

**July 2024**



**LEICESTER CITY WOMEN**

**FOOTBALL CLUB**

**SEASON TICKET 2024/2025**

**TERMS AND CONDITIONS**

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## **Section 1 - Introduction**

A holder of a Leicester City Women 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 has opted to purchase a Car Park Pass at the Stadium (King Power), the Car Parking Terms and Conditions referred to in Section 3; and
- (iii) Where a Season Ticket Holder has a disability, the LCFC Supporters with a Disability - Additional Season Ticket Terms and Conditions set out in Section 4; and
- (iv) The Ground Regulations applicable for the 2024/2025 Season referred to in Section 5.

## **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 (King Power) for which a Car Park Pass is valid;

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

**“Club”** means Leicester City Women Football Club;

**“Conditions of Entry”** means (as applicable) the rules and regulations of each of FIFA, UEFA, the Football Association, the Ground Regulations, any applicable Supporter Code of Conduct and any other such conditions of entry as issued by the Club from time to time;

**“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 will be available on the Club website and which form Section 5 of these Season Ticket Terms and Conditions;

**“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 the 2024/2025 women’s football season;

**“Season Ticket”** means an admission ticket (whether in digital or physical format) to all of the Club's relevant Matches consisting of all home league matches played by the Club in The FA Women’s Super League at the Stadium during the Season;

**“Stadium”** means King Power Stadium located at Filbert Way, Leicester LE2 7FL; Pirelli Stadium, Burton Upon Trent, Staffs DE13 0AR; and all other locations owned, occupied or utilised by the Club;

**“Supporter Code of Conduct”** means such (if any) supporter code of conduct issued by the Club from time to time which may set out certain terms and conditions (in addition to the Ground Regulations) and upon which supporters are granted entry to the Stadium, a copy of any such code of conduct to be communicated to the Season Ticket Holder, available on the Club website and/or displayed at the Stadium; and

**“Supporter with a Disability”** means as defined in Section 4 Condition 1.

## **General Regulations**

1. The Club celebrates diversity and works to create an experience on matchdays and non-matchdays that is safe and enjoyable for all. The Club welcomes all to the Stadium, regardless of age, disability, gender, race, faith, sexual orientation or any other protected characteristic. The Club will not tolerate behaviour (whether verbal, physical, written or otherwise) that is anti-social, discriminatory, offensive, racist, homophobic, threatening, abusive or otherwise targets someone

because of their protected characteristic. If the Club finds any supporter committing any of the above offences or behaviours at, around or on the journey to/from the Stadium, any other Club premises or any other football stadium, or via online media or any other media, the Club shall be entitled to impose on the supporter such sanction as it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal of the supporter's Season Ticket without reimbursement and/or the removal of any Club benefits. 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 any person, including 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, these Season Ticket Terms and Conditions, the Conditions of Entry or any other requirements that the Club may reasonably impose in relation to admission at the Stadium from time to time; 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) the Season Ticket Holder's 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 using and/or in possession of the relevant Season Ticket) engages in any abusive, dangerous or other unacceptable behaviour (including but not limited to that listed in Condition 1 above and/or any damage to property) whether in, around or on the journey to/from the Stadium, any other Club premises or any other sporting venue anywhere in the world, or via online media or any other media. Season Ticket Holders are expected to show respect to all staff, supporters and other members of the public; behaviour that falls below the Club's expectations in this regard could result in the Season Ticket being revoked without reimbursement or in any of the other sanctions outlined in this Condition.

4. Persistent standing is not permitted within the Stadium during play, as it may compromise supporter safety, disrupt the view of fellow supporters and endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter found to be persistently standing in the view of the Club may immediately be ejected and the Club reserves the right to impose such sanction as it considers appropriate in the circumstances (which may include, without limitation, withdrawal of the supporter's 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 Football Association 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 Football Association and/or the Club (as applicable), 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 Football Association and/or the Club) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to The Football Association and/or the Club (as applicable) absolutely and with full title guarantee.

10. Where the Club reasonably believes that any person (including any Season Ticket Holder or personal assistant) has breached any of these Season Ticket Terms and Conditions then, in addition to any other right or remedy available to the Club, the Club reserves the right to impose any sanction it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal of the supporter's Season Ticket without reimbursement and/or the removal of any Club benefits.

### **Season Ticket Usage & Stadium Access**

11. 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).

12. 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 Match ticket (which they have validly purchased or had assigned to them) 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.
13. Season Tickets (and where applicable, individual Match tickets) must be produced if requested by a Club official.
14. Season Ticket Holders must provide complete, correct and accurate information to the Club in connection with their Season Ticket applications and must notify the Club promptly in the event that any of the details relevant to their Season Ticket or account (including their name, address, email address, telephone number and other contact details) change during the Season. Further, it is the responsibility of the Season Ticket Holder to check their Season Ticket to ensure all details (including their payment details) are correct upon receipt. The Club reserves the right to cancel the Season Ticket and/or refuse entry to the Stadium where there is any failure to comply with this Condition.
15. 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 is not limited to, football related misbehaviour outside of football stadia and digitally.

16. A Season Ticket is issued subject to the rules and regulations of FIFA, UEFA and/or The Football Association in respect of the relevant competition and shall be subject at all times to the Ground Regulations and the Conditions of Entry.
17. A Season Ticket admits the bearer to occupy the seat indicated on the Season Ticket (or Match ticket, as applicable) at each of the Club's FA Women's Super League first team home league matches at the Stadium for the 2024/2025 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.
18. The benefits to which each Season Ticket Holder is entitled shall be as communicated prior to the start of the Season and/or as otherwise set out on the Club website. 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).
19. Nothing in these Season Ticket Terms and Conditions shall constitute or imply any entitlement to occupy any seat 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, such as a parent and child.

20. If the Season Ticket Holder is not 18 years or over, their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) shall, in addition to the Season Ticket Holder themselves, be responsible for the Season Ticket Holder's actions, conduct and compliance with these Season Ticket Terms and Conditions and the Conditions of Entry. Should any Season Ticket Holder under the age of 18 breach these Season Ticket Terms and Conditions and/or the Conditions of Entry, the Club shall be entitled to impose on the Season Ticket Holder and/or their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) such sanction(s) as it considers appropriate in the circumstances.
21. In the interests of safety, Season Tickets and/or Match tickets are for the use of the Season Ticket Holder only in the relevant sections of the Stadium and are strictly non-transferable, either to any other home supporter or to visiting supporters. The Club reserves the right to cancel any tickets in advance of a Match where the Club reasonably suspects such tickets may be used by a visiting supporter and/or eject from the Stadium any visiting supporters sitting in the areas reserved for home supporters, without reimbursement, and to impose on the relevant Season Ticket Holder such sanction as it considers appropriate in the circumstances.
22. 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. 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 Football Association or the Club.

23. The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club may 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 suspects a Season Ticket Holder has committed such an offence, the Club may notify The Football Association 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. The Club reserves its right to conduct checks on supporters attending Matches for any breaches of these Season Ticket Terms and Conditions.
24. Season Tickets must not be used or made available as 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 and/or any applicable Supporter Code of Conduct is committed, then both the Season Ticket Holder and the transferee shall be jointly and severally liable for such breach.
26. Club officials 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 and/or require an upgrade price to be paid in respect of the Season Ticket. 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 (in each case including over the counter, by phone or by social media) that does or could or is likely to bring the name or reputation of the Club into disrepute.
28. Location (including the applicable Stadium), dates and times of kick-off will be announced on the Club's communication channels including the website hosted at [www.lcfc.com/women](http://www.lcfc.com/women) 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 location, 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. Subject to Conditions 50-53 below, in the event of a Match being abandoned, Season Ticket Holders will gain free admission to any rescheduled fixture. Pro-rata refunds will not generally 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 Match to gain entry into the Stadium on matchdays. 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. Subject to Conditions 50-53 below, in the event of issues beyond the Club's control which impact on the ability of a Season Ticket Holder to benefit from the Season Ticket for any particular Match(es), pro rata refunds will not generally be issued to supporters and will be in the Club's absolute discretion.
32. Entry to the Stadium cannot be guaranteed if a Season Ticket Holder seeks to gain entry into the Stadium on matchday after kick-off.
33. If a Season Ticket Holder dies, provided that the Club is notified within the following period of three (3) months, the Season Ticket (excluding any priority points) may be transferred to an immediate family member (as determined by the Club) with the consent of the Club (such consent to be given at the Club's absolute discretion) and upon the provision of such evidence as the Club may require, including but not limited to a copy of the Season Ticket Holder's death certificate, confirmation from the executor of the will of the Season Ticket Holder that the family member is entitled to receive the Season Ticket and proof of the transferee's identity and address. If the concession conditions are no

longer satisfied an upgrade price may be required to be paid (including for the remainder of the current Season). Pro rata refunds will only be considered and granted at the discretion of the Club on a case-by-case basis. The Season Ticket should not be used for any Matches following a Season Ticket Holder's death unless and until the process set out in this Condition has been completed.

### **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 Season Ticket Holder is warranting and representing that they (and any person for whom they are purchasing a Season Ticket) are a supporter of the Club. Only one Season Ticket can be held per supporter and such Season Ticket must be held in the name of the relevant individual.
35. Season Tickets may be purchased using any one of the following purchase methods:
  - Online via the website at [www.lcfc.com](http://www.lcfc.com); or
  - Over the telephone by calling **0344 815 5000 (Option 1)**;
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. Season Ticket Holders who provide the Club with debit or credit 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 and Conditions 50-53 below, a Season Ticket is not refundable and cannot be cancelled by the Season Ticket Holder 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. Season Ticket Holders will be required to select their seat location at the beginning of the Season (subject to availability). 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 for the full Season or at any point during the Season for the remainder of the Season, this will be subject to the discretion of the Club, and shall at all times be subject to availability and, unless stated otherwise, subject to payment of any upgrade price and an additional relocation fee of £5.

42. Should a Season Ticket Holder wish to relocate their seat to a different area of the Stadium for a single Match, this will be subject to the discretion of the Club, and shall at all times be subject to availability and, unless stated otherwise, subject to payment of any upgrade price applicable to the new area of the Stadium. 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 area for the relevant Match. Refunds will not be given if the new area is lower in price.
43. The Club reserves the right in its sole discretion to temporarily or permanently allocate to the Season Ticket Holder an alternative seat in the Stadium if:
  - part or parts of the Stadium are closed for operational reasons, maintenance, repairs, refurbishment 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 relocation is necessary in order to comply with any requirements of FIFA, UEFA and/or The Football Association, 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 available to Season Ticket Holders on the basis:

- UNDER 8 (2-7 years on 1 September 2024);
- UNDER 12 (8-11 years on 1 September 2024);
- UNDER 16 (12-15 years on 1 September 2024);
- UNDER 18 (16-17 years on 1 September 2024); and
- SENIOR (65+) (aged 65 and over on 1 September 2024).

The Club reserves the right to request the proof of age of any supporter who is applying for, or in possession of, a concessionary priced Season Ticket. In the event that any concessionary priced Season Ticket is used by a Season Ticket Holder who does not qualify for the relevant concession, the Club reserves the right to require the Season Ticket Holder to pay an upgrade price and/or to cancel the Season Ticket immediately without reimbursement.

45. The Club reserves the right to cancel, without reimbursement, any Season Ticket purchased by any supporter who defaults on any payment and/or charge reasonable default administration charges.

### **Forgotten, Lost, Stolen and Damaged Season Tickets**

46. Any Season Ticket Holder who is unable to present and/or

display a digital Season Ticket (or forgets to bring their Season Ticket to a Match) can obtain an individual Match ticket from the Matchday Ticket Office at the Stadium on the day of the relevant Match from ninety (90) minutes prior to kick-off until the Matchday Ticket Office closes only (please note that the time at which the Club chooses to close the Matchday Ticket Office is at the Club's discretion and that such closure may take place at any point following kick-off). This right to obtain an individual Match ticket is only available to the named Season Ticket Holder and is not available to any permitted transferee of the Season Ticket for a particular Match. 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 administration 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 two (2) occasions during the 2024/2025 Season.

**Match and Event Ticket Availability (this section (Conditions 47-49) is at all times subject to Conditions 50-53 below)**

47. The Club may from time to time offer Season Ticket Holders a priority purchase period before tickets for home cup ties go on General Sale. Tickets are subject at all times to availability and subject to the Club's selling criteria and eligibility requirements.
48. 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 in any other manner determined by the Club at its discretion and as will be notified by the Club to Season Ticket Holders.
49. Arrangements and selling criteria for all cup ties will be

advertised on the Club's communication channels including the website hosted at [www.lcfc.com/women](http://www.lcfc.com/women) and the social media channels and/or in the press and/or on the local radio.

50. The Club reserves the right to amend these Season Ticket Terms and Conditions (and/or the basis on which the Club provides Season Tickets) as it determines, in order to retain the appropriate flexibility to ensure an appropriate and fair approach in respect of any circumstances arising which are outside of the Club's reasonable control (including but not limited to any public health concerns). This may include, without limitation, the Club making any such amendments as are required or recommended in order to comply with applicable laws, regulations or guidance.
51. By way of example only, it is possible that the capacity of the Stadium may be restricted for particular Match(es) and/or that certain Match(es) may be played behind closed doors. In such circumstances, the Club will contact Season Ticket Holders to inform them of the relevant amendments which the Club is making, and of the impact of those amendments on Season Ticket Holders (which may, for example, include the Club introducing a ballot or other process to determine those Season Ticket Holders who will be entitled to attend any Matches with limited capacity, and/or the Club determining the basis on which any refunds and/or credits will be offered to Season Ticket Holders for any Matches which they are not entitled to attend as a result).
52. For the avoidance of doubt, all Season Ticket Holders are required in connection with their attendance at the Stadium to comply with all applicable laws/regulations, Government guidance and the Club's directions (including any applicable Supporter Code of Conduct from time to time, as described in Condition 53 below). This includes

the strict requirement that Season Ticket Holders must not attend the Stadium if they are restricted from doing so as a result of any laws and/or regulations in force from time to time. No refunds shall be due in such circumstances, unless the Club determines otherwise in its absolute discretion.

53. Without prejudice to the foregoing, the Club may from time to time elect to implement a Supporter Code of Conduct and/or to introduce other supplemental Season Ticket terms. Any such Supporter Code of Conduct and/or supplemental terms will be binding upon the Season Ticket Holder (and personal assistant, if applicable), will be communicated to Season Ticket Holders and/or displayed at the Stadium and shall be subject to update in the Club's absolute discretion.

### **Dispatch of Season Tickets**

54. For the 2024/2025 Season, Season Ticket Holders will be issued with a digital Season Ticket which will need to be presented at each Match. Supporters that require a physical Season Ticket will need to contact the Club by emailing [ticketsinfo@lcfc.co.uk](mailto:ticketsinfo@lcfc.co.uk) or by calling the ticket office on **0344 815 5000 (Option 1)**. Irrespective of the format of Season Ticket, a purchaser of a Season Ticket will be issued with their Season Ticket prior to the first Match of the Season, provided their application to purchase a Season Ticket has been accepted by the Club and full cleared payment has been received by the Club. For any Match(es) taking place at the Pirelli Stadium, the Club reserves the right to issue all Season Ticket holders with a physical ticket which will be dispatched to their registered address.
55. 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

dispatched by the Club. Should any such items not be received (or in the case of a digital Season Ticket, made available for download) by the purchaser seven (7) days before the relevant Match, the purchaser should contact the Club immediately by telephone.

### **Exclusion of Liability**

56. 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. Subject to Conditions 50-53 above, 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.
57. Subject to Conditions 50–53 above, 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 or Matches being played behind closed doors or with limited/restricted attendance;
  - any failure to obtain and/or download a Season Ticket, Match ticket and/or replacements of the same due to the acts or omissions of any third party (including any postal or internet service provider); and
  - restrictions to the view of the Match caused by virtue

of the actions of other spectators.

58. The Club shall have no liability whatsoever for:

- any indirect or consequential loss or damage of whatever nature; or
- any of the following types of loss or damages, whether arising directly or indirectly: (i) loss of enjoyment, (ii) travel/accommodation costs, (iii) any loss or damage to or theft of property at the Stadium, and/or (iv) any losses arising from a Season Ticket being used for commercial purposes (i.e. where the Season Ticket is not being purchased and used by a consumer).

59. 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;
- fraud or fraudulent misrepresentation by the Club; or
- any liability which may not be excluded or limited as a matter of English law.

### **Dress Code**

60. 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.

61. 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.

62. Without prejudice to the representation at Condition 34, any attempt to gain access to the Stadium wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the visiting club, may result in admission being refused to the individual and/or the individual being ejected from the Stadium and in such circumstances no refund or alternative seat will be offered.

### **Filming, Photography and Taping**

63. Conditions 63 to 65 apply in addition to paragraphs 19 and 22 of the Ground Regulations. Each Season Ticket Holder acknowledges and agrees that the Club will hold and process data relating to them, which may include personal data, for administrative and legal purposes. The personal data that is provided to the Club shall be collected, stored, processed, used and transferred by the Club in accordance with the Club's then current privacy policy.
64. 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 Football Association, Club partners, other football governing bodies, other third parties (such as event promoters) 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 (including any breach of the Conditions of Entry). 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. Information about the Club's use of Season Ticket Holder's personal data will be brought to Season Ticket Holders' attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the Stadium). Season Ticket Holders should contact the Club for further information.

65. Further to Condition 64 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**

66. Any correspondence with the Club should be marked with the Supporter Number, which can be found on the Season Ticket. Season Ticket Holders are encouraged to contact the City Sales Centre either by email to [ticketsinfo@lfc.co.uk](mailto:ticketsinfo@lfc.co.uk) or by phoning **0344 815 5000 (Option 1)**.

67. Should a Season Ticket Holder wish to grant a family member or friend the authority to make requests in relation to their Season Ticket on their behalf (including in relation to relocation), they must email the Club at [ticketsinfo@lcfc.co.uk](mailto:ticketsinfo@lcfc.co.uk) to confirm the name, address, supporter number and date of birth of the relevant authorised person, and the extent of the authority they wish to grant to that individual. The Club reserves the right to refuse any such authorisation request at its absolute discretion and shall accept no liability for any loss or disappointment suffered as a result of executing the instructions of a Season Ticket Holder and/or their nominated authorised person.
  
68. If you are not happy with the response from the contacts set out in Condition 66 above, Season Ticket Holders may contact Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL, **e-mail [help@lcfc.co.uk](mailto:help@lcfc.co.uk) or telephone 0344 815 5000 (Option 2).**
  
69. If you are not happy with the response from the contacts set out in Condition 68 above, Season Ticket Holders may contact Board Office, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester LE2 7FL, or e-mail [boardoffice@lcfc.co.uk](mailto:boardoffice@lcfc.co.uk).
  
70. If you are not happy with the response received from the Club under Condition 69 above, you may contact the Independent Football Ombudsman at Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire SG1 2AD. Alternatively, you may complete and submit the form available at the following link <https://www.theifo.co.uk/contact-us.html>, email [contact@theifo.co.uk](mailto:contact@theifo.co.uk) or telephone 0330 165 4223.
  
71. 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 (King Power). Ground

Regulations are displayed around the Stadium (King Power) and on [www.lcfc.com](http://www.lcfc.com).

## **General**

72. Without prejudice to Conditions 50-53 above, the Club reserves the right to make other changes to 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. Any variations will be advertised on the Club's website hosted at [www.lcfc.com](http://www.lcfc.com).
73. 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.
74. 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.
75. 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.
76. 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 - 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 Matches held at the Stadium. The following terms and conditions shall apply to all purchases of single Match Day Car Park Passes 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 have been subject to the suspension of their Season Ticket. A Car Park Pass is purchased in conjunction with a Season Ticket. The Club reserves the right to cancel or rescind a Car Park Pass if your Season Ticket is cancelled or withdrawn for any reason.
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 Car Park(s).
4. 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. **Car Park Pass holders will NOT be allowed into 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 Pass without refund.
7. Car Park Passes are for standard vehicles only, e.g. no minibuses 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 Car Park Pass is personal to the Season Ticket Holder and is non-transferable. Subject to Condition 11 of these Car Parking Terms and Conditions, no refund shall be given on any cancellation of any Car Park Pass.
10. The Club cannot accept any responsibility for Car Park Passes which are either lost or damaged beyond use.
11. The Club reserves the right to vary these Car Parking Terms and Conditions in order to ensure an appropriate and fair approach in respect of any circumstances arising which are outside of the Club's reasonable control (including but not limited to any public health concerns). By way of example only, it is possible that the capacity of the Stadium may be restricted for particular Match(es) and/or that certain Match(es) may be played behind closed doors. If, as a result of such restrictions, a Season Ticket Holder is not eligible to attend a Match and use their Car Park Pass, the Club will issue a refund to the Season Ticket Holder.

12. Without prejudice to Condition 11, the Club reserves the right to make other variations to its Car Parking Terms and Conditions from time to time. Any variations will be advertised via the Club's communication channels including the website [www.lcfc.com](http://www.lcfc.com) and the social media channels and/or in the press.
13. The Club reserves the right to relocate you to another nominated Club Car Park from time to time.
14. Your Car Park Pass must be clearly displayed inside your vehicle.
15. If the conditions of issue are not accepted, your Car Park Pass should be returned immediately to the City Sales Centre at the Stadium within fourteen (14) days of purchase provided it has not been used.
16. Car Park spaces for Supporters with a Disability - 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).
17. 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 applicable data protection law and the Club's privacy policy (available on the Club's website).
18. Season Ticket Holders (and their passengers, if applicable) acknowledge and agree to the use and operation of CCTV at all times.

## **Section 4 - LCFC Supporters with a Disability - Additional Terms and Conditions**

1. The following additional terms and conditions shall apply to any Supporter with a Disability that has been registered with the Club. A Supporter with a Disability shall mean any supporter of the Club who has a physical or mental disability 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 under the applicable criteria at a prevailing disability price as set by the Club for its qualifying Supporters with a Disability. This Season Ticket/ticket shall include a free personal assistant 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):
  - Standard or 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 Employment & Support Allowance (ESA);
  
  - Blind or partially sighted registration certificate, CredAbility Access Card; and/or
  
  - Any other special 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 assistant.

Proof of disability must be provided to the Club at least four (4) weeks prior to the start of the Season. Where such proof is not provided, the Club reserves the rights to cancel the Season Ticket and the personal assistant ticket and/or charge the full price for the Season Ticket and to cancel the personal assistant ticket.

Where the relevant proof of disability documentation expires during the Season, updated documentation must be provided to the Club within one (1) month of its expiry. If such updated documentation is not provided to the Club within the required one (1) month period, the Club reserves the right to freeze the Season Ticket(s) until such time as updated documentation is provided to the Club. In the event that updated documentation is not provided to the Club within three (3) months of its expiry, the Club reserves the right to cancel the Season Ticket(s) immediately without reimbursement and/or require the Season Ticket Holder to pay an upgrade price.

3. Any ticket (of whatever nature) provided for a personal assistant for a Supporter with a Disability is provided in order for the personal assistant to care for Supporter with a Disability and is only valid when the personal assistant is accompanying the Supporter with a Disability.
4. The personal assistant 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 assistant wish to attend the Match without the Supporter with a Disability, the Supporter with a Disability must notify Club and provide consent for the personal assistant to attend

without them. The personal assistant must then upgrade the Supporter with a Disability's Season Ticket by paying the full Match ticket price and returning the personal assistant ticket to the Club. Failure to do so and any abuse of these Terms and Conditions by any personal assistant may result in ejection from the Stadium and cancellation of the Season Ticket(s) without refund. For the avoidance of doubt, all personal assistants are required to comply with these Terms and Conditions, including the Ground Regulations.

5. The personal assistant must sit with the Supporter with a Disability to assist them and whilst the Club accepts that the personal assistant may be another Supporter with a Disability or a young person, the Club requests that the personal assistant 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 assistant 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 assistant will not be admitted without being in the presence of the Supporter with a Disability.
6. Should any Supporter with a Disability or personal assistant 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 (which may include the suspension and/or cancellation of the assistant tickets/Season Tickets).
7. The Season Ticket for the Supporter with a Disability can only be used by the named individual and is not transferable, and details of the personal assistant must be provided to the Club. Should the Supporter with a Disability wish to change the personal assistant they have registered with the Club, they must contact the Club's

Access Team by email to [disability@lcfc.co.uk](mailto:disability@lcfc.co.uk) or by phoning **0344 815 5000 (Option 2)**.

8. 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 5 - Ground Regulations (Season 2024/2025) (as applicable to the Club)**

**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 and the terms of the Supporter Code of Conduct (if any). The Ground Regulations incorporate the Club's Customer Charter (if any) and the Premier League's Commitment Regarding Abusive and Discriminatory Conduct. Entry to the Ground shall constitute acceptance of the Ground Regulations.**

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

**"Discrimination Commitment"** means the Commitment Regarding Abusive and Discriminatory Conduct to be adhered to by all those attending the Grounds which can be found on – or accessed via – the Club's website, the Premier League's website, viewed at the Ground or can be provided upon written request to the Club.

**"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.

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

**"Illegal Substance"** means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

**"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.

**"Premier League"** means the Football Association Premier League Limited.

**"Supporter Code of Conduct"** means any code of conduct to be adhered to by all those attending the Grounds which can be found on – or accessed via – the Club's website or can be provided upon written request to the Club.

- 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 and/or the Discrimination Commitment and/or the Supporter Code of Conduct and/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:
  - 2.1 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or
  - 2.2 who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended); or
  - 2.3 who is the subject of a current sanction under the Discrimination Commitment (as amended from time to time).
- 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, Illegal Substances, 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 Using words that are, or behaving in a manner that is, threatening, abusive, insulting, foul, improper, offensive, violent, indecent, or provocative is strictly forbidden and will result in arrest and/or result in ejection from the Ground. In addition to and without limiting the forgoing, engaging in chanting or other verbal and/or non-verbal actions and/or gestures concerning football or other tragedies (whether done at a Match, in-person or remotely (via any electronic communication, social media or otherwise)) ("**Tragedy Chanting**") is strictly forbidden. Any individual found to have engaged in Tragedy Chanting will be subject to a ban from the Ground. In addition to the Club, in accordance with the Contract (Rights of Third Parties) Act 1999, any other member club of the Premier League from time to time may enforce a breach of this paragraph 9. As such, an individual in breach of this paragraph 9 may also be subject to a ban from any or all other matches of or stadia and/or locations owned, occupied or utilised by any other member clubs of the Premier League from time to time, for such periods as may be determined by the relevant club of the Premier League.
- 10 The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground:
  - 10.1 attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal Substance; and/or
  - 10.2 being in possession of an Illegal Substance when entering the Ground or inside the Ground.
- 11 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground.

12 The following acts constitute prohibited activity under the Discrimination Commitment:

12.1 any conduct, act or statement, whether express or implied, that is abusive insulting, intimidating or offensive; or

12.2 any conduct, act or statement, whether express or implied, that is discriminatory by means of race, religion or belief, gender, sexual orientation, disability, colour or national or ethnic origin; or

12.3 any other activity in contravention of the Discrimination Commitment.

Any individual found to have engaged in prohibited activity under the Discrimination Commitment may be subject to a ban from Matches. In addition to the Club, in accordance with the Contracts (Rights of Third Parties) Act 1999, any other member club of the Premier League may from time to time enforce the Discrimination Commitment. As such, an individual found to have engaged in prohibited activity under the Discrimination Commitment may also be subject to a ban from any or all other matches of or stadia and/or locations owned, occupied or utilised by any other member clubs of the Premier League from time to time, in accordance with the Discrimination Commitment.

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

13.1 the throwing of any object within the Ground without lawful authority or excuse;

13.2 the chanting of anything of an indecent or racist nature; and

13.3 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.

- 14 All persons entering the Ground may only occupy the seat allocated to them by their ticket (including those who have tickets to a Licensed Standing In Seated Area pursuant to paragraph 17 below) 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.
- 15 Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to a Licensed Standing In Seated Area pursuant to paragraph 17 below). Persistent standing in seated areas other than Licensed Standing In Seated Areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- 16 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.
- 17 To the extent that the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "**Licensed Standing In Seated Areas**"), only ticketholders who have tickets to the Licensed Standing In Seated Areas are permitted to access the Licensed Standing In Seated Areas. Ticket holders who have tickets to the Licensed Standing In Seated Areas shall:
  - 17.1 occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different areas of the Ground;
  - 17.2 expect that other spectators will be standing while play is in progress (although of course they may sit on their

- allocated seat before and after the activity, or during an interval or halftime break);
- 17.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;
  - 17.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;
  - 17.5 be respectful towards staff, stewards, and other fans at all times;
  - 17.6 behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;
  - 17.7 unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 17.1;
  - 17.8 not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and
  - 17.9 acknowledge that any failure to comply with the conditions set out in this paragraph 17 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.
- 18 Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.
  - 19 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.

- 20 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:
  - 20.1 attempting to enter the Ground or being inside the Ground whilst drunk; and/or
  - 20.2 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.
- 21 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which they do not belong may be ejected from the Ground either for the purposes of their own safety or for any other reason.
- 22 Save as set out in paragraph 19 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.

- 23 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 22 above, or pursuant to paragraph 19 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.
- 24 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.
- 25 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.

- 26 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, 10, 11 and 12. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings. Please read the Discrimination Commitment data protection notice on the Club's and Premier League's website relating to this use of your personal information.
- 27 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 (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same)). Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 28 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.

- 29 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.
- 30 Further to paragraph 28, 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.
- 31 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. Please read the applicable Terms & Conditions of Entry.**