £10 in the first instance, with subsequent reissues charged at £30 per Season Ticket. Stolen Season Tickets will be replaced, without charge, if supported by a valid Police Crime Number. Replacement Tickets will be issued without charge where a Season Ticket Holder changes their seat with the agreement of the Club and/or where a Season Ticket Holder changes to a different concession/age category.

The Family Stand

50. The North Stand is the designated Family Stand. This consists of Blocks P, P1, P2 and P3.
51. The conditions of purchasing Season Tickets for, and, sitting in the Family Stand, are that adults must be seated with at least one Under-18 as part of their party and at a ratio of a maximum of two adults per junior concession (Under-8s/10s/12s/16s/18s) e.g. two adults and five children are allowed in one party, five adults and two children are not allowed in one party. A maximum of four adults are allowed with two children. The party must always enter the Stadium together.
52. All Family Stand Season Tickets Holders who form part of the same party must enter the Stadium together, i.e. with children. The Club reserves the right to relocate Season Ticket Holders where adults repeatedly attend a game without a child. This may be subject to an increase in price.
53. A Season Ticket held by an Under-18 in the Family Stand may be used by an adult in the Family Stand for up to a maximum aggregate of four (4) occasions only during the Season subject to any increase in price which may become due and payable by the Season Ticket Holder. Such upgrade request is required to be made directly to the Club by the Season Ticket Holder (or parent/guardian of the Season Ticket Holder) by telephone prior to the Match day or before the phone lines close on Match day. In the event that a Season Ticket held by an Under-18 in the Family Stand is not used on a Match Day, then this non-use of the Season Ticket will count towards one of the four (4) occasions referred to above. This upgrade / non-attendance policy applies to the whole party i.e. for a party of three (3) adults and two (2) Under-18s, the two (2) Under-18s tickets can only be upgraded four (4) times collectively.
54. When a family ceases to meet the Family Stand Season Ticket Terms and the qualifying conditions set out in Conditions 51, 52 and/or 53 during the 2019/20 Season, the Club will require the party to relocate to another area of the Stadium for the remainder of the Season. Should there not be any suitable seats available for you to relocate in to, you may not be able to attend a Match.
55. Children under the age of 16 may not purchase their own Season Ticket for seating in the Family Stand. Children aged 16 or 17 may not purchase new Season Tickets in the Family Stand (i.e. only renewals are permitted). All under 18s in the Family Stand must attend the Match with an adult.

Match and Event Ticket Availability

56. The Club offers Season Ticket Holders a priority purchase period before tickets for away fixtures, European fixtures, cup ties, pre-season or friendly matches go on General Sale. Tickets are subject at all times to availability and subject to the Club's selling criteria and eligibility requirements. Season Tickets must be shown at the point of purchase. Any priority points are non-transferable under any circumstances.
57. Holding a Season Ticket does not guarantee match tickets for cup finals, semi-finals, or any play-off fixtures involving the Club playing at the Stadium or a neutral ground. Any priority for these

matches will be based on the ticket priority system or any other supporter loyalty scheme in operation at that time. These can be found on the Club website hosted at www.lcfc.com and/or as otherwise notified by the Club to the Season Ticket Holders.

58. Arrangements and selling criteria for all European and cup ties will be advertised on the Club's communication channels including the website hosted at www.lcfc.com and the social media channels and/or in the press and/or on the local radio. The Club will take all reasonable steps possible to ensure that Season Ticket Holders are allocated their own Season Ticket seat for such matches by providing Season Ticket Holders with a priority period for purchasing tickets to enable them to secure the Season Ticket seat ahead of General Sale. However, this cannot be guaranteed by the Club.
59. Notwithstanding Conditions 56 to 58 above, all Season Ticket Holders may be subject to enforced relocation for cup, European and friendly fixtures due to regulatory, media and other requirements. The Club will give reasonable provision to Season Ticket Holders to relocate you to an alternative area of the Stadium.

Dispatch of Season Tickets

60. For the 2019/20 Season, all Season Ticket Holders will retain the same cards they had for the 2018/19 Season. A Season Ticket Holder will only be issued with a new Season Ticket in the form of a card IF they have changed seats or age bands. Any new Season Ticket will be sent via post to the Season Ticket Holders' address.
61. A purchaser of a Season Ticket will be issued with their Season Ticket once their application to purchase a Season Ticket has been accepted by the Club and full cleared payment has been received by the Club or the purchaser has been accepted via the Direct Debit Scheme for the Season Ticket for which they have applied and all payments due and payable have been made up to date of dispatch.
62. The Club shall not have any liability to any purchaser or Season Ticket Holder for any non-delivery or late delivery of any Season Ticket or other materials or tickets despatched by the Club. Should any such items not be received by the purchaser before seven (7) days before the first Match of the 2019/20 Season, the purchaser should contact the Club immediately by telephone.

Exclusion of Liability

63. The Club is unable to give any guarantees that any particular Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. Season Ticket Holders will be entitled to attend such re-arranged Match if they were entitled to attend the original fixture under their Season Ticket.
64. The Club expressly excludes all liability resulting from: -
 - any failure or delay by the Club in carrying out its obligations under the Season Ticket Terms and Conditions which is caused by circumstances outside the reasonable control of the Club;
 - the alteration of the dates and times of Matches;
 - the abandonment, postponement or cancellation of Matches; and
 - restrictions to the view of the Match caused by virtue of the actions of other spectators.
65. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
66. For the avoidance of doubt, nothing in these Season Ticket Terms and Conditions shall exclude or limit the Club's liability for: -
 - death or personal injury caused by the negligence of the Club or its employees during the course of their employment; or

- any other conduct for which liability may not be excluded or limited as a matter of English law.
67. The Club hereby excludes any liability for any loss, injury, costs, expenses or damage of any kind connected to your use of the Official Club Ticket Exchange (once introduced by the Club), including, without limitation, any liability relating to any problem with, suspension of or termination of the Official Club Ticket Exchange, in each case except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

Dress Code

68. Save for official merchandise and/or other football related clothing worn in good faith, Season Ticket Holders shall not bring into, use or display with the Stadium any sponsorship, promotional or marketing materials.
69. A Season Ticket Holder shall not offer or distribute (either free or for sale by any person) within the Stadium any consumer article or commercial product of any nature.
70. Without prejudice to the representation at Condition 34, and in light of the Season Ticket Holders being grouped together in designated areas, any attempt to gain access to the Stadium wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Away Club, may result in admission being refused or a Season Ticket Holder being ejected from the Stadium and in such circumstances no refund or alternative seat will be offered.

Filming, Photography and Taping

71. Conditions 71 to 73 apply in addition to paragraphs 16 and 19 of the Ground Regulations. Each Season Ticket Holder acknowledges and agrees that the Club will hold and process data relating to you, which may include personal data, for administrative and legal purposes. The personal data that you provide to the Club shall be collected, stored, processed, used and transferred by the Club in accordance with the Club's then current privacy policy.
72. All persons who enter the Stadium using a Season Ticket acknowledge that photographic images and/or audio, visual and audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may be used, by way of example and without limitation, in televised coverage of matches and/or for promotional or marketing purposes by the Club, the Premier League, The English Football League, Club partners and/or other third parties and/or accredited media organisations, and use of a Season Ticket to enter the Stadium constitutes consent to such use, in perpetuity, by way of any present or future media, for any purpose deemed reasonable by the Club. All Season Ticket Holders further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Season Ticket Terms and Conditions. All Season Ticket Holders agree that the Matches for which Season Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Stadium where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
73. Further to Condition 72 above, if such person is under the age of 18, either (i) the parent, guardian or responsible adult who is accompanying them into the Stadium shall be deemed to have provided consent on their behalf, or (ii) to the extent that such person is not accompanied by a parent, guardian or responsible adult, by that person entering the Stadium, that person's parent or guardian shall be deemed to have provided consent on their behalf.

Further Information

74. All correspondence should be marked with the Supporter Number, which can be found on the front of the Season Ticket. Season Ticket Holders are encouraged to contact the City Sales Centre either by email to ticketsinfo@lfc.co.uk or by phoning **0344 815 5000 (Option 1)**.

Alternatively, supporters may visit the Foxes Fanstore at the Stadium in person during normal opening hours. These can be found at www.lcfc.com.

75. If you are not happy with the response from the contacts set out in Condition 74 above, Season Ticket Holders may contact Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL, **e-mail help@lcfc.co.uk or telephone 0344 815 5000 (Option 4)**.
76. If you are not happy with the response received from the Club under Condition 75 above, you may contact the Independent Football Ombudsman, Suite 49, 57 George Street, Leeds, LS1 3AJ, **e-mail contact@theifo.co.uk or telephone 0800 588 4066**.
77. The Club reserves the right to change these Season Ticket Terms and Conditions from time to time. Any variations will be advertised on the Club's website hosted at www.lcfc.com.
78. If the Season Ticket Terms and Conditions of usage and issue are not accepted by the Season Ticket Holder within fourteen (14) days of purchase, the Season Ticket Holder shall notify the Club in writing within such fourteen (14) day period and return, if applicable, the Season Ticket promptly to Leicester City Football Club, City Sales Centre, King Power Stadium, Filbert Way, Leicester, LE2 7FL. In such event, the Season Ticket Holder will be entitled to a refund provided the Season Ticket has not been used and the timeframes set out above have been complied with.
79. By agreeing to these Season Ticket Terms and Conditions, the Season Ticket Holders are also agreeing to the Club's Ground Regulations at the Stadium. Ground Regulations are displayed around the Stadium and on www.lcfc.com. Ground Regulations are published by the FA Premier League and the English Football League each season. The current Ground Regulations are set out in Section 6.

General

80. The Club reserves the right to change these Season Ticket Terms and Conditions from time to time, and shall notify you of such changes if they materially affect your rights as a consumer.
81. The invalidity or partial invalidity of any provision of these Season Ticket Terms and Conditions shall not prejudice or affect the remainder of these Season Ticket Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
82. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Season Ticket Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
83. If there is any conflict, ambiguity or inconsistency between any provision of these Season Ticket Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Season Ticket Terms and Conditions shall take precedence.
84. Notwithstanding any other provision in these Season Ticket Terms and Conditions and with the exception of any football authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Season Ticket Terms and Conditions. Nothing in these Season Ticket Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
85. These Season Ticket Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Season Ticket Terms and Conditions (including in relation to any non-contractual disputes or claims).

Section 3 - Direct Debit Terms and Conditions

1. The Club operates a recurring Direct Debit Scheme whereby supporters can spread the cost of their Season Ticket over an agreed number of months. To be eligible for the Direct Debit Scheme, Season Ticket Holders must be over 18 and have a UK bank account, be applying for a Season Ticket and must ensure that any new application is received by the Club by 6pm on Friday 14 June 2019 (for payment to be made in ten (10) instalments). An application to pay by Direct Debit may still be received by the Club after Friday 14 June 2019 until 5pm on Friday 5 July 2019, provided however that in such event payment would be made in nine (9) instalments rather than ten (10) instalments.
2. The Club reserves the right to refuse Direct Debit applications. In the event that an application to pay for a Season Ticket using the Direct Debit Scheme is refused, the applicant must pay for their Season Ticket in full at the time at which their application for a Season Ticket is accepted by the Club.
3. Supporters who do not wish to retain and/or renew their 2018/19 Season Ticket for the 2019/20 season via the Direct Debit Scheme will be required to inform the Club at least fourteen (14) days before the first payment date for the 2019/20 Season renewal date, which is determined each season by the Club and which shall be notified to supporters on the official Club website. Supporters will also be given the option to amend their existing Direct Debits (when they have more than one in place) to consolidate them into one single Direct Debit payment.
4. The Direct Debit Scheme spreads the cost of the Season Ticket over ten (10) equal monthly instalments subject to the deadline dates set out in paragraph 1 above being met.
5. Car Park Season Tickets cannot currently be paid for using the Direct Debit Scheme.
6. Monthly instalments will be taken from the account, details of which have been given to us at the time of purchase, on the first day of each month (or the following business day if the first is not a business day). It is not possible to choose a specific instalment date.
7. Missed instalments are subject to a £15 default administration charge per missed instalment. The Club will notify the Season Ticket Holder when a payment has been missed and when the administration charge has been triggered. The default administration charge and the missed instalments will then both be payable by the Season Ticket Holder in the Foxes Fanstore at the Stadium or by calling the **City Sales Centre on 0344 815 5000 (Option 1)** immediately.
8. Missed instalments and/or failure to pay the administration charge which is has been triggered under Condition 7 above will result in the Season Ticket and Supporter Number(s) linked to the missed instalment account being frozen. The Season Ticket will be deactivated and will not permit entrance to the Stadium until payment is made. No additional tickets for any match in which the Club is involved can be purchased under the Supporter's account while it is frozen – this applies to all Season Tickets paid for by the same Direct Debit. Once the appropriate instalment and administration charge has been paid and received by the Club, the account will be unfrozen and all applicable Season Tickets reactivated. The Club reserves the right to take whatever action is required (including the appointment of a third party) to recover any sums due and payable.
9. Any supporter who has missed Direct Debit instalments three (3) times or more during a Season will not be eligible to renew their Direct Debit the following season, or any other season after.
10. Any supporter who has three (3) or more outstanding instalments on their account at any time will be contacted and given seven (7) days' notice to make the relevant payment to update their account. Failure to make the relevant payment within the required seven (7) days will result in the Season Ticket being cancelled without reimbursement or future correspondence from the Club. New Season Tickets will only be issued to those Supporters who made all payment due under the Direct Debit Scheme in renewal of their 2018/19 Season Ticket.
11. Any supporter who wishes to change their bank details must notify the Club before the 15th of the month in which the payment is due to be taken.

12. If during the Direct Debit Scheme, the supporter wishes to cancel their Direct Debit Scheme and change the method of payment, they must contact the Club no later than 15 days in advance of the next due instalment. The supporter must pay any outstanding balance against the Season Ticket when informing the Club of their intent to cancel the Direct Debit Scheme. For the avoidance of doubt, if any outstanding balance against the Season Ticket is not paid at this time, the Club reserve the right to exercise any of its rights set out above. This is merely a right to amend the method of payment and not a right to cancel the Season Ticket.
13. All correspondence regarding the Direct Debit Scheme should be marked with the Supporter Number printed on the front of the relevant Season Ticket. You can also email ticketsinfo@lfc.co.uk should you have any questions regarding your Direct Debit.
14. Once purchased, Season Tickets are non-refundable; the full outstanding value of the Season Ticket is owed to the Club.
15. The Club reserves the right to vary these conditions from time to time. Any variations will be advertised on the Club website www.lfc.com. These will be available upon request.
16. If a supporter does not accept the terms and conditions of the Direct Debit Scheme, they should notify the Club within 14 days of the Season Ticket purchase date for a full reimbursement, provided the Season Ticket has not been used.
17. By signing up to the Direct Debit Scheme, the supporter is agreeing to an automatic renewal scheme from the 2020/21 Season onwards at the relevant price band. This means that prior to the end of the 2019/20 Season, the Club will send a renewal notification to the supporter to advise of the renewal costs of the Season Ticket and changes to the terms and conditions which will take effect at renewal. By not responding to the renewal notice, the supporter shall be deemed to accept any changes to the terms and conditions and any other changes set out in the renewal notification. The supporter's Season Ticket will be automatically renewed for the following season and the supporter will once again be enrolled on the Direct Debit Scheme.
18. The Club will publish a renewal deadline date. Should the supporter wish to change their method of payment or not wish to renew their Season Ticket, the supporter must notify the Club during this period.
19. Please note that the automatic renewal process and Direct Debit Scheme is no guarantee that a supporter will be entitled to a Season Ticket offering the same facilities or seat choice as the previous season. For example; the Club may be required to change a supporter's allocated seat in order to accommodate other supporters who wish to sit together for example a parent and child.

Section 4 - Car Parking Terms and Conditions

The Club has available for purchase a number of parking spaces (including both standard and accessible spaces) at the Car Parks for use prior to and during football matches held at the Stadium. The following terms and conditions shall apply to all purchases of a Seasonal Car Park Pass as well as a single Match Day Car Park Pass at the Stadium: -

1. Car Park Passes may be purchased at the prices published by the Club from time to time. Car Park Passes are sold subject to availability. The Club reserves the right to refuse to sell any Car Park Pass to any person, including to persons who are or have been ejected or banned from entering the Stadium or who are subject to have been subject to the suspension of their Season Ticket.
2. All vehicles are left at the owner's risk in the Car Park(s) and a Car Park Pass holder will be responsible for any loss, theft, injury or damage to either the vehicle or any articles left or displayed in the vehicle. Use of the Car Park(s) is subject to compliance with the Club's Ground Regulations at all times.
3. The Club accepts no liability for any loss or damage to anyone using the Stadium (Car Park A and B), Raw Dykes Road (Car Park C), Filbert Street (Car Park D) or Car Park E car parks on a Match day.
4. Seasonal Car Park Passes are valid for First Team, home league Matches only and may only be purchased by Season Ticket Holders. For any other fixtures, including domestic and European cup fixtures, Development Squad and Academy fixtures, pre-season friendlies or any other additional fixtures staged at the Stadium, a charge will be payable, as advertised in advance by the Club on their official website and/or via social media. Supporters will be required to purchase a Car Park Pass **in advance** of any such fixtures in order to secure parking.
5. Cars must be parked at least one (1) hour prior to kick off. **Seasonal Car Park Pass holders will NOT be allowed onto Car Parks after this time.** No refunds are available under any circumstances should supporters fail to arrive prior to these deadlines. Please also be advised that in line with safety regulations, you will NOT be allowed to exit the Car Park any earlier than one (1) hour AFTER the final whistle, or as directed by Club officials to ensure public safety.
6. Drivers must adhere to the 10mph speed limit in place on all Car Parks. Drivers are expected to drive in an appropriate manner at all times and should adhere to instructions given by Club officials. Failure to adhere to these instructions may lead to the withdrawal of a Car Park Season Pass without refund.
7. Car Park Passes are for standard vehicles only, e.g. no mini buses or coaches.
8. Car Park spaces are clearly marked out and all cars should be parked inside a designated space. The Club reserves the right to tow away vehicles that are parked in an inappropriate manner and a release fee will be payable.
9. A Seasonal Car Park Pass cannot be refunded or cancelled by the supporter during the course of the Season unless on exceptional or compassionate grounds, on a case by case basis, and would in any event be subject to a £30 cancellation charge.
10. A Seasonal Car Park Pass is personal to the Season Ticket Holder and is non-transferrable without the prior written consent of the Club. Written consent may be sought via e-mail to ticketsinfo@lfc.co.uk with all correspondence marked with your Supporter Number, which can be found on the front of your Season Ticket. Supporters are encouraged to contact the Club as soon as possible and at the latest three (3) hours prior to the Match to request written consent. No refund shall be given on any cancellation of any Seasonal Car Park Pass or Match Day Car Park Pass and no partial refund shall be given in respect of any Matches for which a Seasonal Car Park Pass is not used.
11. The Club cannot accept any responsibility for Seasonal Car Park Passes which are either lost or damaged beyond use. No replacements are permitted for lost or stolen Seasonal Car Park Passes.

12. All correspondence should be marked with your Supporter Number, which can be found on the front of your Season Ticket. Supporters are encouraged to contact the City Sales Centre either by e-mail to ticketsinfo@lfc.co.uk or by phoning on **0344 815 5000 (Option 1)**. Alternatively, Season Ticket Holders may visit the Foxes Fanstore in person during normal opening hours, which can be found on www.lfc.com.
13. A Seasonal Car Park Pass is purchased in conjunction with a Season Ticket or seasonal corporate hospitality package. The Club reserves the right to cancel or rescind a Seasonal Car Park Pass if your Season Ticket is cancelled or withdrawn for any reason.
14. The Club reserves the right to vary its Car Park Terms and Conditions from time to time. Any variations will be advertised via the Club's communication channels including the website www.lfc.com and the social media channels and/or in the press.
15. The Club reserves the right to relocate you to another nominated Club Car Park from time to time.
16. Your Car Park Pass must be clearly displayed inside your vehicle.
17. If the conditions of issue are not accepted, your Seasonal Car Park Pass should be returned immediately to the Foxes Fanstore within fourteen (14) days of purchase provided it has not been used.
18. Car Park spaces for Supporters with a Disability – Seasonal and Match Day Car Park Passes for accessible spaces in the Car Park are available to purchase (subject to availability). Individuals who wish to purchase a Car Park Pass for an accessible space should apply to the Club and may be required to provide supporting evidence of their requirement for an accessible space. No vehicle may be parked within an accessible space unless it has a suitable Car Park Pass (and displays the requisite accessibility accreditation if required).
19. Car Park Pass holders acknowledge and agree that the personal data provided by them to the Club in the purchase of a Car Park Pass shall be collected, stored and used by the Club in accordance with the Data Protection Act 1998 (as amended and/or replaced), the 2016 General Data Protection Regulation and the Club's Privacy Policy (available on the Club's website).

CCTV is in operation at all times.

Section 5 - LCFC Supporters with a Disability – Additional Terms and Conditions

1. The following additional terms and conditions shall apply to any Supporter with a Disability. A Supporter with a Disability shall mean any supporter of the Club who has a physical or mental impairment that has a “substantial” and “long term” negative effect on their ability to do normal daily activities.
2. Supporters with a Disability who can provide the Club with any of the following as proof of their disability shall be entitled to purchase a Season Ticket or match ticket at a prevailing concessionary price as set by the Club for its qualifying Supporters with a Disability. This Season Ticket/ticket shall include a free personal companion/carer ticket for each Match attended by the Supporter with a Disability. The qualifying criteria is as follows (or as otherwise determined at the discretion of the Club):

- Enhanced rate of Personal Independent Payment (PIP) for mobility;
- Receipt of the Disability Living Allowance at Middle/Higher Rate;
- Receipt of the Attendance Allowance;
- Receipt of the Severe Disablement Allowance;
- Blind or partially sighted registration certificate, CredAbility Access Card; and/or
- Any other documentation at the discretion of the Club.

Any Supporter with a Disability meeting the above criteria but wishing to sit outside the designated area will not receive a concessionary price, however they will be eligible for a free Season Ticket for their personal companion/carer.

Proof of disability must be provided prior to the start of the Season.

3. The Season Ticket of a personal companion/carer for a Supporter with a Disability (and/or any Away Match Ticket provided by the Club free of charge when a Supporter with a Disability who is a Season Ticket Holder purchases an Away Match ticket), is only valid when they are accompanied by the Season Ticket Holder who is a Supporter with a Disability. The main priority of the personal companion/carer should be to care for the Supporter with a Disability during their visit to the Stadium.
4. The personal companion/carer is not deemed to be a Season Ticket Holder in their own right and as such are not entitled to any other benefits to which a Season Ticket Holder is entitled. Should the personal companion/carer wish to attend the Match without the Supporter with a Disability, the personal companion/carer must upgrade by paying the full Match ticket price. Failure to do so and any abuse of these Terms and Conditions by any personal companion/carer may result in ejection from the Stadium and cancellation of the Season Ticket without refund. For the avoidance of doubt all personal companions/carers are required to comply with these Terms and Conditions, including the Ground Regulations.
5. The personal companion/carer should sit with the Supporter with a Disability to assist him/her and whilst the Club accept that the personal companion/carer may be another Supporter with a Disability or a young person, the Club requests that the personal companion/carer is fully capable of meeting the needs of the Supporter with a Disability. It should also be noted that when entering the Stadium, the personal companion/carer must enter at the same time as the Supporter with a Disability. Although a Supporter with a Disability can enter the Stadium on their own, the personal companion/carer will not be admitted without being in the presence of the Supporter with a Disability and otherwise would need to upgrade their ticket.
6. Personal companion/carer tickets/Season Tickets are transferable, however Season Tickets for the Supporter with a Disability are not. Should any Supporters with a Disability or personal companion/carer be found to be abusing these Terms and Conditions or any other policy relevant to Supporters with a Disability, the Club reserves the right to deny entry or to take further action.

7. The Season Ticket for the Supporter with a Disability can only be used by the named individual and is not transferable.
8. The Club will make every effort to allocate the personal companion/carer with a seat adjacent to the Supporter with a Disability, however, if this is not possible, the Club will allocate the closest available seat to the Supporter with a Disability.
9. Please note that stewards and members of staff may carry out checks on all Season Ticket Holders. Any abuse of the concessionary scheme for Supporters with a Disability will be dealt with severely and will result in the loss of the applicable Season Ticket and the right to eject the individuals from the Stadium.

Section 6: Ground Regulations (Season 2019/20)

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"**Ground**" means this football stadium and all locations owned, occupied or utilised by the Club.

"**Club**" means this football club.

"**Match**" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"**Material**" means any audio, visual and/or audio-visual material and/or any information or data.

"**Football Authority**" means each of the Premier League, The English Football League (EFL) League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

- 1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- 2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
- 3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.
- 5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- 6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- 7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- 8 Further, you may not bring into the Ground:
 - 8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;

8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature,

without the express written approval of the Club's management.

9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

11 The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 The throwing of any object within the Ground without lawful authority or excuse.

11.2 The chanting of anything of an indecent or racist nature.

11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15 Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

17 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;

17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

- 18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason. For the avoidance of doubt, any attempt to gain access to the Ground wearing the colours and or kit of a club other than the Club may result in admission being refused and in such circumstances no refund or alternative seat will be offered.
- 19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
- 20 The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 19 above, or pursuant to paragraph 16 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the Premier League. You further agree (if and whenever required to do so by the Club and/or the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the Premier League absolutely and with full title guarantee.
- 21 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
- 22 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
- 23 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
- 24 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 25 By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information, please contact the Club.

- 26 All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
- 27 Further to paragraph 25, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 28 **Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any Season Ticket (without reimbursement), Club Membership and other benefits.**