



SEASON TICKET
TERMS AND CONDITIONS
NEWCASTLE UNITED FOOTBALL CLUB

Season 2026/27



Definitions:

“**Account**” means your online account linked to your unique Supporter ID on the Website.

“**Away Game(s)**” means any English Premier League football match in which the Club’s First Team participates (i) as the designated away team; and/or (ii) that does not take place at the Ground, but which takes place at a venue not controlled by the Club.

“**Away Ticket(s)**” means tickets to Away Game(s).

“**Away Ticket Terms and Conditions**” means the terms and conditions relating to the purchase of Away Tickets for attendance at Away Games.

“**Club**” means Newcastle United Football Company Limited.

“**Conditions of Entry**” means each of the rules and regulations of any Away Ticket Terms and Conditions, Cup Scheme Terms and Conditions, Football Authority, the Ground Regulations, Safe Standing Code, and these Terms and Conditions.

“**Cup Match**” means any First Team match in a Domestic Cup Competition or European Competition during the Season held at the Ground.

“**Cup Scheme**” means the Club’s scheme which allows Season Ticket Holders the opportunity to access attendance at a Cup Match at the Ground during the Season.

“**Cup Scheme Terms and Conditions**” means the terms and conditions applicable to the Cup Scheme, a copy of which shall be posted on the Website prior to the application window opening for the Cup Scheme for the Season.

“**Domestic Cup Competition**” means any of The FA Cup or League Cup, where applicable.

“**European Competition**” means any of the UEFA Champions League UEFA Europa League and/or UEFA Conference League, where applicable.

“**First Team**” means the Club's representative men’s first team.

“**Football Authority**” means each of the Premier League, The Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football.

“**Ground**” means the football stadium at St James’ Park, Newcastle upon Tyne, NE1 4ST and all other locations owned, occupied or utilised by the Club notified to you at any time.

“**Ground Regulations**” means those 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 Ground which can be found on the Website.

“**Guest**” means any person who would be entitled to purchase or otherwise use a Season Ticket under the Conditions of Entry and the Terms and Conditions for a Match.



"Match" means any English Premier League football First Team match in which the Club participates and that takes place at the Ground during the Season.

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

"Safe Standing Code" means the Club's code of conduct with respect to the licensed standing areas at the Ground which can be found on the Website.

"Season" means the 2026/27 football season, starting on 1 July 2026 and ending on 30 June 2027.

"Season Ticket" means a digital, e-ticket for the Season (or a hard copy by arrangement with the Club), provided to you by the Club for admission to Matches.

"Season Ticket Holder" has the meaning given in clause 1.20.

"Terms and Conditions" means these terms and conditions governing the issue and use of a Season Ticket.

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

"Website" means www.newcastleunited.com.

"Working Day(s)" means a day other than a Saturday, Sunday or public holiday in England when banks in England are generally open for business.

I. Issue payment, renewals and ownership of the Season Ticket

Issue

- I.1 By purchasing a Season Ticket, you confirm that you have read and understood and agree to be bound by the Conditions of Entry.
- I.2 The types of Season Ticket available are as described on the Website, prior to you making any purchase. The Club reserves its right to change, add or remove any particular type of Season Ticket.
- I.3 Unless you have been provided with an alternative option by arrangement with the Club, the Season Ticket shall be issued to you electronically and you shall store it within your smartphone's ticket wallet.
- I.4 The Club reserves the right, at its sole discretion, to reject any Season Ticket application.
- I.5 The issue of a Season Ticket and subsequent access to the Ground is subject to the Conditions of Entry.
- I.6 Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.

Payment

- I.7 Season Ticket prices will be released upon either enquiry for a new Season Ticket, or renewal of your Season Ticket for the Season (for the renewal process please see from



clause 1.12 below). Payment shall either be made in full at the date of purchase, or in monthly instalments by direct debit in accordance with these Terms and Conditions, and as set out in the direct debit mandate issued to you.

- 1.8 If for any reason your direct debit payment fails, you will receive an email from the Club on or around the date of the failed payment informing you that your direct debit has failed (“**Failed Payment**”). The email will set out the steps required to rectify your Failed Payment. You will not be able to use your Season Ticket (for the avoidance of doubt, this means that you cannot attend any Match) until the Failed Payment has been rectified.
- 1.9 If you make 3 (three) Failed Payments within a Season (in respect of which, for the avoidance of doubt, such Failed Payments do not need to be consecutive) you will no longer be eligible to pay for your Season Ticket via direct debit for the remainder of the Season. The Club may also exercise its discretion and prevent you from paying for the renewal of your Season Ticket for any subsequent season by direct debit. Where there are 3 (three) Failed Payments, the outstanding balance for your Season Ticket will become due and payable immediately and you shall be required to pay such outstanding balance in full within 10 (ten) Working Days of notification of the third Failed Payment (the “**Deadline**”). The Club may send you a reminder to pay approximately 10 (ten) days before the Deadline. If you fail to make payment by the Deadline, the Club may terminate your Season Ticket without further notice to you and admittance to the Ground shall be refused.
- 1.10 Except in circumstances outlined in clauses 4.2, 4.3 and 8.5 below, no payments will be refunded in any circumstances.
- 1.11 If you opt to cancel the direct debit payment plan you may lose the future right to pay in this way. Should a direct debit instruction be cancelled after payment has been taken then no refunds will be made in any circumstances.

Renewal of Season Tickets

Automatic Renewal: direct debit payments

- 1.12 If you pay for your Season Ticket by direct debit, your Season Ticket for the following season shall be renewed automatically and you do not need to take any further action, unless (i) your payment details have changed; (ii) you wish to pay for your Season Ticket in full; or (iii) you wish to opt out of auto-renewal (which means you do not want your payment account to be charged automatically for subsequent season(s), or you wish to cancel your Season Ticket). The following process shall apply in respect of automatic renewals of Season Tickets paid for by direct debit:
- 1.12.1 You will receive an email notification once the Season Ticket information for the then current season has been published by the Club on the Website.
 - 1.12.2 The Club shall set out:
 - 1.12.2.1 the total price of your Season Ticket;



- I.12.2.2 the seat you have been allocated by the Club;
 - I.12.2.3 the first scheduled payment date of the direct debit; and
 - I.12.2.4 instructions explaining how you can cancel the automatic renewal of your Season Ticket, subject always to clause I.14 below.
- I.13 If your Season Ticket has been successfully renewed in accordance with clause I.12, you shall receive a direct debit mandate for the Season Ticket that will outline your monthly directly debit payment schedule for the Season. This will be sent to you approximately 10 (ten) Working Days prior to the first scheduled payment date of the direct debit. If your Season Ticket has been automatically renewed for the Season, and you do not wish for it to be, you can opt out of the automatic renewal for the Season by contacting the Box Office.
- I.14 If you choose either not to renew or to cancel your Season Ticket by notice to the Club (whether in writing or verbal confirmation to Box Office which, for the avoidance of doubt, means that you wish to stop attending Matches and paying for your Season Ticket altogether), it shall be terminated and you shall have no recourse whatsoever against the Club in respect of your inability to renew the Season Ticket in these circumstances.

Automatic Renewal: paying for your Season Ticket in full

- I.15 If you pay for your Season Ticket in full, by debit or credit card, you will also receive an email notification once the Season Ticket information for the then current Season (including the renewal deadline for the following season) has been published by the Club on its Website. To renew your Season Ticket for the following season, you will need to do this online or by contacting the Club's Box Office. The Club will email you at least 2 (two) times prior to the deadline notified to you by the Club for renewing your Season Ticket for that following season.
- I.16 When renewing your Season Ticket, you may also opt in to automatically renew your Season Ticket for the following season. This means that your payment card will be charged in full when it comes to Season Ticket renewals for the future seasons.
- I.17 For the avoidance of doubt, if you do not renew your Season Ticket in accordance with clause I.15 by the deadline notified to you, your Season Ticket shall be terminated and you shall have no recourse whatsoever against the Club in respect of your inability to renew the Season Ticket in these circumstances.
- I.18 If you wish to change how you pay for your Season Ticket, and you would like to pay by direct debit instead, please either choose this option online, or contact the Club's Box Office for assistance. Please note that any such changes must be completed by the renewal deadline referenced in clause I.15 above.

Season Ticket Holder Accounts

- I.19 Subject to your compliance with these Terms and Conditions, your Season Ticket permits you to occupy (but, for the avoidance of doubt, not own) the seat indicated on the Season



Ticket or such other alternative seat as the Club may, from time to time, allocate to you at its reasonable discretion at Matches.

- 1.20 The individual responsible for and in occupation of the Season Ticket shall be the individual named on the Account to which the Season Ticket is allocated by the Club. If you are (i) under the age of 18 (eighteen); and (ii) a parent or guardian administers your Account (see clause 13.8), the individual responsible shall be your parent or legal guardian until you reach the age of 18 (eighteen) (each a “**Season Ticket Holder**”).
- 1.21 The Season Ticket Holder shall be the only person able to manage the Season Ticket (including but not limited to, for example, requesting that the Club re-sells their Season Ticket for an individual Match, or transferring the ticket for an individual Match in accordance with these Terms and Conditions). The Club may exercise its sole discretion in relation to dealings with any individual(s) other than the Season Ticket Holder, whether in relation to the Season Ticket or otherwise, if the Club considers, in its view, there are, for example, any safeguarding concerns or there is legal documentation stating otherwise.
- 1.22 If you, being the Season Ticket Holder, wish to transfer your Season Ticket to a trusted family member or friend, you must contact the Club’s Box Office to do so and follow the process outlined to you. You may only do this in the period between your Season Ticket becoming eligible for renewal in accordance with these Terms and Conditions, until 31 October 2026. For the avoidance of doubt, this clause does not apply to the transfer of a Season Ticket where the Season Ticket Holder is deceased, or ill health prevents the Season Ticket Holder from attending the Ground. In such circumstances, please contact the Box Office.
- 1.23 Where you transfer your Season Ticket in accordance with these Terms and Conditions to another individual, the Season Ticket cannot be transferred back without the consent of the person to whom it was transferred, as the individual to whom you transferred the Season Ticket becomes the Season Ticket Holder. No transfer of any Season Ticket(s) will be accepted by the Club without the presentation of personal identification (to the Club’s satisfaction), and the Club reserves the right to request sight of any other documentation it deems reasonably necessary to verify and approve any transfer.
- 1.24 Please note, subject to clause 1.25 below, you are not able to transfer a Season Ticket of one type (for example, an adult ticket) to another type (for example, to a child) without making the necessary adjustment to the Season Ticket type.

2. Eligibility to enter the Cup Scheme and to apply for Away Tickets

- 2.1 Subject to compliance with these Terms and Conditions, all Season Ticket Holders are eligible to enter the Cup Scheme and/or to apply for (but are not guaranteed allocation of) Away Tickets.
- 2.2 The Cup Scheme shall be subject to the Cup Scheme Terms and Conditions, which shall be posted on the Website in advance of the Cup Scheme applications opening for the Season. Application for Away Tickets shall be subject to the Away Game Terms and Conditions posted on the Website.



2.3 All Season Ticket Holders shall be notified by email in advance of the Cup Scheme application window opening for the Season.

3. Admission to the Ground

3.1 All access to the Ground pursuant to a Season Ticket 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).

3.2 A Season Ticket does not automatically entitle you to access to a Cup Match. Please see refer to the Cup Scheme Terms and Conditions.

3.3 Nothing in these Terms and Conditions shall constitute or imply any entitlement whatsoever to occupy the seat indicated on the Season Ticket in any subsequent season.

3.4 Save as set out in clause 3.5 below, you shall not 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, nor may you 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. 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 relevant Football Authority and/or the Club. In addition, the Club reserves the right to eject you from the Ground in circumstances where you breach this clause 3.4.

3.5 Notwithstanding clause 3.4, personal mobile telephones and other mobile devices are permitted within the Ground,

provided that

3.5.1 they are used subject to the Club's CCTV and Imaging Policy available on the Website;

3.5.2 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 via livestream or otherwise, playing, issuing, showing, or any other communication of any Material for any commercial purposes);

3.5.3 they are not used to consume inappropriate, offensive, obscene, sexual or discriminatory content; or

3.5.4 no Material that is captured, logged, recorded, transmitted, played, issue, 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.



- 3.6 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to any Match, any players or other persons present in the Ground and/or the Ground itself (whether produced in breach of clause 3.4 or clause 3.5 above, or otherwise) is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the relevant rightsholder set out above absolutely and with full title guarantee.
- 3.7 Save for official Club merchandise and/or other football-related clothing worn in good faith, you shall not bring into, use, wear, attempt to sell or display within the Ground any sponsorship, promotional or marketing materials.
- 3.8 You shall not offer or distribute (either free or for sale by any person) within the Ground 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 3.6 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.
- 3.9 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Conditions of Entry and in such circumstances no refund or alternative seat will be offered.
- 3.10 Without prejudice to the representation at clause 1.6 above, and in light of the Season Ticket Holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrates support for the Visiting Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.
- 3.11 The Club reserves the right to relocate any person to an alternative seat in the Stadium where reasonably required to ensure that individuals occupy only the seat allocated to them, to prevent the obstruction of walkways, or to avoid any interference with safe movement along any row, for safeguarding and welfare reasons or for health and/or safety reasons. This includes circumstances in which the Club determines that continued occupation of the original seat could pose a risk to the safety or wellbeing of the supporter concerned or of other supporters.
- 3.12 Where the Club has made a reallocation of a seat under clause 3.11, it will make reasonable endeavours to ensure that any alternative seat provided is of a similar value to the original seat. Where relocation is required, the Club may, acting reasonably, determine that such relocation shall take effect on a permanent basis. In the case of Season Ticket Holders, any such permanent relocation shall apply for the remainder of the current Season and shall be reflected in the Season Ticket Holder's Account accordingly.

4. Use of Season Ticket



- 4.1 Subject to clauses 4.2 and 4.4, below, Season Tickets are issued for your sole use, and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Season Ticket for any commercial purpose. The reference to selling the Season Ticket includes:
- 4.1.1 offering to sell a Season Ticket (including, without limitation, via any website or online auction site);
 - 4.1.2 exposing a Season Ticket for sale;
 - 4.1.3 making a Season Ticket available for sale by any means;
 - 4.1.4 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;
 - 4.1.5 transferring, lending or selling a Season Ticket to any third party as part of a hospitality or travel package; and/or
 - 4.1.6 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);
- all save as expressly authorised by the Premier League or the Club.
- 4.2 You may only request a re-sale of individual ticket(s) to Match(es) allocated to your Season Ticket in accordance with the rules outlined by the Club on the Website (“**Rules**”), or otherwise communicated to you by email, **provided that**:
- 4.2.1 each such resale or transfer is subject to these Terms and Conditions which will (save for any rights to transfer under this clause) apply to and bind the recipient of the individual ticket to the relevant single Match as if they were the original purchaser of such ticket;
 - 4.2.2 you have requested a re-sale of an individual ticket to a single Match allocated to your Season Ticket not less than 3 (three) hours before the scheduled kick-off time for the Match you are not attending (note that the Club may exercise its sole discretion and extend this deadline in exceptional and emergency circumstances only); and
 - 4.2.3 you do not request that the Club re-sells individual ticket(s) to Match(es) allocated to your Season Ticket on more than 10 (ten) occasions within the Season. If you do so on more than 10 (ten) occasions, your Season Ticket Account will be flagged for review, and the Club reserves the right to take any such action as it deems necessary, including suspending or terminating the use of your Season Ticket.
- 4.3 If you request that the Club re-sells an individual ticket to a single Match allocated to your Season Ticket in accordance with clause 4.2, and (i) you do not cancel the request; and (ii) the Club does not manage to re-sell your individual ticket to such Match, the Club is in no



way liable to you for any loss as a result, and you are not entitled to a refund for such Match. If the Club successfully re-sells an individual ticket to a Match allocated to your Season Ticket, you shall be entitled to a pro-rated refund for that individual Match only, in respect of which payment by the Club of the amount due to you shall be made into the bank account from which you paid for your Season Ticket.

- 4.4 You may also transfer (and not request a re-sale of) your Season Ticket for individual Match(es) in accordance with the Rules if you are unable to attend a Match as follows:
- 4.4.1 to a trusted family member or friend, who must be linked to you on your Club Account; and
 - 4.4.2 on no more than 10 (ten) occasions within a Season. If you transfer your Season Ticket for a Match on more than 10 (ten) occasions, your Season Ticket Account will be flagged for review, and the Club reserves the right to take any such action as it deems necessary, including suspending or terminating use of your Season Ticket.
- 4.5 Where you transfer an individual ticket to a single Match allocated to your Season Ticket in accordance with clause 4.4, the recipient of such ticket shall be classed as your Guest, in respect of which you acknowledge that you are responsible for the conduct of your Guest and their compliance with the Conditions of Entry, which your Guest shall be bound by as if they were the Season Ticket Holder themselves.
- 4.6 Further, your Season Ticket shall not be eligible for renewal and shall be terminated for the subsequent season if your Season Ticket has been unused for 5 (five) individual Matches in the Season (these need not be consecutive). The Club may, in its sole discretion, take this on a case-by-case basis where your Season Ticket has been unused due to exceptional circumstances, for example, sudden unexpected illness. Your Season Ticket shall be determined as having been used for the Season if you have met any of the following criteria: (i) you have attended the individual Match in person by successfully scanning in at the turnstiles at the Ground; (ii) you have successfully transferred your ticket for the Match in accordance with clause 4.4; and/or (iii) you have requested a re-sale of your Season Ticket for the individual Match in accordance with clause 4.2 of these Terms and Conditions (regardless of whether your ticket was then sold by the Club as a result). Where you transfer your individual ticket to a single Match allocated to your Season Ticket in accordance with these Terms and Conditions, except where the Season Ticket Holder is a business, the individual ticket to such Match cannot be transferred back to you without the consent of the person to whom it was transferred.
- 4.7 If a disabled Season Ticket Holder or someone in the family area wishes to transfer an individual ticket for a Home Match, the request must be managed directly by the Club. The Season Ticket Holder must contact the Box Office.
- 4.8 The unauthorised sale or disposal of a Season Ticket (including in respect of an individual ticket to a single Match) 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 (including in respect of an individual ticket to a single Match) has been sold or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the Premier League who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that we share may include your personal data, including your name, contact details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

- 4.9 The Season Ticket always remains the property of the Club and must be produced together with evidence of your identity if required to do so at any time 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.
- 4.10 Any Season Ticket (including in respect of an individual ticket to a single Match) obtained or used in breach of these Terms and Conditions shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of these Terms and Conditions in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have their Season Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this clause 4.9, no refund shall be payable to the holder 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 but not limited to a claim for an account of any profits made from an unauthorised use of the Season Ticket.
- 4.11 The Club shall not be liable in any way whatsoever for stolen or counterfeit tickets purchased through unauthorised channels and reserves the right to refuse admission to the Ground and/or to take any legal or disciplinary action against any person(s) it sees fit in connection with any such matters.
- 4.12 The Club reserves the right not to accept any ticket that is unreadable (in the Club's view only) due to damage of any kind (including but not restricted to damage to your smartphone's screen).
- 4.13 When a Season Ticket is made available for download online, the Club shall issue an electronic link enabling you to access and download the Season Ticket. The Club shall not be obliged to re-issue such link to Season Ticket Holders on any more than two (2) occasions throughout the Season. Any further requests to re-issue the link may be declined at the Club's discretion, including where repeated requests arise due to loss, deletion, or the use of multiple devices.

5. Changes to Dates, Refunds and Exchanges



- 5.1 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 reserves the right to reschedule any Match without notice and without any liability whatsoever. Your Season Ticket will enable you to attend the re-arranged Match. For the avoidance of doubt, if the Season Ticket Holder cannot attend the re-arranged Match no refund shall be payable, however you may be entitled to request a re-sale or transfer of the individual ticket to such Match for the re-arranged Match in accordance with these Terms and Conditions.
- 5.2 In the event of the abandonment and/or cancellation of any Match during the Season (or if the Match has, for any reason, to be played out of view of the public), details will be posted on the Website. Your Season Ticket will enable you to attend the re-arranged Match or, in the case of a Match which is to be played out of the view of the public, the Club will use reasonable endeavours to obtain relevant television passes or connections for you to enable you to view the relevant Match remotely (where possible and reasonably attainable in the circumstances). The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 5.3 All ticket purchases are non-refundable (subject to clause 8.5). No refunds will be made in respect of any Match not attended for any reason whatsoever. It is your responsibility to ensure you are aware of the correct dates and kick-off times of all fixtures.
- 6. Lost or stolen hard-copy tickets**
- 6.1 To gain admission to the Ground, the Season Ticket must be presented at every Match.
- 6.2 If you have a hard copy Season Ticket, and you forget your Season Ticket in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a duplicate ticket is issued (at the Club's sole discretion), the Club may require payment of a non-refundable administration charge.
- 6.3 If, in the Club's opinion, a hard copy Season Ticket is damaged, lost, stolen or destroyed, a duplicate Season Ticket shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration charge. In making its decision, the Club shall be entitled to call for all reasonable evidence of the need for a replacement Season Ticket, for example but not limited to a police crime reference number if a Season Ticket is stolen, or a copy of the damaged Season Ticket. With respect to Season Tickets, only one duplicate Season Ticket will be issued to you per season, and you will be required to sign a document confirming that the original Season Ticket is damaged, lost, stolen, or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club.
- 6.4 Applications for the issue of a duplicate Season Ticket cannot be made on the day of a Match.
- 6.5 Should any hard copy Season Ticket when applied for not arrive in the post after purchase, you will be required to sign a document confirming this and undertaking to immediately return the original Season Ticket to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Ticket in this instance.



7. Change of Address

- 7.1 If you change your address or contact details during the Season, you must notify the Club as soon as reasonably practicable. You may do so by: writing to the Box Office, Newcastle United Football Club, St James Park, Newcastle upon Tyne, NE1 4ST; by calling 0344 372 1892 (+44 870 444 1892 if you are located outside of the United Kingdom); by amending your details in your online Account; or by emailing: boxoffice@nufc.co.uk.

8. Cancellation and Withdrawal of a Season Ticket

- 8.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any breach of these Terms and Conditions to cancel and withdraw your Season Ticket and to eject you from the Ground. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above, the following actions shall constitute serious breach of the Conditions of Entry:

- 8.1.1 smoking in designated non-smoking areas;
- 8.1.2 being (or appearing to be) intoxicated, or bringing alcohol into the Ground;
- 8.1.3 persistent standing in seated areas whilst the Match is in progress;
- 8.1.4 the sale or transfer (save as permitted) of a Season Ticket to any person;
- 8.1.5 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or discriminatory;
- 8.1.6 the deliberate misuse of a Season Ticket;
- 8.1.7 the supply of any misleading or incorrect information;
- 8.1.8 the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- 8.1.9 whether at the Ground, or, travelling to or from a Match:
 - 8.1.9.1 the use of foul, obscene, abusive and/or discriminatory language and/or gestures;
 - 8.1.9.2 the chanting of anything of an indecent or discriminatory nature;
 - 8.1.9.3 fighting or engaging in and/or inciting violence;
- 8.1.10 bringing into the Ground (or using within the Ground): 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;



- 8.1.11 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - 8.1.12 any misrepresentation in relation to clause 1.6 above;
 - 8.1.13 any breach of clauses 3.4, 3.5 or 3.6 above;
 - 8.1.14 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
 - 8.1.15 any breach of the Safe Standing Code.
- 8.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 8.1 has either occurred or may occur.
- 8.3 If the Season Ticket Holder is under the age of 16 (sixteen), their parent(s) and/or guardian(s) are responsible for their actions, conduct and compliance with these Terms and Conditions.
- 8.4 If your Season Ticket is withdrawn, suspended or cancelled, the Club reserves the right to disqualify you from applying for any individual Match ticket, Cup Match ticket, Away Ticket, or Season Ticket at its discretion, and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).
- 8.5 Where you have purchased a Season Ticket (including where you have automatically renewed), you shall be entitled to exercise your rights to cancel during the set cooling off period under consumer laws. This allows you to cancel your Season Ticket and receive a full refund within 14 (fourteen) days of purchase (subject to certain restrictions).
- 9. Concessionary Rates and Designated Areas**
- 9.1 To qualify for a concessionary Season Ticket, you must fulfil one of the following criteria:
- 9.1.1 a junior Season Ticket concession is available to anybody who will be under the age of 18 (eighteen) on 1 September 2026;
 - 9.1.2 a young person's Season Ticket concession is available to anybody who will be over the age of 18 (eighteen) but under the age of 21 (twenty one) on 1 September 2026. These Season Tickets will only be allocated within the category 2 and category 3 seating locations;
 - 9.1.3 a student Season Ticket concession is available to all full-time students in possession of a signed certificate of enrolment together with a valid smartcard. Proof must be supplied for each season (any amendments to a Season Ticket from an adult Season Ticket (no concession) to a concessionary student Season Ticket must be made no later than 31 October 2026);
 - 9.1.4 a senior citizen Season Ticket concession is available to anybody who will be 65 (sixty-five) or over on 1 September 2026. For the avoidance of



doubt, if your birthday is mid-way through the Season, the concessionary rate shall only apply from the following season and no refunds or pro-rata credit shall be given in these circumstances;

- 9.1.5 a disabled Season Ticket concession is available to persons with a disability. Applicants may be asked to provide supporting documentation. If a disabled person requires the assistance of an attendant, that individual will be admitted free of charge for the sole purpose of giving assistance to the disabled person and does not allow such attendant to attend matches without the disabled person. If the disabled Season Ticket concession is under 14 (fourteen), the attendant must also pay full price. If you are a personal assistant who attends Matches with disabled user(s) of a Season Ticket concession where the care provider organisation is the Season Ticket Holder, please note all designated individuals who attend Matches (concession holders and personal assistants) must be named on the Account, and you must provide the abovementioned supporting documentation for each disabled user of a Season Ticket concession whom you support. Season Ticket Holders who require a personal assistant are responsible for ensuring that their personal assistant meets the requirements detailed in the Club's Personal Assistant Policy (which can be found on the Website) and that their personal assistant adheres to this policy.

- 9.2 Proof of date of birth (i.e., birth certificate or passport) is required for all new Season Ticket concessions which are age dependent.
- 9.3 Except as set out in 9.1.3, any amendments to a Season Ticket from an adult Season Ticket (no concession) to a concessionary Season Ticket must be made no later than 1 July 2026.
- 9.4 The minimum age to:
- 9.4.1 attend a Match at the Ground for unaccompanied juniors is 14 (fourteen) years; and
 - 9.4.2 be admitted to the Platinum Club and Bar 1892 unaccompanied is 16 (sixteen) years.
- 9.5 The maximum adult to junior ratio in the family area is 2 (two) adults to 1 (one) junior. The maximum junior to adult ratio in the family area is 8 (eight) juniors to 1 (one) adult. In any of the Club's hospitality areas, the maximum junior to adult ratio is 8 (eight) juniors to 1 (one) adult.
- 9.6 Should the junior be unable to attend a Match, and an adult wishes to use that Season Ticket for the individual Match, then the adult must upgrade the junior's ticket to the appropriate equivalent adult rate and make a payment accordingly. A junior ticket can be upgraded a



maximum of 3 (three) times in any 1 (one) season. Outside of the permitted upgrades adults are not allowed in this area unless accompanied by a child.

- 9.7 Once a supporter reaches the age of 18 (eighteen) they will have to relocate from the family area to another area of the Ground, unless attending with a junior supporter.
- 9.8 Where you hold a young person's concessionary ticket and you propose to transfer your Season Ticket to another individual not eligible for the concession (including to an adult), that individual must upgrade the concession ticket to the appropriate equivalent adult rate and make a payment accordingly.

10. Exclusion of Liability

- 10.1 The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.
- 10.2 Neither the Football Authorities nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (a) the position of the seat and/or (b) the actions of other spectators.
- 10.3 The Club hereby excludes any liability for any loss, injury, costs, expenses or damage of any kind connected to your use of any ticket exchange/resale facility, including, without limitation, any liability relating to any problem with, suspension of or termination of such ticket resale or transferring, in each case except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

11. Data Protection

- 11.1 You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that you provide to the Club shall be processed, stored, and transferred in accordance with the terms of the Club's then current privacy policy available on the Website. In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment. We may also share your data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. For more information on how we process your data and who we share it with, please consult our privacy policy at the above link together with the Premier League's privacy policy, which can be found here <https://www.premierleague.com/privacy-policy>.



- 11.2 On entering the Ground you acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of you 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 use of a Season Ticket to enter the Ground constitutes consent to such use.
- 11.3 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 Terms and Conditions or the Conditions of Entry and may also be used in accordance with the Club's CCTV and Imaging Policy which can be found on the Website.
- 11.4 You 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 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.

12. Equality and Diversity

- 12.1 In accordance with the guidance detailed within the Equality Act 2010, and the Club's Equality Policy (which can be found on the Website), the Club is committed to ensuring all supporters are treated with equality and respect at all times. The Club acknowledges its duties and responsibilities as defined by the Equality Act 2010 to ensure that supporters and anyone connected with the Club is protected from discrimination, harassment and victimisation. The Club expects all supporters to share this commitment, adhere to its Equality Policy and requires that their behaviour reflects this at all times. The Club reserves the right to eject and subsequently remove the Season Ticket of any supporter found to behave in a manner that does not adhere to the above and the Club may seek further action, such as a ban (and referral to Kick It Out, where relevant), for those involved or reporting the matter to the Police or other regulatory bodies.
- 12.2 The Club will proactively work with supporters who feel they have not been treated equally or fairly and commits to taking a balanced and fair approach to the resolution of individual issues or complaints.
- 12.3 In accordance with the Equality Act 2010 the Club will make adjustments in respect of access for supporters with particular needs or disabilities as far as is reasonably practicable. For the avoidance of doubt, these adjustments may include the Club's method of communication with you if you indicate that alternative communication formats are an adjustment you require. Reasonable adjustments are benchmarked against legislative guidance, industry working practices and guidance.

13. Safeguarding and Welfare



- 13.1 You acknowledge the Club is committed to safeguarding vulnerable groups and expects all Season Ticket Holders, staff, players, volunteers, contractors, partners and Guests to share this commitment.
- 13.2 If the Club becomes or is made aware of any circumstances which may impact your ability to enter the Ground or attend the Match safely or suggests you may pose a risk to others, the Club may exercise its discretion in raising its safeguarding concerns with the appropriate authorities, volunteers, carers or other relevant group, and take any other appropriate action it deems necessary for your safety and the safety of others.
- 13.3 The Club believes all staff, players, volunteers, contractors, partners, and Guests have a responsibility to report to the Club any inappropriate behaviour and/or concerns they have observed at the Ground about the welfare of any child or adult at risk. This includes your responsibility to make the Club aware of any reason why you, or any children or adults at risk cannot appear in any Club content (including but not limited to photographs or videos) so that the Club may take any appropriate action accordingly, noting that in accordance with clauses 3.4 and 3.5, capturing content of any kind (including but not limited to photographs and videos) is generally not permitted inside the Ground.
- 13.4 You acknowledge that the Club has in place Safeguarding Policies to ensure as far as reasonably practicable all Season Ticket Holders, staff, players, volunteers, contractors, partners and Guests are treated appropriately, respectfully and safely.
- 13.5 You acknowledge the Club expects your physical and verbal behaviour and conduct and that of any Guest to be appropriate at all times and of a manner that maintains the Club's safeguarding approach outlined in clauses 13.1, 13.3 and 13.4
- 13.6 You acknowledge that should your behaviour or that of any of your Guests be deemed as breaching clauses 13.1, 13.3 or 13.4, the Club reserves the right to take appropriate action which may include involving external organisations such as the Police or Local Authority Social Care Services in such action, if deemed necessary.
- 13.7 You acknowledge that if, for any reason, your personal circumstances mean your Season Ticket cannot be located next to or near to children or adults at risk, you are required to inform the Club of this so that suitable risk assessments can be undertaken and alternative arrangements can be made if required or appropriate.
- 13.8 Where a Season Ticket Holder is under the age of 18 (eighteen), a named parent or legal guardian should ordinarily be designated as the administrator of the Season Ticket Holder's Account, unless the Season Ticket Holder is deemed capable of managing their own Account. The administrator shall be responsible for overseeing payments, provision of consent where required, making amendments to the Account, and/or acting as a guarantor in respect of any sums due. Should your Account be administered by a parent or guardian, and you attain the age of 18 (eighteen) during the Season, all parental or guardian administrative rights shall automatically transfer to you upon reaching adulthood.
- 13.9 In the event the Club has reasonable grounds to believe a named parent or guardian is not acting in the best interests of a child, or any conflict or issues arise regarding the



administration of the account, the Club reserves the right to take appropriate and/or necessary steps to safeguard the rights of the child.

- 13.10 If the Season Ticket Holder is under the age of 14 (fourteen), they must at each Match be accompanied by and sit next to an adult Season Ticket Holder who is responsible for the under 14 (fourteen) Season Ticket Holder. The under 14 (fourteen) Season Ticket Holder of such Season Ticket must always be accompanied by a responsible adult in the Ground, which for the avoidance of doubt, includes using the bathroom facilities during a Match. You acknowledge that, in accordance with the Licensing Act 2003, other than for use as a through pass to the seating area where no alternative route is available, children or young people aged under 16 (sixteen) years of age are not, at any time, permitted to be in licensed bar areas of the Ground without being accompanied for the entire duration they are present in the area by a responsible person aged 18 (eighteen) years or older.
- 13.11 You acknowledge that, in accordance with the Club's ejection policy, the Club reserves the right to eject any person deemed to have breached Ground Regulations. In the event such a person is identified as being a child or young person aged under 18 (eighteen), you acknowledge that the accompanying responsible person aged 18 (eighteen) or over must also leave the Ground to ensure the welfare of the ejected child or young person is maintained. Similarly, should the same responsible person be subject of the ejection, the child they are accompanying must also leave the Ground, unless that presents an immediate safeguarding risk to that child. Regardless of whether the child or responsible adult has been ejected from the Ground, the Club reserves the right in all cases to take appropriate action which may include involving external organisations such as the Police or Local Authority Social Care Services in such action, if deemed necessary.
- 13.12 In the event that issues arise regarding the mental capacity of a Season Ticket Holder, any persons wishing to act on the Season Ticket Holder's behalf will be required to provide evidence to the Club that they have the lawful authority to do so.

Harassment

- 13.13 You agree to not engage in any form of harassment whatsoever, including but not limited to sexual harassment. Any form harassment, including sexual harassment, whether verbal, physical, or visual, is strictly prohibited and will not be tolerated.
- 13.14 The Club reserves its right to eject any person from the Ground and take any further action it deems necessary (including but not limited to suspension or termination of your Season Ticket) who is deemed to be in breach of clause 13.13.
- 13.15 The Club also reserves its rights to inform the authorities (including but not limited to the Police) of any behaviour which, in the Club's view, amounts to harassment.

14. Force Majeure

- 14.1 In the event of the Club being prevented or delayed at any time from performing any of its obligations under these Terms and Conditions by reason of any act, event, accident, or other happening beyond the control of the Club or which cannot be overcome by means normally



employed in performance and at comparable expense, including, without prejudice the generality of the foregoing, strikes, lockouts, epidemic, pandemic, industrial disputes, riots, wars, civil disturbance, fire, explosions, storms, power failure, governmental or local authority or Football Authority regulations and requirements, loss of liquor licence and difficulties relating to venues other than the Club's own property ("**Force Majeure Event**"), any such failure or delay in performance shall not be deemed to constitute a breach of the obligations of the Club but performance of such obligations shall be suspended during the continued existence of a Force Majeure Event and all rights of the Club at the time for performance shall be extended for a period equal to the aggregate of:

- 14.1.1 the period or periods of continued existence of the Force Majeure Event; and
 - 14.1.2 such further period (if any) as the Club in its sole discretion reasonably considers is required, due to repairs, maintenance, rebuilding, delays in transportation, shortage of manpower or materials or other cause directly occasioned by or attributable to the Force Majeure Event.
- 14.2 In the event that a Force Majeure Event prevents the Club permanently or seasonally from performing its obligations under these Terms and Conditions, the Club shall be entitled to terminate the Season Ticket by notice in writing to you without prejudice to the rights and obligations of the parties accruing up to and including the date of termination.

15. General

- 15.1 The Club reserves the right to change these Terms and Conditions from time to time and shall notify you of such changes if they materially affect your rights as a consumer.
- 15.2 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these 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.
- 15.3 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
- 15.4 The Conditions of Entry, including any schedules hereto constitute the entire agreement between you and the Club and neither you nor the Club 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 Conditions of Entry which is not set out therein.
- 15.5 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Terms and Conditions shall take precedence.
- 15.6 Notwithstanding any other provision in these Terms and Conditions and except for any Football Authority, no other person other than you or the Club has any rights under the



Contracts (Rights of Third Parties) Act 1999 (“**Act**”) to rely on or enforce any term of these Terms and Conditions. Nothing in these terms of conditions shall affect any right or remedy of a third party that exists or is available other than because of the aforementioned Act.

- 15.7 These Terms and Conditions 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 non-contractual disputes or claims).