

PART 1

1. ISSUE OF A SEASON TICKET

1.1 The issue of a Season Ticket and subsequent access to the Stadium is subject to:

1.1.1 these terms and conditions in relation to Season Tickets ("Conditions of Issue");

1.1.2 the Ground Regulations;

1.1.3 the Supporter Code of Conduct; and

1.1.4 the Supplemental Terms, collectively referred to as the "Terms & Conditions of Entry".

1.2 Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same the purchaser of a Season Ticket and the Ticket Holder hereby warrant and represent that they are a supporter of the Club.

2. ADMISSION TO THE STADIUM

2.1 Use of a Season Ticket constitutes acceptance of the Terms & Conditions of Entry.

2.2 A Season Ticket permits the Ticket Holder to occupy at the Match the seat indicated by the Season Ticket or such other alternative seat of equivalent value as the Club may, from time to time, allocate to the Ticket Holder at its reasonable discretion. The Club will not allow children to be carried through the turnstiles without a valid ticket for the Match.

2.3 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season.

2.4 Save as set out in clause 2.5 below, a Ticket Holder shall not bring into (or use within) the Stadium any equipment that 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 the Match or any aspect of it. Any person acting in breach of this provision may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to the English Football League ("EFL"), Football Association ("FA") and/or the Club and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988 to the EFL.

2.5 Mobile telephones are permitted within the Stadium, provided that they are used for personal and private use only.

2.6 Save for official Club merchandise and/or other football-related clothing worn in good faith, a Ticket Holder shall not bring into, use or display within the Stadium any sponsorship, promotional or marketing materials.

2.7 A 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. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.

2.8 The Club reserves the right to refuse admission to, or eject from, the Stadium any person who fails to comply with the Terms & Conditions of Entry.

2.9 Without prejudice to the representation at clause 1.2, and in light of 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 Ticket Holder being ejected from the Stadium and in such circumstances no refund or alternative seat will be offered.

2.10 The Club reserves the right to refuse admission to, or eject from, the Stadium without any liability any person who promotes or displays any item that could be deemed to be offensive, threatening, abusive, discriminatory or inappropriate or behaves in a manner that could be deemed to be offensive, threatening, abusive, discriminatory or inappropriate.

2.11 There is no re-admission to the Ground upon exit for any Match.

3. USE OF SEASON TICKET

3.1 Subject to clause 3.2, Season Tickets are issued for the sole use of the Ticket Holder and a Ticket Holder shall not sell, assign, transfer or lend the Season Ticket, or the benefit of it, to any other person without the prior written consent of the Club. The reference to selling the Season Ticket includes, but is not limited to, offering to sell a Season Ticket (including, without limitation, via an online auction website), exposing a Season Ticket for sale, making a Season Ticket available for sale by another and advertising that a Season Ticket is available for purchase. For the avoidance of doubt (and by way of example only) a Season Ticket may not be offered as a prize in any promotion or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose, (all save as expressly authorised by the EFL or the Club). Nothing in the use of a Season Ticket shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season.

3.2 A Ticket Holder may only sell or transfer the Season Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such sale or transfer will be permitted except where the same takes place 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 such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest is subject to these Conditions of Issue which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original Ticket Holder and it is the duty of the Ticket Holder to inform the Guest of this.

3.3 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 will inform the police when it becomes aware that a Season Ticket has been sold illegally and will press for charges to be brought against those breaking this law. If a purchaser of a Season Ticket and/or a Ticket Holder is convicted of a ticket touting offence, or the Club reasonably suspects that a purchaser of a Season Ticket and/or a Ticket Holder has committed such an offence, the Club will notify the EFL who may in turn notify other professional clubs and/or the relevant law enforcement authorities. The information that the Club share in such circumstances may include the personal details of the purchaser of a Season Ticket and/or Ticket Holder, information regarding the offence or suspected offence, and information regarding the ticket purchase(s), including payment details. This information may be used to identify and prevent ticket touting offences and disorder at matches.

3.4 A Season Ticket will always remain the property of the Club and must be produced together with evidence of the Ticket Holder's identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket at any time.

3.5 Any Season Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Misuse of a Season Ticket may result in the Ticket Holder being refused entry to, or ejected from, the stadium in respect of a particular Match and/or the cancellation and withdrawal of the Season Ticket. In the event of any cancellation and withdrawal in accordance with this clause 3.5, no refund shall be payable to the purchaser of the Season Ticket in respect of any unexpired portion of the Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.

3.6 A Season Ticket may only be relocated or upgraded for five Matches per Season. In the event the Ticket Holder requests a relocation or upgrade on more than five occasions in a Season the Club reserves the right to permanently move the location of the Season Ticket and to charge a fee equal to the difference in season ticket price for the relocated area. If you choose to upgrade/change your Season Ticket at any time to a different category for one or more games such that an aged based ticket price no longer applies or a more expensive aged base ticket price applies, you will be required to pay the additional charge to the Club for that upgrade/change. All such upgrades/changes are irreversible and non-refundable if you subsequently change your mind or other circumstances apply, unless the Club decides otherwise.

3.7 In the event that a Season Ticket is transferred to another person and an offence or breach of the Terms & Conditions of Entry is committed, then both the Ticket Holder and the transferee shall be jointly and severally liable for such breach.

3.8 Subject to clause 2.2, a Season Ticket admits the Ticket Holder to occupy the seat indicated on the Season Ticket at the relevant Matches played by the Club at the Stadium during the 2026/27

friendly matches, non-first team matches and/or any other matches played at the Stadium are excluded from a Season Ticket, unless announced and/or communicated by the Club in advance.

3.9 The Club has a duty of care to ensure the safety of all visitors to the Stadium. By purchasing a Season Ticket in a specific seat, you are confirming to the Club that you can exit the Stadium by using the appropriate staircases without assistance. It is your responsibility to inform the Club if your circumstances change in any way and you are not able to exit the Stadium without assistance. The Club reserves the right to move any Season Ticket holder to a different seat if in the Club's reasonable opinion, a fan would not be able to exit the Stadium without assistance in an emergency. This clause does not apply to disabled Season Ticket holders accompanied by a companion.

3.10 The turnstiles will usually close at the commencement of half time of the Match and you will be refused admission to the Stadium once they close, whenever that may be, without refund or any liability by the Club.

3.11 You shall at all times use your allocated seat(s) and the Ground in a proper and lawful manner and not so as to cause any nuisance, annoyance or inconvenience to the Club or any other person (including any other spectators or visitors to the Ground or local residents) and shall not cause any damage to any allocated seat(s) or the Ground.

3.12 The Season Ticket must be stored on the Season Ticket Holder's (or an Authorised Users (i.e. an individual on your friends/family Club network) mobile phone, within the mobile phone's digital wallet, in order for the Season Ticket Holder/an Authorised User to access the Stadium. It is the Ticket Holder/an Authorised User's responsibility to ensure the Season Ticket can be scanned by the Club's Stadium Access System, which includes: (a) prior to arriving at the Stadium downloading the Season Ticket to their mobile phone therefore ensuring that their mobile phone is capable of downloading, storing and being compatible with the Season Ticket; and (b) ensuring that their mobile phone has enough battery power and is fully functional so that they can scan the Season Ticket into the Stadium Access System when seeking access to the Stadium. If the screen of the mobile phone is damaged the Stadium Access System may be unable to scan Season Ticket). Season Ticket holders/Authorised Users who are unable to access their Season Ticket (for any reason) on a Match day will need to report to the Ticket Office where a Match ticket will be provided for their seat once it has been confirmed that the Season Ticket has not been used to gain entry to the Ground for the relevant Match.

3.13 If a Season Ticket Holder dies, the Season Ticket may be transferred to an immediate family member 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, administrator or other person responsible for handling the affairs of the deceased, that the family member is entitled to receive the Season Ticket. The Club may request additional information to clarify the position as it sees fit and will be dealt with on a case-by-case basis. The Season Ticket will be transferred to the client reference number of the family member but no booking history or away membership status will be transferred from the account of the deceased. If the conditions outlined above 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.

3.14 The Club will issue a unique client reference number to each Season Ticket Holder for administration purposes. The client reference number and/or the account associated with that client reference number are not transferable to another person. Any actual or purported transfer of a client reference number or the client reference number account to another person will be deemed to be a breach of these terms and conditions and any Season Tickets issued against that client reference number will be cancelled and withdrawn. In the event of any cancellation and withdrawal, no refund shall be payable to the holder in respect of any unexpired portion of the Season Ticket. The Club also reserves the right to impose penalties on any person who has acted in breach of this clause which may include home and/or away match bans for such period as the Club deems appropriate. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.

3.15 Further to the above, by purchasing a Season Ticket you agree that you shall use such Season Ticket at a minimum of 18 of the 23 League Home Matches during the Season. For the avoidance of doubt, "use" shall mean either: (a) your attendance at a Match; (b) you forwarding your Season Ticket for a Match to Authorised User as below; or (c) you posting your Season Ticket for a Match for sale via the Club's Official Ticket Exchange platform. Please note that failure to use your Season Ticket at a minimum of 18 of the 23 League Home Matches during the Season may result in you being unable to renew your Season Ticket for any subsequent seasons.

3.15.1 If you are unable to attend a Match (being a Match played by the Club's men's team only for the purposes of this clause 3.15), you may do either of the following:

- put your seat up for sale through the Club's Official Ticket Exchange platform. For further details and full terms and conditions, please visit the Club's website at bcfc.com. If you sell your Season Ticket seat through the Club's Official Ticket Exchange platform, the lead booker of the Season Tickets will be emailed the confirmation details regarding the sale; or
- transfer your seat to one of your Authorised users using the Club's Ticket Forwarding feature within your supporter account. Please note that where you forward your Season Ticket to an Authorised User, you shall be responsible for the actions and omissions of your applicable Authorised User as if they were your own, and the Club reserves its rights to take any available action where such Authorised User are in breach of the Terms & Conditions of Entry (including without limitation the cancellation of your Season Ticket).

4. CHARGES

4.1 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 through direct email or SMS.

4.2 The sale of each Season Ticket is subject to the purchaser of the Season Ticket providing the Club with full payment of the relevant price. The purchaser of a Season Ticket who provides the Club with debit or credit card payment details authorises the Club to use those details to fulfil payment of the price and other fees attributable to the relevant Season Ticket.

4.3 Disabled Season Ticket holders must provide the Club with supporting evidence prior to the commencement of the Season or when requested by the Club. If proof is not provided the Club reserves the right to either cancel the Season Ticket or to charge the Season Ticket holder for a full-price Season Ticket. A full list of documents accepted can be found at <https://bcfc.com/pages/en/disabled-supporter-information>

4.3.1 Disabled Season Ticket holders who request wheelchair access must be largely dependent on a wheelchair for mobility purposes or not capable of walking the required distance that is required to reasonably and safely access any other part of the Ground.

4.3.2 Disabled Season Ticket holders who have requested the use of a companion ticket must be accompanied by a person who is capable of supporting their needs in the event of an emergency situation. For this reason, the Club strongly recommends that the companion is 18 years of age or over and not infirm. Any exception to this must be notified to the Club and appropriate arrangements for their safety will be made. Any refusals will only be based on the grounds of Health and Safety legislation.

4.3.3 A companion Season Ticket must only be used in conjunction with the disabled supporters Season Ticket itself. Therefore, if the companion wishes to attend independently, they must first contact the Ticket Office and pay the relevant admission fee. In addition, a companion using their complimentary companion Season Ticket will not generate their own booking history and/ or be entitled to any additional benefits that may be available to other Season Ticket holders (for example, an away membership). A booking history will only be generated in relation to any Matches which are purchased.

4.4 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.

4.5 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.

4.6 The Club reserves the right to run reduced price Match ticket promotions for selected Matches throughout the season without liability to Season Ticket holders.

5. DATA PROTECTION, FILMING, PHOTOGRAPHY & TAPING

5.1 Each purchaser of a Season Ticket and 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 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, which can be found on the Club's website at www.bcf.com.

5.2 All persons who enter the Stadium using a Season Ticket acknowledges 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 EFL, the FA, 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 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 them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms & Conditions of Entry. All 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.

5.3 Further to clause 5.2, if such person is under the age of 16, 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 adult, by that person entering the Stadium, that person's parent or guardian shall be deemed to have provided consent on their behalf.

6. EQUALITY, DIVERSITY & ANTI-DISCRIMINATION

6.1 The Club is committed to creating and maintaining a diverse, inclusive and welcoming environment at the Stadium and take a zero- tolerance approach to any form of discriminatory behaviour.

6.2 Ticket Holders are required to conduct themselves appropriately at the Stadium and the Club reserves the right to suspend or cancel the Season Ticket of any individual whose behaviour or conduct is deemed by the Club to be discriminatory, offensive or inappropriate.

7. CHANGE OF ADDRESS

7.1 It is important that the contact details held by the Club for the purchaser of a Season Ticket and the Ticket Holder are accurate and current. In the event of any change of contact details during the 2026/27 Season, the Club must be notified as soon as reasonably practicable. Details can be updated via the personal online ticketing account or by email to ticket.office@bcfc.com. In the event that the Club, a Football Authority or any other government or local authority official attempts but fails to make contact utilising the contact details recorded, the Club reserves the right to suspend the Season Ticket until verified contact details are provided.

8. CHANGES TO DATES, REFUNDS & EXCHANGES

8.1 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club and the Football Authorities reserve the right to reschedule any Match without notice and without any liability whatsoever. A Season Ticket will enable the Ticket Holder to attend the re-arranged Match.

8.2 Save for as provided elsewhere in these Conditions of Issue, in respect of any re-arrangement of any Match, the Club shall have no further liability whatsoever for any direct, indirect or consequential costs or claims, for any loss or damage, whether actual or alleged, including but not limited to loss of enjoyment or the costs of travel and/or accommodation arrangements.

8.3 Except as specially provided for under these Conditions of Issue (or in exceptional circumstances or compassionate grounds at the Club's absolute discretion), Season Tickets are non-refundable and cannot be cancelled by the purchaser of the Season Ticket and/or the Ticket Holder once purchased.

8.4 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 Conditions of Issue or as otherwise permitted by English law.

8.5 The Club reserves the right in its sole discretion to temporarily allocate to the Ticket Holder an alternative seat in the Stadium if: -

8.5.1 the part of the Stadium in which the Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs or re-structure;

8.5.2 the Away Club is allocated part of the Stadium in which the Ticket Holder's seat is located for a Match;

8.5.3 the relocation is necessary to comply with any requirements of any Football Authority in respect of any Match played at the Stadium;

8.5.4 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

8.5.5 the Club decides to close a specific section or sections of the Stadium.

8.6 No refunds shall be paid in respect of any Matches which the Season Ticket holder is entitled to attend but which the holder did not attend.

9. DAMAGED, LOST OR STOLEN SEASON TICKETS

9.1 In order to gain admission to the Stadium the Season Ticket must be presented at every Match.

9.2 In the event that a Ticket Holder is unable to present a Season Ticket in respect of any individual Match, the Club shall not be obliged to admit the Ticket Holder and shall only issue a duplicate ticket for that Match in its sole discretion. The Club will charge a non-refundable administration fee of £5 for each duplicate ticket issued.

9.3 Should a Season Ticket be damaged, lost or stolen, the Ticket Holder must inform the Club as soon as reasonably practical. In the event the Season Ticket has been stolen, the Ticket Holder should also contact the police and obtain a crime number which should then be communicated to the Club. The Ticket Holder will be issued with, subject to the discretion of the Club, a duplicate Season Ticket and the Club will charge a non-refundable administration fee of £10 or regenerate a digital Season Ticket.

9.4 The Club accepts no liability for Season Tickets which are lost in the post, mislaid or destroyed.

10. SUSPENSION & CANCELLATION OF SEASON TICKET

10.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breaches of the Terms & Conditions of Entry to suspend or cancel a Season Ticket.

10.2 In the event of such suspension or cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket.

10.3 Without prejudice to the general nature of the above, the following actions shall constitute a serious breach of the Terms & Conditions of Entry:

10.3.1 Smoking or vaping in designated non-smoking/vaping areas;

10.3.2 being (or appearing to be) intoxicated;

10.3.3 persistent standing in seated areas whilst the Match is in progress;

10.3.4 save as permitted within these Conditions of Issue, the sale or transfer, or the attempted sale or transfer of a Season Ticket to any person without the prior written consent of the Club;

10.3.5 the possession of a banner or flag that bears material or slogans that are, or may be deemed to be, indecent, offensive, obscene, abusive, threatening or discriminatory;

10.3.6 the supply of any misleading or incorrect information in any application for a Season Ticket;

10.3.7 the throwing of any object within the Stadium that may cause injury, damage, distress or annoyance to people or property without lawful authority;

10.3.8 the use of any foul, obscene, offensive, abusive, derogatory or discriminatory language or gestures;

10.3.9 behaving in a threatening, aggressive or violent manner;

10.3.10 bringing into the Stadium (or using within the Stadium): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or compromise public safety;

10.3.11 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority;

10.3.12 failure to follow the instructions of the Club stewards or any other member of Club staff.

10.3.13 any misrepresentation in relation to clause 1.2.

10.3.14 breach of the terms of any membership scheme of the Club;

10.3.15 any breach of clauses 2.4 or 2.5;

10.3.16 the deliberate misuse of a Season Ticket;

10.3.17 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket; and

10.3.18 any other act or omission that the Club decides, in its absolute discretion, warrants the suspension or cancellation of a Season Ticket

10.4 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 10.3 has either occurred or may occur.

10.5 In accordance with clause 6, the Club aims to confront and eliminate all discrimination, whether by reason of race, ethnicity, nationality, religion or belief, sex, sexual orientation, marital status, age, disability or gender reassignment. The Club will tackle all discrimination to make the Stadium a safe and welcoming place for all. The Club will not tolerate any form of racial, homophobic or any other discriminatory abuse, chanting or harassment. Any instances of such behaviour shall result in arrest and ejection from the Stadium. In such circumstances, the Club also reserves the right to cancel a Season Ticket with no refund being provided and to issue a Club ban.

10.6 In the event that a Season Ticket is suspended or cancelled the Club reserves the right to exclude the purchaser of the Season Ticket and/or the Ticket Holder from any membership scheme maintained or organised by the Club and/or to disqualify the purchaser of the Season Ticket and/or the Ticket Holder from applying for any match ticket or further Season Ticket at its discretion.

10.7 If a Season Ticket holder is not 16 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions of Entry.

11. EXCLUSION OF LIABILITY

11.1 Subject to clause 11.4, the Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Stadium.

11.2 Neither the Club nor any Football Authority shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

11.3 The Club expressly excludes all liability resulting from:

11.3.1 any failure or delay by the Club in carrying out its obligations under the Season Ticket Conditions of Issue which is caused by circumstances outside the reasonable control of the Club;

11.3.2 the alteration of the dates and times of Matches;

11.3.3 the abandonment, postponement or cancellation of Matches or Matches being played behind closed doors or with limited/restricted attendance; and

11.3.4 any failure to obtain a Season Ticket card, Match ticket and/or replacements of the same due to the acts or omissions of any third-party postal service provider.

11.4 For the avoidance of doubt, nothing in these Season Ticket Conditions of Issue shall exclude or limit the Club's liability for:

11.4.1 death or personal injury resulting from any negligence of the Club or its employees during the course of their employment;

11.4.2 fraud or fraudulent misrepresentation by the Club; or

11.4.3 any liability which may not be excluded or limited as a matter of English law.

12. GENERAL

12.1 The Club reserves the right to change these Conditions of Issue from time to time, and shall notify such changes if they materially affect any rights as a consumer. Any variations will be advertised on the Club's website hosted at www.bcf.com.

12.2 The invalidity or partial invalidity of any provision of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect.

12.3 The Terms & Conditions of Entry, which includes these Conditions of Issue, constitute the entire agreement between the Club and the Ticket Holder and neither the Club nor the Ticket Holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms & Conditions of Entry which is not set out therein.

12.4 Notwithstanding any other provision in these Conditions of Issue and with the exception of any Football Authority, no other person other than the purchaser of a Season Ticket and/or the Ticket Holder or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Conditions of Issue. Nothing in these Conditions of Issue shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

12.5 These Conditions of Issue 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 (including in relation to any noncontractual disputes or claims).

13. DEFINITIONS

In these Conditions of Issue, the following words and phrases shall have the following meanings (unless stated otherwise):

"2026/27 Season" means the football season running from 1st July 2026 until 30th June 2027 inclusive.

"Away Club" means the football club playing against the Club.

“Club” means Birmingham City Football Club.

“Conditions of Issue” means these terms and conditions.

“Football Authority” means each of the Premier League, the EFL, the FA, FIFA, UEFA, and any other relevant governing body of association football.

“Ground Regulations” means the ground regulations issued by the Club and/or any Football Authority from time to time that set out the terms and conditions upon which spectators are granted entry into the Stadium, copies of which are available on the Club’s website at www.bcfc.com or upon request.

“Guest” means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Ticket under the Conditions of Issue.

“League” means the league in which the Club is participating in during the 2026/27 Season.

“Match” means any League match in which the Club’s men’s first team plays at the Stadium during the 2026/27 Season and excludes matches in the League play-off competition, cup competitions, friendly matches, non-first team matches and any other matches played at the Stadium.

“Season Ticket” means a physical season ticket, or any season ticket smartcard (and/or any rights arising out of or in connection with any of the foregoing), or any digital season ticket, for admission to Matches. The Club encourages (and may require) Ticket Holders to utilise digital season tickets where possible.

“Stadium or Ground” means St Andrew’s Stadium @ Knighthead Park, Cattell Road, Birmingham B9 4RL.

“Supporter Code of Conduct” means the supporter code of conduct in place from time to time as issued by the Club, local authority, government or any Football Authority.

“Ticket Holder” means the registered holder of a Season Ticket.

14. AGE DEFINITIONS

14.1 The following age definitions shall apply:

U16 Ticket Holder must be aged 15 or under on 1st August 2026.

16-24 Ticket Holder must be aged 24 or under on 1st August 2026.

Senior Ticket Holder must be aged 65 or over on 1st August 2026.

14.2 Proof of age of the Ticket Holder will be required before a discount is applied in accordance with the age definitions stipulated at clause 14.1.

14.3 An area of the Stadium shall be designated specifically for the attendance of children and will be subject to additional terms of ticket purchase and entry.

(“Family Stand”). A maximum of 2 adult Season Tickets can be purchased with each junior Season Ticket in the Family Stand. For the avoidance of doubt, adult Season Tickets within the Family Stand cannot be purchased without an affiliated junior Season Ticket.

14.4 Subject to clause 14.5, an adult Ticket Holder will only be permitted entry into the Family Stand when accompanying a junior and no more than 2 adult Ticket Holders will be permitted entry per

junior. In the event an adult Ticket Holder attends without a junior, or more than 2 adult Ticket Holders attend with 1 junior, the adult Ticket Holder(s) will be asked to relocate to another area of the stadium and will be charged a fee equal to the difference in season ticket price for the relocated area.

LICENSED STANDING IN SEATED AREAS

15. 1 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 ticket holders 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:

15.1.1 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;

15.1.2 expect that other spectators will be standing while play is in progress;

15.1.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;

15.1.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Area to the Licensed Standing In Seated Areas;

15.1.5 be respectful towards staff, stewards, and other fans at all times

15.1.6 behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;

15.1.7 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;

15.1.8 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

15.1.9 acknowledge that any failure to comply with the conditions set out may lead to ticket holders 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.

PART 2 - SUPPLEMENTAL SEASON TICKET TERMS & CONDITIONS

SEASON TICKET RIGHTS & ENTITLEMENTS

1. A Season Ticket shall entitle a Ticket Holder to the full rights and benefits attaching to such Season Ticket for the season, subject to the provisions of these Supplemental Terms. In addition, a Season Ticket for the 2026/27 Season shall also provide the Ticket Holder with the first option to retain such Season Ticket for the 2027/28 season, subject to: (i) payment of the relevant price for 2027/28 season (as indicated by the Club at the relevant time and which may, for the avoidance of doubt, be

different to the price for this 2026/27 Season); and (ii) the process for the exercise of such first option (including in respect of the applicable timeframes) which shall be communicated by the Club at the relevant time. As per clause 3.8 of the Conditions of Issue, Season Tickets are for League matches only. The position in respect of all other matches will be communicated to Ticket Holders in due course.

2. The Club shall determine the applicable capacity of the Stadium for each Match in its absolute discretion and shall have no liability to any Ticket Holder in respect of the same. The foregoing includes the Club determining (including where this is required by the applicable authorities from time to time) that Matches must be played behind closed doors, with no spectator access.

3. For Matches played with the Stadium at full capacity, the Ticket Holder shall be entitled to access the Stadium for each Match as would ordinarily be the case. For the purposes of these Supplemental Terms, the term “full capacity” means that the Club has sufficient available capacity in the Stadium in order for all Ticket Holders to attend the applicable Match(es), even if the Stadium is not operating at its maximum overall capacity for those Match(es). For example, if Government regulations and/or safety requirements allow the Stadium to be operated at a sufficiently high percentage of its maximum capacity such that all Ticket Holders can attend, but restrictions remain in place which do not allow all other typical categories of spectator to attend (e.g., away fans and/or spectators who attend on a match-by-match basis), the Stadium will nonetheless be considered to be operating at “full capacity” for the purposes of these Supplemental Terms.

4. For Matches played behind closed doors, the Ticket Holder will have no right to access the Stadium.

5. For Matches played with the Stadium at limited capacity, the Club may (at its discretion) operate a ballot process (to be determined by the Club at its discretion depending on the restrictions and capacity limits implemented) to allocate a proportion of the available capacity to Ticket Holders. Such ballot process shall (subject to the Club’s right to amend the same as it determines appropriate) be notified at the time any such ballot is required. The Club shall communicate the ballot application process to Ticket Holders. A separate ballot shall be held for each Match. The Club provides no guarantee that any Ticket Holder will be successful in any ballot(s). The Club reserves the right (where the Club considers it appropriate to ensure a fair distribution of Match tickets between Ticket Holders) to exclude Ticket Holders who have been successful in one ballot from participating in a future ballot. For the avoidance of doubt, a Ticket Holder shall be treated as having been successful in a ballot in a particular cycle irrespective of whether the relevant Match ticket is accepted and/or the relevant Match is actually attended. Ticket Holders who are successful in the ballot are not guaranteed access to their usual seat and/or area of the Stadium. In order to maximise attendance when the Stadium is operating with social distancing and at reduced capacity, the specific seats which are made available for each Match will be determined by the Club in its absolute discretion and allocated into different sized groupings (for equivalent sized groups of successful Ticket Holders), and the tickets for such seats will be made available on a first-come, first-served basis to those successful in the ballot. All timeframes communicated by the Club in connection with these Supplemental Terms (including in respect of the ballot process and payment) are of the essence and a Ticket Holder shall forfeit their applicable rights because of any failure to comply with the same.

ATTENDANCE AT MATCHES

6. Each ticket will be strictly non-transferable and will include the name of the Ticket Holder to whom such ticket has been issued.

7. Ticket Holders are requested to bring photo ID to each Match they attend when the Stadium is operating at reduced capacity, as spot checks will be in place. The Club reserves the right to reject entry to and/or eject any attendee who cannot satisfy the Club that they are the named Ticket Holder.

8. By purchasing a Season Ticket, entering a ballot and/or attending any Match, the Ticket Holder hereby acknowledges and agrees that their attendance at any Match is at their own risk and (to the extent permitted by applicable laws) the Club accepts no responsibility and/or liability from any illness and/or injury resulting therefrom.

9. All Ticket Holders are required to comply with applicable laws/regulations, Government guidance and the Club's directions (including any code of conduct that may be issued from time to time) in connection with their attendance at the Stadium. This shall include a strict requirement that Ticket Holders do not attend the Stadium if they are required to self-isolate (and no refunds shall be due in such circumstances unless the Club determines otherwise in its absolute discretion).

10. In the event any Match is postponed, rescheduled and/or rearranged to a different date, Ticket Holders will be entitled to attend the rearranged fixture using the Season Ticket at no additional charge.

11. In the event any Match is required to be held behind closed doors, Ticket Holders cannot attend. The Club may at its absolute discretion offer Ticket Holders the right to access a live stream of the Match (either at the advertised price, a discounted rate, cost value or free of charge). In such circumstances Ticket Holders may be entitled to:

12. Credit for any such Match to be used on future Season Ticket or Home League Match ticket purchases on a pro rata basis (subject to deduction of any benefit offered and accepted by the Ticket Holder such as, by way of example only, any discounted or free of charge live stream made available to the Ticket Holder). Ticket Holders who wish to donate this credit back to the Club are welcome to do so; or

13. A pro rata refund in respect of such Match (to be processed in accordance with the terms of any refund literature published by the Club at the time of the requirement for the Match to be held behind closed doors).

14. In the unlikely event any Match is cancelled and not rearranged, Ticket Holders may be entitled to

14.1 Credit for any such Match to be used on future Season Ticket or Home League Match ticket purchases on a pro rata basis. Ticket Holders who wish to donate this credit back to the Club are welcome to do so; or

14.2 A pro rata refund in respect of such Match (to be processed in accordance with the terms of any refund literature published by the Club at the time of confirmation of the cancellation (and non-rearrangement) of the Match).