

## CHELSEA FOOTBALL CLUB

### CONDITIONS OF ISSUE

By applying for, purchasing, holding or using a Membership, Match Ticket or Season Ticket (as defined in paragraph 18), you are entering into a contract with Chelsea FC Holdings Limited (registered in England and Wales under company number 02536231 and with its registered office at Stamford Bridge, Fulham Road, London, SW6 1HS) and further:

- a) in relation to Memberships, Match Tickets and Season Tickets for Chelsea Football Club's Men's and Academy Teams, with Chelsea Football Club Limited (registered in England and Wales under company number 01965149 and with its registered office at Stamford Bridge, Fulham Road, London, SW6 1HS); and
- b) in relation to Memberships, Match Tickets and Season Tickets for Chelsea Football Club's Women's Team, with Chelsea Football Club Women Limited (registered in England and Wales under company number 07377729 and with its registered office at Stamford Bridge, Fulham Road, London, SW6 1HS),

in each case on the basis of these Conditions of Issue.

Chelsea FC Holdings Limited, Chelsea Football Club Limited and Chelsea Football Club Women Limited (as applicable) are referred to in these Conditions of Issue as "Chelsea FC".

Chelsea FC takes breaches of these Conditions of Issue extremely seriously. Examples of conduct which may constitute a breach and the potential consequences are set out at paragraph 12.

Chelsea FC excludes/limits its liability under these Conditions of Issue, as set out at paragraph 14.

Chelsea FC operates an appeals process in relation to sanctions imposed in respect of breaches of these Conditions of Issue, as set out at paragraph 15.

These Conditions of Issue should be read in conjunction with the following additional terms (which are hereby incorporated into these Conditions of Issue):

- (a) ground regulations issued by Chelsea FC from time to time that set out the terms upon which spectators are granted entry to the Home Ground, available for inspection at Chelsea FC's offices and [here](#), and displayed at all entrances to and elsewhere in the Ground (the "**Ground Regulations**");
- (b) those terms and conditions printed on the specific Match Ticket (the "**Ticket Terms and Conditions**");
- (c) the Supporter Code of Conduct For Safe Standing Areas, available [here](#);
- (d) Chelsea FC's privacy policy, available at <https://www.chelseafc.com/en/footer/privacy-policy>, as amended from time to time (the "**Privacy Policy**"); and
- (e) the ticketing policies setting out how Match Tickets can be purchased for Matches involving Teams for the applicable season, as may be updated by Chelsea FC from time to time, in particular the respective ticketing policies for Men's Team Matches (available [here](#)), Women's Team Matches (available [here](#))

and Academy Matches (available here) (each a “**Ticketing Policy**” and together the “**Ticketing Policies**”), the “**Club Chelsea Ticketing Policy**”, available [here](#), and the “**Supporters Club Ticketing Policy**”, available [here](#) (together the “**Policies**”).

Copies of all the above are available at <https://www.chelseafc.com/en/tickets-guides-policies-and-forms>.

Unless otherwise set out below, in the event of any conflict, inconsistency or ambiguity between these Conditions of Issue and any of the above documents, these Conditions of Issue shall prevail.

Headings used in these Conditions of Issue shall not affect the interpretation of the below terms and conditions.

Please refer to paragraph 18 (Definitions) to understand the meaning of the defined terms used in these Conditions of Issue.

## **1 Application of Conditions of Issue**

1.1 These Conditions of Issue apply to the application for, purchase, holding and use of:

- (a) Home Match Tickets;
- (b) Away Match Tickets;
- (c) Season Tickets; and
- (d) Memberships.

1.2 Chelsea FC and/or its authorised distributors (if any) sells and issues tickets for events at the Grounds only upon the following Conditions of Issue and by applying for, purchasing, holding or using a Match Ticket, Season Ticket or Membership or entering the relevant Ground, you shall be deemed to have accepted these Conditions of Issue.

1.3 Any person who applies for, purchases, holds or uses an Away Match Ticket shall be subject to:

- (a) these Conditions of Issue; and
- (b) any conditions of issue, ground regulations and/or other such regulations of the football club issuing the ticket.

1.4 Any Guest(s) shall also be subject to the Conditions of Issue (but excluding any right to transfer under paragraph 5) and these will apply to such Guest(s) as if they were the original Ticket Holder (and the Ticket Holder must inform the Guest(s) of this). Any reference to the “Ticket Holder” in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include their Guest(s).

1.5 The Football Regulations (as defined at paragraph 18) shall be incorporated into these Conditions of Issue. Where there is a conflict between these Conditions of Issue and the Football Regulations, the Football Regulations shall prevail.

1.6 Chelsea FC reserves the right, at its sole discretion, at any time and whilst at the Ground or otherwise, to require any person, including without limitation any Member, Season Ticket Holder or Ticket Holder to:

- (a) collect Match Tickets in person and from such place as specified by Chelsea FC

in advance, including from the ticket office of Chelsea FC or an away club or third-party location (as applicable); and/or

- (b) provide such proof of identification and/or address as required by Chelsea FC from time to time (which may include but not be limited to a valid passport or photo card driving licence), and any failure to provide such proof within the timeframe reasonably required by Chelsea FC shall constitute a breach of these Conditions of Issue.

1.7 Chelsea FC will hold and process personal data relating to you in accordance with the terms of its Privacy Policy. The Privacy Policy contains more details about the processing of your personal data by Chelsea FC, but some of the key purposes for which Chelsea FC will process your personal data are:

- (a) where you provide consent to Chelsea FC to do so, to send marketing in respect of Chelsea FC's, and Chelsea FC's commercial partners' (a list of which is available at <http://www.chelseafc.com/the-club/sponsors>) offers, products or services;
- (b) to comply with Chelsea FC's legal obligations;
- (c) to assist with health and safety compliance;
- (d) to comply with requests made of Chelsea FC by any third party, including legal, statutory, or regulatory authorities and/or governing bodies or organisers of football events/tournaments (whether in the UK or otherwise);
- (e) for security purposes;
- (f) for record keeping and other administrative purposes; and/or
- (g) to fulfil orders for any Match Ticket(s) or Season Ticket(s).

## **2 Membership**

2.1 A Supporter is only entitled to apply for, accept, buy or hold one Membership at any one time. Chelsea FC reserves the right to (without limitation) impose any of the measures/sanctions detailed in paragraphs 12.3 to 12.6 (inclusive) on any person who makes or conspires to make multiple applications or hold multiple Memberships, including without limitation, to have their Membership(s) terminated without compensation.

2.2 A Supporter may hold either a Membership or a Season Ticket but may not hold both at any one time, save to the extent that a Membership is granted to a Season Ticket Holder by Chelsea FC in connection with the Season Ticket.

2.3 Chelsea FC reserves the right to, acting reasonably, refuse any application for Membership at its sole discretion.

2.4 In addition to other information, Chelsea FC requires all Membership applications (including renewal applications) to specify the applicant's full home address, first and last given names and date of birth. For the avoidance of any doubt, Chelsea FC will not accept Membership applications which specify a mail box or PO box address.

2.5 A successful applicant for Membership will be issued with a Membership. Members shall have the opportunity, subject to availability (determined at Chelsea FC's sole discretion) to apply to purchase Match Tickets. Members shall not be able to purchase, or hold on

their account, more than one Match Ticket for any one Match using their Membership, save as expressly permitted by Chelsea FC from time to time. Nothing in this paragraph 2.5 is intended to or shall be deemed to guarantee that Members have an entitlement to any Match Ticket.

- 2.6 Save as provided in the Conditions of Issue, Membership is non-transferable and is personal to the Member.
- 2.7 Where a Member has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Member may make a request to change the name on their Membership by sending a letter to Chelsea FC and Chelsea FC will make such amendment, where it is justified to do so (in Chelsea FC's reasonable opinion).
- 2.8 Membership is run on a Seasonal basis from June to May each year. All Memberships purchased during the course of a Season will expire on 31 May following the end of that Season.
- 2.9 If a Member has purchased their Membership online or over the phone, or as set out under paragraph 2.10 below, they are entitled to cancel the Membership within 14 days from the date that Chelsea FC confirms such Membership purchase (the "**Cooling-off Period**"), in which case the Member shall receive a refund, subject to payment by such Member of the costs of return of the Membership and Membership pack (if any). A Member does not have the right to cancel their Membership after the Cooling-off Period has expired or where the Membership has been utilised to purchase Match Tickets or to redeem or receive any other benefit granted by or attributable to the Membership.
- 2.10 Unless you cancel your Membership pursuant to any applicable cancellation right you may have (or if it is otherwise cancelled by Chelsea FC) before the end of the Season, your Membership will automatically renew for the following Season and you will be charged the applicable fee, subject to any price increases which will take effect from the renewal date. The automatic renewal of your Membership at the start of each Season will, in each case, be subject to a new Cooling-off Period (on the terms set out under paragraph 2.9 above).

### **3 Issue of Match Tickets, Memberships and Season Tickets**

- 3.1 Guidance on the release of, application for and purchase of Match Tickets is set out in the Ticketing Policies, as defined above.
- 3.2 Match Tickets, Season Tickets and Memberships are issued at the absolute discretion of Chelsea FC and Chelsea FC reserves the right (acting reasonably) to refuse any application for a Match Ticket or Season Ticket. Chelsea FC is under no obligation to issue a Match Ticket, Membership, or Season Ticket to any person who has previously been a Ticket Holder.
- 3.3 Match Tickets, Membership and Season Tickets are for the use of Supporters only. By applying for, holding and/or using the same you warrant and represent that you are a Supporter and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposition team at any applicable Match.
- 3.4 If for any reason a card transaction fails or is declined by the card issuer, the relevant Match Ticket, Membership or Season Ticket application(s) shall be deemed invalid. It is the applicant's responsibility to ensure that card details supplied to Chelsea FC are correct and that there are sufficient funds available in such card account. Chelsea FC shall not be required to contact an applicant who has supplied incorrect card details or where the transaction fails or is declined by the card issuer.

- 3.5 A Member must include their supporter number with every application to ensure they receive any applicable loyalty points as set out in the relevant Ticketing Policy. Any Member who buys a Match Ticket that is on sale to non-Members but does not enter their supporter number could miss out on Match Tickets for important Matches or cup finals where allocations are limited. Loyalty points will be awarded to the Member who has attended a Match, for which loyalty points are being awarded, only once the relevant Match Ticket or Season Ticket has been successfully scanned at the turnstile for that Match and cannot otherwise be awarded or transferred to another Member retrospectively. It may take up to 48 business day hours for loyalty points to appear in a Member's account.
- 3.6 In addition to other information, Chelsea FC requires all Season Ticket applications (including renewal applications) to specify the applicant's full home address, first and last given names and date of birth. Chelsea FC will not accept Membership or Season Ticket applications:
- (a) from, or to be held in the name of, any company or business (as determined by Chelsea FC); or
  - (b) which specify a mailbox or PO box address as the home address.
- 3.7 Eligibility to purchase any Match Ticket, Season Ticket or Membership may be subject to such identity checks as may be required by Chelsea FC in its discretion. Failure to comply with such identity checks may result in Chelsea FC refusing to issue the relevant Match Ticket, Season Ticket or Membership.
- 3.8 Chelsea FC reserves the right (acting reasonably) to cancel, suspend or withdraw any Match Ticket, Membership and/or any Season Ticket at any time in its sole discretion (and subject to appeal). Subject to paragraph 8, and save as otherwise provided in these Conditions of Issue, if Chelsea FC cancels, suspends or withdraws a Season Ticket, the Season Ticket Holder will be refunded on a pro-rated basis for the remainder of the Season. In respect of cancellation, suspension or withdrawal pursuant to paragraph 12 or otherwise following a breach of these Conditions of Issue, the Ticket Holder shall be entitled to a refund only as set out in paragraph 8.
- 3.9 A Season Ticket is valid for one Season only. Should any Season Ticket Holder wish to cancel their Season Ticket, they will not be entitled to a refund.
- 3.10 A person is only permitted to hold one Season Ticket at any one time and may not apply for, accept or buy any more than one Season Ticket to be held by them at the same time. A Season Ticket Holder is not permitted to apply for, accept, buy or hold any additional Season Ticket(s) in excess of their one Season Ticket. Chelsea FC reserves the right to (without limitation) impose any of the measures/sanctions detailed in paragraphs 12.3 to 12.6 (inclusive) on any person who makes or conspires to make multiple applications or who holds multiple Season Tickets, including without limitation, to have their Season Tickets(s) terminated without compensation.
- 3.11 Chelsea FC may operate a **"Cup Scheme"** during any Season, whereby Season Ticket Holders may opt-in, during the relevant period at the start of such Seasons, to automatically purchase tickets to all domestic cup (i.e. the FA Cup and the League Cup) Home Matches, but excluding for the avoidance of doubt any FA Cup semi-final or final and League Cup final Matches. If you opt-in to the Cup Scheme, Chelsea FC will automatically charge your chosen payment card on a Match-by-Match basis, in line with the applicable Match Ticket rate. If you opt-in to the Cup Scheme, you will be responsible for updating Chelsea FC with any changes to your payment card and contact details. If you have opted-in to the Cup Scheme, but Chelsea FC is unable to process a payment from your payment card for a relevant Match and you do not resolve

the issue promptly, you will be deemed to have opted-out of the Cup Scheme for that Match and any Match Ticket reserved for you will be deemed forfeited and made available for general sale. If you have opted-in to the Cup Scheme, unless you have already purchased a Match Ticket via the Cup Scheme, you may opt-out of the Cup Scheme at any time until the date 14 days following the end of the Cup Scheme opt-in period at the start of the relevant Season.

#### **4 Admission to the Ground**

4.1 A Match Ticket permits the Ticket Holder to:

- (a) be admitted to the designated part of the Ground on the day of the Match shown on the Match Ticket and at the time specified by Chelsea FC; and
- (b) occupy the seat indicated on the Match Ticket or such other alternative seat of similar price as Chelsea FC may allocate at its reasonable discretion. Chelsea FC will not be liable if the seat is exposed to the weather,

in each case, subject to these Conditions of Issue.

Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Match Ticket on any other occasion.

4.2 If a Ticket Holder has received an electronic Match Ticket, the Ticket Holder shall only be entitled to gain entry to the Home Ground after the electronic Match Ticket has been validated by the control readers located at the appropriate turnstiles. The Ticket Holder is responsible for ensuring that their mobile device is functional and able to display the electronic Match Ticket. Each Match Ticket (whether electronic or printed) may only be validated by the control readers located at the appropriate turnstiles on one occasion. Any subsequent attempt to validate the same Match Ticket will not be permitted.

4.3 A Season Ticket permits the Season Ticket Holder to be admitted to the designated part of the Ground and to sit in the designated seat as shown on the Season Ticket. A Season Ticket may not entitle a Season Ticket Holder entry to the Ground for Relevant Cup Matches (please see the relevant Ticketing Policy for further details), subject to paragraph 3.11 above. In accordance with the relevant Ticketing Policy, Season Ticket Holders will, subject to availability, be given an exclusive period within which to acquire Match Tickets for their usual seat for such Relevant Cup Matches that take place at the Ground. Thereafter, Chelsea FC will offer any unsold Match Tickets for sale to Members and, subsequently, for general sale.

4.4 Notwithstanding paragraphs 4.1(b) and 4.3, Chelsea FC reserves the right to relocate the seats indicated on a Ticket Holder's Season Ticket or Match Ticket (as applicable) at its reasonable discretion, including for health and safety-related reasons.

4.5 Admission to the Ground is subject to such further identity and medical checks and confirmations as may be required. In the event that a Ticket Holder fails or fails to complete any applicable identity or medical check(s) or fails to provide any confirmations required, they shall not be permitted to enter the Ground and shall be entitled to a refund in accordance with paragraph 8.7.

4.6 Save as set out in paragraph 4.8, the Ticket Holder shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match.

4.7 Without prejudice to paragraph 4.6, the Ticket Holder acknowledges that any audio,

visual or audio-visual material, or any other information or data, that they produce at the Ground in relation to a Match, any players or other persons present in the Ground (including, without limitation, any captured in breach of paragraph 4.6 and/or 4.8) is hereby assigned to Chelsea FC, including all intellectual property rights and by way of present assignment of future copyright under Section 91 of the Copyright, Design and Patents Act 1988. The Ticket Holder agrees that it waives all moral rights in the same and that it will execute any further documents required by Chelsea FC to give full effect to this paragraph 4.7.

- 4.8 Use of mobile telephones within the Ground is permitted, provided that:
- (a) they must not inconvenience any other person in the Ground;
  - (b) they must not be used to capture, supply or transmit data for the purposes of betting or gambling (or assisting for these purposes);
  - (c) they are used for private person-to-person use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any material, information or data for any commercial purposes); and
  - (d) no material, information or data that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties for commercial purposes including, without limitation, publication for commercial gain via social networking sites.
- 4.9 The Ticket Holder shall not bring into (or wear at) the Ground any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing', including, without limitation, items or objects given away as part of a promotional or marketing campaign by third parties near to the Ground.
- 4.10 A Ticket Holder 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.
- 4.11 Juveniles under the age of 16 years will not be permitted entry to the Ground unless they are in the possession of a Match Ticket and/or Season Ticket (as applicable) and are accompanied by a person over the age of 18 years (who, for the avoidance of doubt, must also be in possession of a Match Ticket and/or Season Ticket). Anyone accompanying a Juvenile under the age of 16 years is responsible for ensuring that Juvenile's compliance with these Conditions of Issue and shall be liable in the event of breach.
- 4.12 Chelsea FC reserves the right to refuse admission to the Ground to any unaccompanied Juvenile under the age of 16 years in possession of a Match Ticket and/or Season Ticket at its sole discretion. Save in the event of a breach of these Conditions of Issue, an unaccompanied Juvenile under the age of 16 years refused admission to the Ground in accordance with this paragraph 4.13 will be entitled to a:
- (a) full refund in respect of a Match Ticket; or
  - (b) pro-rated refund in respect of a Season Ticket,
- (in each case less any reasonable administration fee) in relation to the Match to which they are refused admission.
- 4.13 All persons, regardless of age, entering the Ground on a Match day must be in possession of a Match Ticket and/or a Season Ticket. Any adult over the age of 23 and

under the age of 66 (on 31 July in the year of commencement of the Season to which the Match Ticket relates) entering (or attempting to enter) the Ground with or otherwise using a Juvenile, Youth or Senior Citizen Match Ticket will be ejected from the Ground and, Chelsea FC reserves the right to impose any of the measures/sanctions detailed in paragraphs 12.3 to 12.6 (inclusive) including, without limitation, to refuse further entry and have any Season Ticket or Membership revoked with immediate effect and without refund.

- 4.14 All Ticket Holders must adhere to any relevant dress code designated from time to time by Chelsea FC.
- 4.15 All Ticket Holders who enter the Ground acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) (collectively, “**Images**”) may be taken of them and may be published by Chelsea FC. All Ticket Holders accept and acknowledge that it is in Chelsea FC’s legitimate interests to use and publish the Images in this manner (including, without limitation, any personal data contained therein) as it requires the ability to: (i) publish, display, sell and distribute the Matches by means of film, television, radio, print media, internet, publicity material (or any other media now known or in the future); and (ii) use the Images for safety and security, promotional, training, editorial or marketing purposes by Chelsea FC, the Premier League, The Football Association, UEFA and/or others as determined in Chelsea FC’s sole discretion (including commercial partners and accredited media organisations). More information on how Chelsea FC processes personal data can be found in the Privacy Policy and at paragraph 1.7.
- 4.16 All Ticket Holders agree that the Matches for which Match 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.

## **5 Use of Match Tickets, Memberships or Season Tickets**

- 5.1 Match Tickets and Season Tickets are issued for the Ticket Holder’s private use. The Ticket Holder shall not resell, advertise for sale or (save as set out in paragraph 5.3) assign or transfer the Match Ticket or Season Ticket or the benefit of the same to any other person or entity for any purpose without the prior written consent of Chelsea FC. For the avoidance of doubt, (and by way of example only) Match Ticket and Season Tickets may not be offered as prizes in any promotion or competition or for any other promotional or advertising purposes, nor 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 another service or good, or used for any other commercial purpose, save in each case as expressly authorised in writing by Chelsea FC.
- 5.2 The unauthorised sale or disposal of a Match Ticket or 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. Chelsea FC may inform the police when it becomes aware that Match Tickets or Season Tickets are being sold or illegally disposed of and press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or Chelsea FC reasonably suspects you have committed a ticketing offence, Chelsea FC may notify the FA Premier League who may in turn notify other football clubs (both domestic and international), event holders and/or the relevant law enforcement authorities. In these circumstances, Chelsea FC may also share your data with other football clubs directly. The information that Chelsea FC shares in such circumstances may include your personal data (including your name, date of birth, image and contact details), information about the offence and about ticket purchases (including payment details). Chelsea FC will use this information to: identify and prevent ticketing offences and to identify and prevent

violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment. Any queries can be addressed to [toutinfo@chelseafc.com](mailto:toutinfo@chelseafc.com). More information on how Chelsea FC processes your personal data can be found in the Privacy Policy and at paragraph 1.7.

- 5.3 Save for Match Tickets issued by Chelsea FC to its Supporters Clubs (which are not transferable under any circumstances), all Match Tickets and Season Tickets and all rights and benefits conferred by such Match Tickets or Season Tickets may only be transferred to a natural person or persons:
- (a) in relation to Season Tickets only, strictly in accordance with paragraph 6.13;
  - (b) via the Ticket Exchange; or
  - (c) to Guests, strictly in accordance with paragraph 5.5.
- 5.4 Sales and purchases of Match Tickets via the Ticket Exchange are final and cannot be returned, resold or refunded.
- 5.5 Subject to paragraph 5.3, Match Tickets and Season Tickets may be transferred to Guests for their personal use only, PROVIDED THAT such transfer takes place in consideration for no payment or benefit in kind in excess of the face value of the Match Ticket or the pro-rated value of the Season Ticket for the Match (as the case may be), and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business AND PROVIDED THAT such transfer takes place exclusively via official Chelsea FC platforms designated for the transfer of Match Tickets or Season Tickets. Chelsea FC retains the absolute discretion to refuse such transfer to any Guest subject to a refund to the Ticket Holder of the face value of the Match Ticket and pro-rated amount of the Season Ticket. The Ticket Holder shall at all times be responsible for their Guest(s). Any breach of these Conditions of Issue by such Guest(s) may be treated by Chelsea FC as a breach by the original Ticket Holder, who shall be liable for any and all measures/sanctions imposed by Chelsea FC, as detailed in paragraphs 12.1 to 12.6 (inclusive).
- 5.6 Where a Season Ticket Holder or Member has transferred a Match Ticket or Season Ticket to a Guest, the Guest must provide the name and address of the Season Ticket Holder or Member who transferred such Match Ticket or Season Ticket to them immediately upon request from any official, steward or employee of Chelsea FC or any police officer. For the avoidance of doubt, a Ticket Holder shall not resell, assign or transfer a Match Ticket or Season Ticket to any person who is:
- (a) subject to any restriction or banning order or is prevented from entering the Ground for any other reason (legal or otherwise), or who has been charged with or found guilty of any football-related offence anywhere in the world; or
  - (b) not permitted by Chelsea FC or otherwise to purchase a Match Ticket or Season Ticket (under the Ground Regulations, these Conditions of Issue or otherwise) or to attend such Matches.
- 5.7 Match Tickets, Memberships and Season Tickets remain the property of Chelsea FC at all times and must be produced for inspection upon demand, together with evidence of the Ticket Holder's identity, if requested by any official, steward or employee of Chelsea FC or any police officer.

## **6 Season Ticket Renewal Process**

- 6.1 The following Season Ticket renewal process applies to all Season Ticket Holders. For

the avoidance of doubt, this process applies equally to Season Ticket Holders with disabilities, save where (and then only to the extent that) a different process is set out in paragraph 7.

- 6.2 In order for a Season Ticket Holder to renew an existing seat for the specific Season, the Season Ticket Holder must log into the online account clicking [here](#).
- 6.3 Chelsea FC accepts no responsibility or liability for any forms that are illegible, lost, delayed or undelivered. Without prejudice to the foregoing, it is recommended that postal applications are sent to Chelsea FC by courier, recorded or special delivery.
- 6.4 Chelsea FC currently accepts most major credit/debit cards.
- 6.5 Chelsea FC may offer Supporters the opportunity to pay for their Season Ticket by monthly payments via Chelsea FC's season ticket finance scheme (for more details please see the Season Ticket application form available on [www.chelseafc.com](http://www.chelseafc.com)).
- 6.6 All prices set out in the Ticketing Policies include VAT at the prevailing rate. Chelsea FC's relevant VAT Registration number is GB726 0650 49. Chelsea FC requests that Season Ticket Holders retain their receipt after they have successfully renewed their Season Ticket.
- 6.7 The Family Stand at Stamford Bridge is for Senior Citizens, parents/guardians and their children and unaccompanied Juveniles only. The maximum number of adult-child ratio within the family enclosure is 2:1.
- 6.8 Season Ticket applicants who reach the age of 66 on or before 31 July in the year of commencement of the Season to which the Season Ticket application/purchase relates, shall have the right to apply for or renew their Season Tickets at the Senior Citizen concessionary rate applicable from time to time.
- 6.9 Juvenile Season Ticket applicants who are under the age of 20 (or 16 in the case of Women's Team Matches) on or before 31 July in the year of commencement of the Season to which the Season Ticket application/purchase relates, shall have the right to apply for or renew their Season Tickets at the Juvenile concessionary rate applicable from time to time.
- 6.10 Youth Season Ticket applicants who are over the age of 20 (or 16 in the case of Women's Team Matches) and under the age of 23 on or before 31 July in the year of commencement of the Season to which the Season Ticket application/purchase relates, shall have the right to apply for or renew their Season Tickets at the Youth concessionary rate applicable from time to time.
- 6.11 Chelsea FC reserves the right to require any Season Ticket Holder or applicant for a Season Ticket (as applicable) to provide proof of age.
- 6.12 In the event that a Season Ticket Holder wishes to move their seat within the Ground, they are able to specify their desired seat on their completed Season Ticket renewal form. Chelsea FC does not guarantee it will be able to accommodate every seat move request and each such request will be processed on a first come, first served basis, subject to availability. Chelsea FC reserves the right to reject any requested seat move at its sole discretion.
- 6.13 Subject to the absolute discretion of Chelsea FC to refuse such a request, Season Ticket Holders can transfer their Season Ticket to a Member within their friends and family network by sending a letter to or emailing Chelsea FC confirming that they wish to relinquish the seat and who they wish to transfer it to. If a Season Ticket Holder

requests a transfer at the same time as the Season Ticket renewal form is submitted, the transfer will be free of charge. If a Season Ticket Holder requests a transfer at any other time, there will be a charge of £25. Season Ticket Holders may not transfer their Season Ticket:

- (a) in circumstances where they are subject to a sanction by Chelsea FC for breach of these Conditions of Issue;
- (b) to any person who is subject to any restriction or banning order or is prevented from entering the Ground for any other reason (legal or otherwise), or who has been charged with or found guilty of any football-related offence anywhere in the world;
- (c) to any person who is not permitted by Chelsea FC or otherwise to purchase a Season Ticket (under the Ground Regulations, these Conditions of Issue or otherwise); or
- (d) to any person who is not a Member within the original Season Ticket Holder's friends and family network.

6.14 Where a Season Ticket Holder has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Season Ticket Holder may make a request to change the name on their Season Ticket by sending a letter to Chelsea FC. If the Season Ticket Holder requests a name change at the same time as they apply to renew their Season Ticket, then the name change will be free of charge. However, should a Season Ticket Holder request a name change at any other time, there will be a charge of £25.

6.15 No Season Ticket can be upgraded during a Season.

6.16 Season Ticket Holders will not be eligible to renew their Season Ticket for a Season if, during the preceding Season, they, or another Member using the Season Ticket Holder's Season Ticket (in compliance with these Conditions of Issue and the Ticketing Policies), did not attend at least 13 Premier League Matches. Reasonable adjustments may be applied to this seat usage requirement for Season Ticket Holders with disabilities.

## **7 Season Ticket Holders with Disabilities and Members with Disabilities**

7.1 In order for a Season Ticket Holder to renew an existing seat for the specific Season, the Season Ticket Holder must log into the online account clicking [here](#).

7.2 A disabled Season Ticket Holder's personal assistant will not be admitted into the Ground for Matches unless such Season Ticket Holder is attending with them. Personal assistants may only attend in their capacity as a carer to the disabled Season Ticket Holder or disabled Ticket Holder. Season Tickets belonging to Season Ticket Holders with disabilities are transferable to Members with disabilities, subject to any applicable provisions of these Conditions of Issue or the Ticketing Policies (including paragraph 5.3 of these Conditions of Issue). Match Tickets belonging to Ticket Holders with disabilities are transferable to Members with disabilities, subject to any applicable provisions of these Conditions of Issue or the Ticketing Policies (including paragraph 5.3 of these Conditions of Issue).

7.3 Chelsea FC reserves the right to request supporting documentation before issuing a Season Ticket for a Season Ticket Holder with a disability or Membership for Supporters with Disabilities for any Season. All applicants (including Season Ticket Holders with disabilities and Members with disabilities who are renewing) must include supporting documentation valid within the last year from the date of application with their completed

application form. Such proof must include proof of one of the following:

- (a) receipt of the middle or higher rate of the Disability Living Allowance (as defined by the UK Government) (mobility or care component);
- (b) receipt of the standard or enhanced rate of the daily living component of the Personal Independence Payment (as defined by the UK Government);
- (c) receipt of the Credibility Access Card (which can be requested at <https://www.accesscard.online/>);
- (d) receipt of the enhanced rate of the mobility component of the Personal Independence Payment (as defined by the UK Government);
- (e) receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance (each as defined by the UK Government);
- (f) a personal letter from a hospital to confirm that the person is in receipt of support services;
- (g) a copy of a local authority blind & visually impaired person's registration card or a certificate of visual impairment document; or
- (h) a copy of an entitlement to War Pensioners Mobility Supplement (as defined by the UK Government) letter.

7.4 Receipt of an Orange/Blue badge will not be considered sufficient supporting documentation.

## **8 Changes to Dates, Refunds and Exchanges**

8.1 All Matches are organised and staged in accordance with the Football Regulations, applicable laws, government guidance in force from time to time and approvals from the relevant local authority. No guarantee can be given by Chelsea FC that any Match will take place at a particular time or on a particular date, that spectators will be permitted to enter the Ground for any Match in any particular numbers, that capacities may not be reduced after Match Tickets have been sold, or that any Match will take place at all. All information about times and dates of Matches is kept as up-to-date as possible but should be taken as a guide only and Chelsea FC reserves the right (acting reasonably) to reschedule any Match at any time, without notice and, subject to paragraph 8.3, without any liability whatsoever.

8.2 Chelsea FC takes all reasonable care to ensure that the prices shown in advance are correct at the time when the relevant information was entered onto the system, but they are not always accurate and should be taken as a guide only.

8.3 In the event of postponement of a Match:

- (a) a Ticket Holder with a valid Match Ticket will be entitled to:
  - (i) a full refund less any reasonable administration fee provided they comply with the process set out at paragraph 8.7; or
  - (ii) to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as Chelsea FC stipulates.

- (b) a Ticket Holder with a Season Ticket will be entitled only to attend the rescheduled Match and not to a refund.
- 8.4 In the event of cancellation of a Match, or a decision being made (whether by Chelsea FC or any third party) that a Match must be played with reduced (or further reduced) capacity or without spectators, an impacted Ticket Holder will be entitled to a full refund less any reasonable administration fee and a Season Ticket Holder will be entitled to a pro-rated refund, provided they comply with the process set out at paragraph 8.7.
- 8.5 In the event of abandonment of a Match after the spectators have been admitted to the Ground but before the kick-off of the Match, Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after the spectators have been admitted to the Ground and after the kick-off of the Match, the price of the Match Tickets for the rescheduled Match (if any) shall be reduced by 50%. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as Chelsea FC stipulates.
- 8.6 In the event of a Match postponement, abandonment or cancellation, Chelsea FC will have no liability to Ticket Holders other than as set out in this paragraph 8, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs.
- 8.7 Subject to paragraph 8.8, in order to obtain a refund and in any event only to the extent that a right to obtain a refund exists (whether under these Conditions of Issue or other applicable Policies), a request must be submitted by email to [tickets@chelseafc.com](mailto:tickets@chelseafc.com) or (for Club Chelsea tickets) to [clubchelsea@chelseafc.com](mailto:clubchelsea@chelseafc.com) no later than 24 hours after the scheduled kick-off time of the Match. For the avoidance of doubt, Chelsea FC shall not be responsible for any Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed, or if the Ticket Holder otherwise fails to bring their Match Ticket to the specific Match (including, but not limited to, if the Ticket Holder fails to ensure they have the required mobile device to show an electronic Match Ticket upon entry to the Home Ground).
- 8.8 No refunds will be given:
- (a) where there has been a breach of the Conditions of Issue (in which case paragraph 12.5 will apply);
  - (b) in respect of Match Tickets purchased through the Ticket Exchange;
  - (c) in respect of Away Matches, where Chelsea FC has taken its full available allocation of Away Match Tickets; or
  - (d) in respect of individual tickets sold as part of Match Ticket bundles.
- 8.9 Club Chelsea tickets may have specific cancellation terms which attach to them under the Club Chelsea Ticket Terms & Conditions. In the event that such terms apply, they shall prevail over the terms set out in this paragraph 8.

## **9 Lost or Stolen Match Tickets and Season Tickets**

- 9.1 Subject to paragraph 9.3, Chelsea FC shall not be obliged to issue a replacement for any lost, stolen, defaced or destroyed Match Ticket or Season Ticket.
- 9.2 Chelsea FC shall not be responsible for and shall not be obliged to issue a replacement for any electronic Match Ticket:

- (a) where such Match Ticket is not available due to the device on which it is being displayed having technical issues (including any internet and/or wi-fi connectivity issues) or not being adequately charged (screenshots or pictures will not be accepted); or
- (b) if the Ticket Holder does not have the required digital device to show the Match Ticket upon entry to the Home Ground.

- 9.3 In the event that a Season Ticket or electronic Match Ticket is not available for presentation at any individual Match, Chelsea FC shall not be obliged to admit that such Season Ticket Holder or Ticket Holder or issue any other form of ticket for that Match. If, at Chelsea FC's sole discretion, a duplicate Match Ticket is issued, Chelsea FC may require payment of a reasonable administration charge.
- 9.4 If a Season Ticket is irreparably damaged, lost, stolen or destroyed, a duplicate Season Ticket shall be issued by Chelsea FC as soon as reasonably practicable after the payment of a reasonable administration charge. Only one such duplicate Season Ticket will be issued per Season and the Season Ticket Holder will be required to sign a document confirming that the original Season Ticket is irreparably lost, stolen or destroyed and indemnifying Chelsea FC against any direct or indirect consequences of any false representation or statement made by such Season Ticket Holder to Chelsea FC and any actions taken by Chelsea FC in reliance on the same.
- 9.5 A non-refundable administration fee of £5 will be charged for Season Ticket Holders (or any other Ticket Holders) who are issued a duplicate Match Ticket on a Match-by-Match basis. If a Season Ticket is lost and a replacement Season Ticket is issued to the Season Ticket Holder by the Chelsea FC ticket office, a non-refundable administration fee of £25 will be levied.
- 9.6 Should any Season Ticket or Match Ticket not arrive in the normal course of postage services after purchase, the purchaser will be required to sign a document confirming this and undertaking to immediately return the missing Match Ticket or Season Ticket to Chelsea FC should it come into the purchaser's possession at any time. There will be no charge for the issue of a duplicate Season Ticket or Match Ticket in such circumstances.

## **10 Change of Address**

All Season Ticket Holders and Members must notify Chelsea FC as soon as reasonably practicable following a change of address by emailing **[tickets@chelseafc.com](mailto:tickets@chelseafc.com)**. Chelsea FC reserves the right to require Season Ticket Holders and Members to provide proof of new addresses and any such proof of address request must be complied with by such Season Ticket Holders and Members within 14 days of such request.

## **11 CFC+ Terms and Conditions**

- 11.1 Certain Membership packages may provide access to CFC+. CFC+ is Chelsea FC's digital content service, offering access to Chelsea FC video content which may include live streams, match replays, classic matches, original programming, highlights, interviews and other digital content (together, the "**Content**"). If your Membership package grants you access to CFC+ you agree to be bound by the terms of this paragraph 11 in respect of your use or access of CFC+.
- 11.2 For full details of Membership packages, pricing, and included benefits, including whether CFC+ access is included within a Membership package, please visit [*link*]. The specific Content available and features applicable to CFC+ are set out at [*link*] and may be updated from time to time.

- 11.3 CFC+ is made available via our website and mobile application (together, the “**Platform**”). If your Membership package grants you access to CFC+, you will be able to stream Content on authorised devices that meet our minimum technical requirements, subject to any device limits specified in your package.
- 11.4 The Content available through CFC+ is updated regularly. Chelsea FC may add new Content and may also remove or temporarily disable access to certain Content without notice to you. This may be because of rights restrictions, licensing arrangements, regulatory requirements, or other business reasons. Chelsea FC will not be liable to you for the removal or unavailability of any Content, or for failure to notify you in respect of the same.
- 11.5 To use CFC+, you must first create an account via the Platform and:
- (a) provide accurate registration information including your name and email address; and
  - (b) keep your account details accurate and up to date.
- 11.6 You are responsible for maintaining the confidentiality of your Platform password and account details, and for all activities that occur under your account. Chelsea FC will not be responsible for losses suffered by you or any third party where your password or other account details are used by someone else to access CFC+ (unless this is due to Chelsea FC’s negligence). Please notify Chelsea FC immediately if you become aware of any unauthorised use of your account.
- 11.7 You may only create an account for yourself and may not share your account with others or allow others to access the Platform using your login details.
- 11.8 Access to CFC+ will be subject to you having a compatible device and a stable internet connection. It is your responsibility to ensure that your device meets any minimum technical requirements and that you have a suitable internet connection. Details of any technical requirements can be found at [[link](#)].
- 11.9 Chelsea FC is not responsible for any inability to access CFC+ that results from your equipment, internet connection, or software. You are responsible for any costs you incur in connecting to the internet to use CFC+.
- 11.10 The applicable fees for CFC+ are as stated at the link set out under paragraph 11.2 above as at the time you purchased the relevant Membership. Except where otherwise stated.
- 11.11 If you breach any of the terms of this paragraph 11, or any term of the Conditions of Issue, Chelsea FC may suspend your account and your access to CFC+ while it investigates the circumstances. If Chelsea FC discovers (or determines, acting reasonably, following an investigation) that you have breached the terms of this paragraph 11, or any term of the Conditions of Issue, Chelsea FC will have the right to cancel and withdraw your access to CFC+. Such cancellation will be effective immediately and you will not be entitled to a refund for any partially-completed access period.
- 11.12 If Chelsea FC closes your account as described under paragraph 11.11 above, you may also be prevented from opening any future account(s) you may seek to open (or Chelsea FC may close the same).
- 11.13 Chelsea FC may also cancel or withdraw your access to CFC+ if it discontinues the

CFC+ service.

- 11.14 You agree that you will only use CFC+ for your personal, non-commercial use and in accordance with the terms of this paragraph 11. You agree that you will not:
- (a) share your login details with others or allow others to access CFC+ using your account;
  - (b) copy, reproduce, download, record, redistribute, broadcast, transmit, or otherwise make available any Content to any third party;
  - (c) use any automated tools to access or interact with the Platform or Content;
  - (d) use the Platform or Content for any commercial purpose or to show Content to the public (for example, in a pub or other public venue);
  - (e) circumvent, disable or otherwise interfere with any security features, digital rights management systems, or access controls on the Platform or Content;
  - (f) use the Platform or Content from outside your country of residence (including by use of VPN software or similar technology to circumvent geographic restrictions); or
  - (g) use the Platform or Content in any way that violates applicable laws or regulations.
- 11.15 Chelsea FC is the owner or licensee of all intellectual property rights in CFC+ and its content, the Chelsea FC name and mark and Chelsea FC product names, images and packaging. Those works are protected by intellectual property laws and treaties around the world. All such rights are reserved.
- 11.16 You are not granted any right to use, and may not use, any Chelsea FC intellectual property rights other than as set out in this paragraph 11. Your subscription grants you a limited, non-exclusive, non-transferable, revocable licence to access and view the Content for your personal, non-commercial use only.
- 11.17 No part of CFC+, including, without limitation, the text, designs, graphics, photographs, images and video contained in it, may be copied, reproduced, republished, uploaded, re-posted, modified, transmitted or distributed or otherwise used in any way for any non-personal, public or commercial purpose without our prior written consent. All Chelsea FC trade marks, logos, and brand names appearing on the Platform or in the Content are the property of Chelsea FC and may not be used without our prior written permission.
- 11.18 Chelsea FC will use reasonable endeavours to keep CFC+ available at all times, but does not guarantee uninterrupted access. CFC+ may be unavailable from time to time due to scheduled maintenance, technical issues, and/or circumstances beyond Chelsea FC's control.
- 11.19 The quality of the Content you receive will depend on various factors including your internet connection speed and the device you are using. Chelsea FC is not responsible for any buffering, quality degradation, or interruptions caused by factors outside its reasonable control.
- 11.20 Chelsea FC will not be liable for any claims, damages, expenses, or other losses arising from or in connection with:

- (a) your use of, or inability to use, CFC+;
- (b) your breach of these Terms;
- (c) your password or other account details being used by someone other than you to access CFC+ (unless this is due to our negligence);
- (d) anything beyond our reasonable control which prevents Chelsea FC from fulfilling our obligations under this paragraph 11 (including, but not limited to, fire, flood, storm, riot, civil disturbance, war, nuclear accident, terrorist activity and acts of God); or
- (e) any action or omission by a third party platform (e.g. the Apple App Store, Google Play, etc.).

11.21 CFC+ is made available for domestic and private use only. If you use CFC+ for any commercial, business or re-sale purpose, Chelsea FC will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

11.22 Chelsea FC does not guarantee that CFC+ will be provided uninterrupted, error free, or virus free. Whilst Chelsea FC will use reasonable efforts to correct any errors or omissions as soon as practicable once they have been brought to Chelsea FC's attention, Chelsea FC does not promise that the Platform will be free from errors or omissions. Chelsea FC strongly recommend that you install virus protection software on your device(s).

11.23 Chelsea FC may include on the Platform, links to other websites from time to time (via advertising or otherwise). You acknowledge that these links are provided for your ease of reference and convenience only. Chelsea FC does not control such third party websites and are not responsible for their contents. Chelsea FC's inclusion of links does not imply any endorsement of the material contained in such websites or any association with their operators or the products/services they supply. Chelsea FC will not be liable for any loss or damage that may arise from your use of them.

## **12 Breach of Conditions of Issue**

12.1 By way of example only (and without limitation), the following shall constitute breaches of the Conditions of Issue:

- (a) failing (at Chelsea FC's sole discretion) and whether at the Ground, at an Away Ground, travelling to or from a Match or otherwise, to act at all times in an acceptable or civil manner, including (without limitation) by:
  - (i) using aggressive, threatening, foul, obscene, abusive, indecent or discriminatory language or behaviour;
  - (ii) chanting anything of an offensive, immoral, obscene, abusive, indecent, political or discriminatory nature;
  - (iii) fighting or engaging in and/or inciting violence; or
  - (iv) acting in a manner which in Chelsea FC's reasonable opinion is prejudicial to or offends Chelsea FC or its player(s), officer(s), staff/employee(s), member(s), Supporter(s) or commercial partner(s) or any individual, group or corporate entity connected to Chelsea FC;
- (b) failure to observe the directions, instructions and/or requests of any steward,

employees, or agents acting for or on behalf, of Chelsea FC, or any police officer;

- (c) smoking in any area within the Ground, including (without limitation) the seated areas, concourses and toilets;
- (d) bringing into any Ground (or using within any Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels, cans, poles, knives or any item that is or may be hazardous or dangerous or might be used as a weapon or compromise public safety;
- (e) persistent standing in seated areas whilst a Match is in progress (except where you have a ticket to a Licensed Standing In Seated Area pursuant to paragraph 16), though Chelsea FC makes no representation that supporters will not stand during periods of the Match or that views will not be obstructed by other supporters;
- (f) straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;
- (g) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (h) failure to comply with any Supporters' Code of Conduct (safe standing);
- (i) sale (or advertising a sale) or transfer of a Match Ticket or Season Ticket other than as permitted by these Conditions of Issue;
- (j) providing any information to Chelsea FC at any point that is false, materially incomplete or misleading (or which the Chelsea FC has reasonable grounds to believe may be false, materially incomplete or misleading);
- (k) misrepresentation during the purchase of a Match Ticket, Membership or Season Ticket (including the provision of personal information which is false or inaccurate);
- (l) constituting (or potentially constituting), in Chelsea FC's reasonable opinion, a source of danger, nuisance or annoyance to any other person while at any Ground;
- (m) the throwing of any object within any Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- (n) attempting to enter any Ground or being inside any Ground whilst being (or appearing to be) intoxicated by alcohol or drugs or being in possession of any intoxicating drug, liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the relevant event can be directly viewed;
- (o) carrying, holding, unfurling or presenting any banner, in whole or in part, at any time (whether acting on an individual or collective basis and whether at a Match, any Ground or otherwise) which is, or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive, indecent or political;
- (p) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at any Ground;

- (q) entering into any part of any Ground designated for the use of any group or category of Supporters to which you do not belong;
- (r) the supply of any misleading or incorrect information to any Chelsea FC officer, employee or agent;
- (s) the failure to pay any sum owing to Chelsea FC (or any third party) including, without limitation, in respect of any Season Ticket, Membership or Match Ticket;
- (t) any breach of the Ticketing Policies;
- (u) any breach of the Football Regulations;
- (v) any breach of the Ground Regulations;
- (w) any similar act or omission concerning, or at, an Away Match;
- (x) making or conspiring to make multiple applications and/or holding multiple Season Tickets or Memberships; and
- (y) failing to adhere to or comply with any terms applicable to CFC+, including as set out under paragraph 11.

12.2 Chelsea FC reserves the right, without liability, to conduct (either itself or via a third party) security searches of the person and possessions of any person where it has reason to believe that a breach of these Conditions of Issue has occurred or may occur including (without limitation) those breaches set out in paragraph 12.1.

12.3 Chelsea FC reserves the right, without liability, to suspend any individual, including without limitation any Member, Ticket Holder or Season Ticket Holder where it believes that such individual may have committed a breach of these Conditions of Issue, or that a breach of these Conditions of Issue may have been committed by a Member, Ticket Holder or Season Ticket Holder connected or associated with that individual, pending any investigation (whether by Chelsea FC and/or any third party) in respect of the same. Chelsea FC may take any of the steps set out at paragraph 12.4 in respect of any suspended individual until such time as all investigations have been concluded to Chelsea FC's satisfaction. For the avoidance of doubt, once such investigation against the suspended individual has been concluded, Chelsea FC may continue to enforce or take (as applicable) any of the steps set out at paragraphs 12.4 and/or 12.5 against such individual upon the terms set out therein.

12.4 Without prejudice to any other remedies it may have, in the event that Chelsea FC believes or determines (as applicable) that a breach of the Conditions of Issue has occurred or in the event of the cancellation of a Membership, Match Ticket or Season Ticket, Chelsea FC reserves the right in its absolute discretion acting reasonably or otherwise to, without liability:

- (a) determine that any Match Ticket (Home Match Ticket or Away Match Ticket), Membership or Season Ticket shall be automatically null and void;
- (b) withdraw all or some of the rights and benefits conferred by the Membership, Match Ticket (Home Match Ticket or Away Match Ticket) or Season Ticket for a particular period of time or permanently;
- (c) require that a Match Ticket (Home Match Ticket or Away Match Ticket), Membership or Season Ticket be returned to Chelsea FC;

- (d) refuse entry to or eject the Member or Ticket Holder from a Ground;
- (e) exclude the Member or Ticket Holder from any membership scheme maintained or organised by Chelsea FC and/or disqualify the Member or Ticket Holder from applying for or receiving any Match Ticket (Home Match Ticket or Away Match Ticket), Membership and/or Season Ticket;
- (f) exclude the Member or Ticket Holder from entering any Ground (whether alone or as the Guest of another Ticket Holder);
- (g) prevent the Member or Ticket Holder from using any of the benefits or rights associated with being a Member or Ticket Holder; and/or
- (h) revoke any loyalty points acquired by a Member and/or Season Ticket Holder in accordance with paragraph 13.2,

subject to such individual's right of appeal as detailed below, Chelsea FC will use its reasonable endeavours to inform the individual of any such action (and the grounds upon which it is based) within a reasonable period of implementation.

12.5 Subject to such individual's right of appeal as detailed in paragraph 15, in the event that Chelsea FC determines that a breach of these Conditions of Issue has taken place and/or takes any of the steps in paragraph 12.4 against a Ticket Holder:

- (a) any individual who is subjected to a withdrawal of the rights and benefits conferred by a Match Ticket (Home Match Ticket or Away Match Ticket) or Season Ticket may not transfer such rights and benefits in accordance with these Conditions of Issue, but may be provided with a pro-rated refund on request (at the discretion of Chelsea FC);
- (b) Chelsea FC may commence court proceedings against the Ticket Holder for any loss or damage caused by any such breach including, without limitation, any injunctive or equitable relief; and
- (c) at Chelsea FC's discretion, it may notify any third parties (including, without limitation, other football clubs, event holders and law enforcement or football authorities) of any Ticket Holder's exclusion and/or disqualification (together with the reason(s) for such exclusion and/or disqualification).

12.6 Without prejudice to paragraph 12.4, any Match Ticket (Home Match Ticket or Away Match Ticket) obtained or used in breach of the applicable Conditions of Issue shall automatically be void and will result in the Ticket Holder being refused entry to or ejected from the Ground and/or the cancellation and withdrawal of the relevant Match Ticket, without compensation.

12.7 Without prejudice to paragraphs 12.3 to 12.6 (inclusive), in accordance with the Contract (Rights of Third Parties) Act 1999 any member club of the Premier League from time to time may enforce a breach of the Tragedy Chanting prohibition contained at paragraph 9 of the Ground Regulations accessible via [https://assets.ctfassets.net/d4h4t9hbh431/6ZerMkEhbaCe8cjmOHGwsm/62d082dfd0c2e2e799c4dfd00a509166b/Ground\\_Regulations.pdf](https://assets.ctfassets.net/d4h4t9hbh431/6ZerMkEhbaCe8cjmOHGwsm/62d082dfd0c2e2e799c4dfd00a509166b/Ground_Regulations.pdf), relating to the banning of individuals from stadia and/or locations owned, occupied or utilised by any other member clubs of the Premier League from time to time who have engaged in Tragedy Chanting.

- 13.1 Loyalty points are awarded as set out in the Policies.
- 13.2 Any loyalty points acquired by a Member and/or Season Ticket Holder after attending a Match shall be revoked if any such Match Ticket is subsequently cancelled or withdrawn or deemed null and void, or the Ticket Holder is ejected from the Ground or banned from any future Match for any reason. For the avoidance of doubt, the loyalty points from all the Match Tickets bought in the same transaction as the Match Ticket in question may be revoked, as may eligibility for any bonus loyalty points for the Season.
- 13.3 Chelsea FC reserves the right to apply the use of the loyalty points process to any fixture acting in its sole discretion and can change the amount of loyalty points allocated to a Match at any time. Should points be changed once a Match has already gone on sale, Supporters who attended that Match will receive the new amount of loyalty points (in accordance with the changes made).

## **14 Exclusion of Liability**

- 14.1 Chelsea FC is responsible to you for foreseeable loss and damage caused by it. If Chelsea FC fails to comply with these Conditions of Issue, it is responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or Chelsea FC's failing to use reasonable care and skill, but Chelsea FC is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both Chelsea FC and you knew it might happen, for example, if you discussed it with Chelsea FC during the sales process.
- 14.2 In no event shall Chelsea FC be responsible for loss of enjoyment, loss of a chance, loss of time, travel costs, loss of business, business interruption, loss of business opportunity or accommodation costs and to the maximum extent permitted by law, Chelsea FC hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground. Chelsea FC does not exclude or limit in any way its liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.
- 14.3 Neither Chelsea FC, the Premier League, nor any other relevant organising entity of football competitions shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of the:
- (a) position of the seat; or
  - (b) actions of other spectators.

## **15 Right of Appeal**

- 15.1 Any individual subject to any sanctions imposed in accordance with these Conditions of Issue or any of the Policies shall, ordinarily, have the right of appeal as follows:
- (a) Appeals must be lodged within 14 days of the date of Chelsea FC's sanction decision by email to [cfcsecurityops@chelseafc.com](mailto:cfcsecurityops@chelseafc.com);
  - (b) Appeals should include full written grounds and make clear whether the appeal is against the decision to impose a sanction or the length of the sanction (or both);
  - (c) Appeals will be dealt with on the papers and personal hearings will not be

permitted. The appeals body will meet within 21 days of Chelsea FC's receipt of the appeal and a decision will be communicated in writing within a further 14 days. The decision of the appeals body is final and there is no further right of appeal;

- (d) Chelsea FC reserves its right (acting reasonably) to disapply or depart from this procedure at its absolute discretion.

## **16 Licensed Standing In Seated Areas**

16.1 Chelsea FC operates licensed standing in seated accommodation areas at the Home 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:

- (a) 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 Home Ground;
- (b) expect that other spectators will be standing while play is in progress (although they may sit on their allocated seat before and after the activity, or during an interval or halftime break);
- (c) not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;
- (d) not admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;
- (e) be respectful towards staff, stewards, and other fans at all times;
- (f) behave appropriately in the Licensed Standing In Seated Area (anti-social behaviour will not be tolerated);
- (g) unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay only in the designated space described on the relevant ticket and in accordance with paragraph 16.1(a);
- (h) not 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
- (i) acknowledge that any failure to comply with the conditions set out in this paragraph 16 may lead to Ticket Holders being ejected from the Ground and/or banned from all Matches, and that the Ground may lose the right to maintain the Licensed Standing In Seated Areas.

## **17 Governing Law and Jurisdiction**

17.1 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales.

17.2 Any dispute or matter (including, without limitation, non-contractual disputes) under or in connection with these Conditions of Issue shall be subject to the exclusive jurisdiction of the English courts. Notwithstanding the foregoing, where an individual

subject to these Conditions of Issue is a consumer and is resident in:

- (a) Scotland, then legal proceedings may be brought in either the Scottish or the English courts; or
- (b) Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

## **18 General**

- 18.1 Chelsea FC reserves the right in its absolute discretion to change these Conditions of Issue from time to time, and shall duly make notification of such changes in the event that they materially affect the consumer rights of any Member or Ticket Holder.
- 18.2 The invalidity or partial invalidity of any provisions 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.
- 18.3 Chelsea FC may transfer this agreement to someone else. Chelsea FC may transfer its rights and obligations under these Conditions of Issue to another organisation. Chelsea FC will always tell you in writing if this happens and will ensure that the transfer will not affect your rights under these Conditions of Issue.
- 18.4 You may only transfer your rights or your obligations under these Conditions of Issue to another person in accordance with the terms above.
- 18.5 Subject to paragraph 12.7, nobody else has any rights under these Conditions of Issue. Any contract entered into pursuant to these Conditions of Issue is between you and Chelsea FC. Subject to paragraph 12.7, no other person shall have any rights to enforce any of its terms.
- 18.6 Even if Chelsea FC delays in enforcing these Conditions of Issue, Chelsea FC can still enforce them later. If Chelsea FC does not insist immediately that you do anything you are required to do under these Conditions of Issue, or if Chelsea FC delays in taking steps against you in respect of your breaching these Conditions of Issue, that will not mean that you do not have to do those things and it will not prevent Chelsea FC taking any action against you in accordance with its rights (or in respect of your obligations) under these Conditions of Issue at a later date.
- 18.7 If you have been in touch and are unhappy with Chelsea FC's resolution of any dispute with you, please let Chelsea FC know. If you remain unhappy with any final resolution, issues may then be escalated to the Independent Football Ombudsman. The Independent Football Ombudsman can be contacted at the following address: The Independent Football Ombudsman, Premier House, 1-5 Argyle Way, Stevenage, SG1 2AD; or at [contact@theifo.co.uk](mailto:contact@theifo.co.uk).

## **19 Definitions**

- 19.1 In these Conditions of Issue, words and phrases shall mean as follows:
  - (a) **"Away Ground"** means such stadium and environs at which a Team is playing that are not the Home Ground;
  - (b) **"Away Match"** means any Match in which a Team participates that takes place at an Away Ground;
  - (c) **"Away Match Ticket"** means a printed paper ticket or an electronic ticket

(and/or any rights arising out of or in connection with any of the foregoing) for admission to any Away Match;

- (d) **"Family Stand"** means the East Lower North Stand at Stamford Bridge offering concessionary seating to Juveniles (accompanied by a maximum of two adults per Juvenile seat) and Senior Citizens;
- (e) **"Football Regulations"** means the rules and regulations of FIFA, UEFA, The Football Association, The Football Association of Wales, The F.A. Premier League Limited and The Football League Limited (or any other applicable governing body) as may be applicable from time to time and from Match to Match;
- (f) **"Ground"** means, collectively, the Home Ground and/or Away Ground, as applicable;
- (g) **"Guests"** means family members or friends of the Ticket Holder to whom the Ticket Holder transfers their Match Ticket(s) or Season Ticket(s);
- (h) **"Home Ground"** means Stamford Bridge, Kingsmeadow and their environs and all other locations owned, occupied or used by Chelsea FC at which its Teams may play Matches;
- (i) **"Home Match"** means any Match in which a Team participates that takes place at the Home Ground;
- (j) **"Home Match Ticket"** means a printed paper ticket or an electronic ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Home Match;
- (k) **"Juvenile"** means any individual who is under the age of 20 (or 16 in the case of Women's Team Matches);
- (l) **"Juvenile Member"** means a Member who is a Juvenile on 31 July in the year of commencement of the Season to which the Membership relates;
- (m) **"Licensed Standing In Seated Areas"** as defined in paragraph 16.1;
- (n) **"Match(es)"** means any football match in which a Team participates and that takes place at a Ground including the period immediately prior to or following such match;
- (o) **"Match Ticket"** means any Home Match Ticket or Away Match Ticket;
- (p) **"Member"** means a person holding a current and valid Membership;
- (q) **"Membership"** means a membership to Chelsea FC;
- (r) **"Relevant Cup Match"** means any match in a domestic, European or global cup competition played by any Team representing Chelsea Football Club (including any replays);
- (s) **"Season"** means each English association football season which commences on 1 July and ends on the following 30 June (or such other dates as may be specified by the relevant football governing bodies from time to time) and the term **"Seasonal"** shall be construed accordingly;
- (t) **"Season Ticket"** means a Chelsea FC season ticket (physical or electronic)

issued specifically to a Season Ticket Holder which acts as a ticket (without the need for a printed paper ticket) for admission to Matches played by the relevant Team at the relevant Home Ground in a particular Season;

- (u) **"Season Ticket Holder"** means a person holding a current and valid Season Ticket;
- (v) **"Season Ticket Renewal Date"** means such date as shall be specified on the applicable Chelsea FC Season Ticket Renewal Form (available on [www.chelseafc.com](http://www.chelseafc.com));
- (w) **"Senior Citizen"** means any person over the age of 66 as of 31 July in the year of commencement of the Season to which the Match Ticket, Membership or Season Ticket application/purchase relates;
- (x) **"Supporter"** means a genuine supporter of Chelsea FC;
- (y) **"Supporters Club"** means any official Chelsea Football Club Supporters club established and registered in accordance with the Supporters Club Ticketing Policy;
- (z) **"Team"** means a team representing Chelsea Football Club (whether Men's, Women's or Academy);
- (aa) **"Ticket Terms and Conditions"** means those terms and condition printed on the specific Match Ticket;
- (bb) **"Ticket Exchange"** means Chelsea FC's Match Ticket exchange;
- (cc) **"Ticket Holder"** means any Season Ticket Holder or anybody holding, purchasing, applying for or requesting a Match Ticket (as the case may be) and any reference to "Ticket Holder" in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include the Ticket Holder's Guest(s); and
- (dd) **"Tragedy Chanting"** as defined in the Ground Regulations.