

## **Supporters Club Ticketing Policy Index 2022/23**

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### **1. This Policy**

This Policy explains how Chelsea FC Limited (“Chelsea FC”) sells Match Tickets to Chelsea FC Supporters Clubs.

This document is designed to assist supporters by explaining Chelsea FC’s Supporters Club Ticketing Policy. It is not legally binding and is subject to change at any time at the sole discretion of Chelsea FC.

For the terms and conditions which govern the issue, application for and/or purchase of any Match Tickets referred to within this Supporters Club Ticketing Policy, please refer to Chelsea FC’s Match Ticket Conditions of Issue which are available for inspection at [www.chelseafc.com/tickets/conditionsofissue](http://www.chelseafc.com/tickets/conditionsofissue). The Match Ticket Conditions of Issue also incorporate the Chelsea FC Ground Regulations, which are available for inspection at Chelsea FC’s offices and are displayed at all entrances to and elsewhere in the Ground.

In the event of any conflict between this Supporters Club Ticketing Policy and the Match Ticket Conditions, the Match Ticket Conditions of Issue shall prevail.

Capitalised words and expressions used in this Supporters Club Ticketing Policy shall have the same meanings as those used in the Match Ticket Conditions of Issue.

All times within this policy are UK local times.

### **2. Supporters Club Schemes**

There will be three Supporters Club packages for the coming season: Silver, Gold and Platinum. These Supporters Club packages are designed only for supporters who live locally to the relevant Supporters Club.

### ***Silver Supporters Club Scheme***

The Silver Membership Scheme is open to all Supporters Clubs around the world including the UK.

The requirements of this scheme are:

- A minimum number of local members (as determined by Chelsea FC) as follows:
  - a minimum of 50 (local) Members or Season Ticket Holders for the UK;
  - a minimum of 25 Members or Season Ticket Holders for Europe; and
  - a minimum of 15 Members or Season Ticket Holders for the rest of the world.For the avoidance of doubt, the Member can only purchase tickets through the Supporters Club which is (i) closest geographically to their address as held by Chelsea FC; or (ii) the most appropriate Supporters Club for such Member to join, in each instance, as determined by Chelsea FC.
- Subscription - the Supporters Club can charge its members a maximum of £20 each to join and this will cover the cost of postage/phone calls/affiliation etc. A receipt must be given to each member who affiliates.
- All members must be Members or Season Ticket Holders and not just associated with the Supporters Club.
- Supporter Club officials must complete the Members application form before Match Ticket applications can be made. Match Tickets will only be sold to members who are registered to the Supporters Club form prior to any Match Ticket application order period.
- Bank account/year end figures must be supplied to Chelsea FC.
- The cost for a Supporters Club to join the Silver Supporters Club membership will be £100.00 per season.
- This tier will require one secretary and one treasurer who will receive one complimentary Membership each. An official Membership will be automatically processed upon completion of the Supporters Clubs application. For the avoidance of doubt clubs will need to be renewed and paid for by 4pm Friday 22 July to receive the 5 early renewal bonus points.
- The Supporters Club must hold a minimum of two meetings a season with its members (agenda and minutes to be sent to Chelsea FC when requested).

Silver Membership will include:

- Home Match Ticket priority (excluding matches sold on loyalty points, semi finals and finals). Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.

- One official from the Supporters Club can attend meetings with Chelsea FC (at the Supporters Club's expense).

### ***Gold Supporters Club scheme***

The Gold Membership Scheme is open to all Supporters Clubs around the world including the UK.

The requirements of this scheme are:

- A minimum number of local members (as determined by Chelsea FC) as follows:
  - a minimum of 70 Members or Season Ticket Holders for the UK;
  - a minimum of 50 Members or Season Ticket Holders for Europe; and
  - a minimum of 30 Members or Season Ticket Holders for the rest of the world.

For the avoidance of doubt, the Member can only purchase tickets through the Supporters Club, which is (i) closest geographically to their address as held by Chelsea FC; or (ii) the most appropriate Supporters Club for such Member to join, in each instance, as determined by Chelsea FC.
- Subscription - the Supporters Club can charge its members a maximum of £20 each to join and this will cover the cost of postage/phone calls/affiliation etc. A receipt must be given to each member who affiliates.
- All members must be Members or Season Ticket Holders and not just associated with the Supporters Club.
- Supporters Club officials must complete the Members application form before Match Ticket applications can be made. Match Tickets will only be sold to members who are registered to the Supporters Club form prior to any Match Ticket application order period.
- Bank account/year end figures must be supplied to Chelsea FC.
- The cost of a Supporters Club to join the Gold Supporters Club membership will be £100.00 per season.
- This tier will require one secretary and one treasurer who will receive one complimentary Membership each. An official Membership will be automatically processed upon completion of the Supporters Clubs application. For the avoidance of doubt clubs will need to be renewed and paid for by 4pm Friday 22 July to receive the 5 early renewal bonus points
- The Supporters Club must hold a minimum of two meetings a season with its members (agenda and minutes to be sent to Chelsea FC when requested).

Gold Membership will include:

- Home Match Ticket priority. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.

- Gold Supporters Clubs will have the opportunity to purchase one Match Ticket per Member/Season Ticket Holder for the FA Community Shield. All club members must be fully paid at least one week in advance of this Match Ticket going on sale. There will be a maximum of 500 Match Tickets available for this Match for all eligible Gold Supporters Clubs.
- One official from the Supporters Club can attend at least two meetings with Chelsea FC (at the Supporters Club's expense). Such meetings to be notified by Chelsea FC to the Supporters Club from time to time.
- Any unused Away domestic Match Tickets from the Platinum Supporters Clubs allocation will be sold to Gold Supporters Clubs subject to the selling criteria specified by Chelsea FC from time to time.
- The secretary and treasurer for the Gold Supporters Clubs will have the opportunity to purchase one Match Ticket each for a domestic cup final or semi final (played at a neutral stadium) for their use only. For the avoidance of doubt, these Match Tickets are non-transferable.
- The secretary and treasurer for the Gold Supporters Clubs will have the opportunity to purchase one Match Ticket each for the UEFA competition Finals or UEFA Super Cup final for their personal use only. For the avoidance of doubt, these Match Tickets are non-transferable

### ***Platinum Supporters Club Scheme***

The Platinum Membership Scheme is open to all Supporters Clubs around the world including the UK. There will be a maximum of 32 Platinum Supporters Clubs allowed per season. Each Supporters Club that is renewing from the previous season will need to renew by 30 June 2022 to maintain Platinum status. Should the deadline pass without renewal then new Supporters Club applications will be accepted for the Platinum tier via a ballot, clubs who wish to be entered into the ballot will need to have the required number of members for Platinum tier prior to the 30 June.

The requirements of this scheme are:

- A minimum number of local members (as determined by Chelsea FC) as follows:
  - a minimum of 110 Members or Season Ticket Holders for the UK;
  - a minimum of 70 Members or Season Ticket Holders for Europe; and
  - a minimum of 50 Members or Season Ticket Holders for the rest of the world.
 For the avoidance of doubt, the Member can only purchase tickets through the Supporters Club which is (i) closest geographically to their address as held by Chelsea FC; or (ii) the most appropriate Supporters Club for such Member to join, in each instance, as determined by Chelsea FC.
- Subscription - the Supporters Club can charge its members a maximum of £20 each to join and this will cover the cost of postage/phone calls/affiliation etc. A receipt must be given to each member who affiliates.

- All members must be Members or Season Ticket Holders and not just associated with the Supporters Club.
- Supporters Club officials must complete the Members application form before Match Ticket applications can be made. Match Tickets will only be sold to members who are registered to the Supporters Club form prior to any Match Ticket application order period.
- Bank account/year end figures must be supplied by the Supporters Club.
- The cost of a club to join the Platinum Supporters Club membership will be £100.00 per season.
- This tier will require one secretary and one treasurer who will receive one complimentary Membership each. An official Membership will be automatically processed upon completion of the Supporters Clubs application. For the avoidance of doubt clubs will need to be renewed and paid for 4pm Friday 22 July to receive the 5 early renewal bonus points
- The Supporters Club must hold a minimum of two meetings a season with its members (agenda and minutes to be sent to Chelsea FC when requested).

Platinum Membership will include:

- One official from the Supporters Club can attend meetings with Chelsea FC (at the Supporters Club's expense).
- Home Match Ticket priority. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- Where Chelsea FC receives 1500 or more Match Tickets for FA Premier League or domestic cup matches, 150 Away Match Tickets (in total for all Platinum Supporters Clubs) will be set aside. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- Where Chelsea FC receives more than 5000 Match Tickets for domestic cup matches (excluding the final and semi final), the allocation for Supporters Clubs will increase to 250 Away Match Tickets. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- 400 Match Tickets for FA Cup semi-finals away from Stamford Bridge. Match Tickets can only be sold to Members or Season Ticket Holders who are members of that Supporters Club. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- 150 Match Tickets for UEFA Away Matches (excluding the final and semi final) where Chelsea FC receives more than 2000 Match Tickets from the opposing club. Match Tickets will only be sold to Members or Season Ticket Holders who are members of that Supporters Club. Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match. Full declaration form criteria applies for these Match Tickets.

- Platinum Supporters Clubs will have the opportunity to purchase one Match Ticket per Member/Season Ticket Holder for the FA Community Shield. All Supporters Club members must be fully paid at least one week in advance of this Match Ticket going on sale. There will be a maximum of 1000 Match Tickets available for this Match for all eligible Platinum Supporters Clubs.
- The secretary and treasurer (including assistants) for the Platinum Supporters Clubs will have the opportunity to purchase one Match Ticket each for a domestic cup final or semi-final (played at a neutral stadium) for their use only. For the avoidance of doubt, these Match Tickets are non-transferable.
- The secretary and treasurer (including assistants) for the Platinum Supporters Clubs will have the opportunity to purchase one Match Ticket each for the UEFA competition Finals or UEFA Super Cup final for their use only. For the avoidance of doubt, such Match Tickets are non-transferable.

### **3. Supporters Club Renewals**

#### ***Application for Renewal***

All Supporters Clubs that are making an application to renew for the following season will need to re-submit the data of its members. Supporters Clubs must ensure that they have all necessary consents, permissions and approvals necessary (including under applicable data protection laws) to share the data of its members with Chelsea FC. It is the responsibility of Supporters Club secretaries to check if the Supporters Club's members have renewed for the following season. A secretary will need to complete the club contact details application and the official position application forms. Supporters Clubs that send in the above forms along with the fully completed members application form (Silver, Gold, Platinum Supporters Clubs) for the following season before 1 July prior to that season will be entered into a prize draw to win a signed shirt.

#### ***Ticket Order Periods***

All Supporters Clubs who wish to submit a ticket order during a Supporters Club ticket application order period must have completed their renewal no later than one week prior to the first date of the ticket application order period in question.

### **4. Home Matches**

#### ***FA Premier League***

Match Tickets for FA Premier League Home Matches are sold as follows:

- Match Tickets will go on sale approximately 50 days before the Match.
- Supporters Clubs (who qualify to purchase Match Tickets) will be able to apply for one Match Ticket per member only. All applications must be applied for no later than 5pm, 47

days before the Match with a completed Home Match Ticket application form (with full payment) for the Match Tickets to be processed.

- When a Home match is NOT sold on a loyalty point basis, a maximum aggregate number of 800 tickets will be made available to Silver, Gold and Platinum Supporters Clubs.
- When a Home match is sold on a loyalty point basis, a maximum aggregate number of 500 tickets will be made available to Gold and Platinum Supporters Clubs.
- Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- Applications after 47 days must be processed via the normal ticketing policy (this will include purchasing extra Match Tickets).
- Should a Home match be oversubscribed, tickets will then be issued on a percentage basis, meaning that all Supporters Clubs will receive the same percentage allocation of tickets for each match.
- Match Tickets can only be sold to Members of the Supporters Club and not affiliate members.

### ***Home Domestic Cup Matches***

The initial selling date varies depending on the number of days Chelsea FC has to sell Match Tickets but the procedure will normally follow the following pattern:

- Match Tickets will go on sale approximately 50 days before the Match.
- Supporters Clubs (those qualifying to purchase Match Tickets) will be able to apply for one Match Ticket per Member only. All applications must be made no later than 5pm, 47 days before the Match with a completed Home Match Ticket application form (with full payment) for the Match Tickets to be processed.
- When a Home match is NOT sold on a loyalty point basis a maximum of 800 tickets will be made available to Silver, Gold and Platinum Supporters Clubs.
- When a Home match is sold on a loyalty point basis a maximum of 500 tickets will be made available to Gold and Platinum Supporters Clubs.

Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.

- Applications after 47 days must be processed via the normal ticketing policy (this will include purchasing extra Match Tickets).
- Match Tickets can only be sold to Season Ticket Holders/Members of the Supporters Club and not affiliate members.

### ***UEFA Competition Home Matches***

In the event of Chelsea FC qualifying for European competition, tickets for UEFA Home matches will go on sale as follows:

- Supporters Clubs (those qualifying to purchase Match Tickets) will be able to apply for one Match Ticket per Member only 50 days before the match. All applications must be applied for no later than 5pm, 47 days before the Match with a completed Home Match Ticket application form (with full payment) for the Match Tickets to be processed.
- When a Home match is NOT sold on a loyalty point basis, a maximum of 800 tickets will be made available to Silver, Gold and Platinum Supporters Clubs.
- When a Home match is sold on a loyalty point basis, a maximum of 500 tickets will be made available to Gold and Platinum Supporters Clubs.
- Tickets are sold subject to the selling criteria set by Chelsea FC from time to time and in respect of each match.
- These timings may alter if there is a reduced selling period, especially for knockout stage games, though phasing will stay the same.
- Should a Home match be oversubscribed, tickets will then be issued on a percentage basis, meaning that all Supporters Clubs will receive the same percentage of tickets for each match.

### **5. Away Matches**

#### ***FA Premier League***

Match Tickets for FA Premier League Away Matches are sold as follows:

- Match Tickets will go on sale approximately 37 days before the Match.
- Platinum Supporters Clubs will be able to apply for one Match Ticket per Season Ticket Holder/Member only. All applications must be applied for no later than 5pm, 34 days before the Match with a completed Away Match Ticket application form (with full payment) will be required in order for the Match Tickets to be processed.
- Where demand outweighs supply any individual Supporters Club that requests 30 tickets or more in a single application will have their application reduced to a maximum of 30 tickets.
- Tickets will then be issued on a percentage basis, meaning that all Supporters Clubs will receive the same percentage of tickets for each match.
- Any unused Away Match Tickets from the Platinum Supporters Clubs allocation will be sold to Gold Supporters Clubs on a percentage basis as mentioned above.



### ***Away Domestic Cup Matches***

Match Tickets for domestic cup Away Matches (excluding the Semi-Final/Finals) are sold as follows:

- Platinum Supporters Clubs will be able to apply for one Match Ticket per Season Ticket Holder/Member of such Supporters Club only. All applications must be applied for no later than 5pm, 34 days before the Match with a completed Away Match application form (with full payment) will be required in order for the Match Tickets to be processed.
- Where demand outweighs supply any individual club that requests 30 tickets or more in a single application will have their application reduced to a maximum of 30 tickets per club.
- Tickets will then be issued on a percentage basis, meaning that all clubs will receive the same percentage of tickets for each match.
- Any unused Away Match Tickets from the Platinum Supporters Clubs allocations will be sold to Gold Supporters Clubs on a percentage basis as mentioned above.

### ***UEFA Competition Away Matches (excluding the Semi Final/Finals)***

Match Tickets for UEFA Away Matches are sold as follows:

- Match Tickets will go on sale approximately 37 days before the Match.
- Platinum Supporters Clubs will be able to apply for one Match Ticket per Season Ticket Holder/Member only. All applications must be received by Chelsea FC no later than 5pm, 34 days before the Match. A completed Away Match application form and declaration (with full payment) will be required in order for the Match Tickets to be processed. All supporters completing the declaration form may be asked to provide proof of transport booking (non-UK matches only).
- Where demand outweighs supply any individual club that requests 30 tickets or more in a single application will have their application reduced to a maximum of 30 tickets per club.
- Tickets will then be issued on a percentage basis, meaning that all clubs will receive the same percentage of tickets for each match.
- Match Tickets can only be sold to a Season Ticket Holder/Member of that Supporters Club and not to affiliate members.

## **6. Ticketing Loyalty Scheme**

### ***Match Tickets Sold on a Loyalty Point Basis to Members***

Matches sold on a loyalty point basis will require a minimum number of loyalty points in order to make an application.

Matches played on or before the 31 December 2022 will require Members to have the following loyalty points:

- UK 10
- Europe 5
- ROW 5

Matches played from 1 January 2023 will require Members to have the following loyalty points:

- UK 20
- Europe 10
- ROW 10

### ***Match Tickets Sold on a Loyalty Point Basis to Season Ticket Holders***

Matches sold on a loyalty point basis will require a minimum number of loyalty points in order to make an application.

Matches played on or before the 31 December 2022 will require Season Ticket Holders to have the following loyalty points:

- UK 52
- Europe 47
- ROW 47

Matches played from 1 January 2023 will require Season Ticket Holders to have the following loyalty points:

- UK 62
- Europe 52
- ROW 52

## **7. Match Ticket Purchasing Policy**

### ***Applications for Match Tickets***

Applications for Match Tickets can be sent to:

**Email:** [scticketapp@chelseafc.com](mailto:scticketapp@chelseafc.com)

Chelsea FC Supporters' Club  
Stamford Bridge  
Fulham Road  
London  
SW6 1HS

### ***Delivery of Match Tickets***

UK

Home Match tickets dispatched via print@home to the supporters club email address from 18 days prior to the Match date.

Away Match ticket orders of 15 Match Tickets or more will be sent to a UK address by special delivery at the Supporters Club's cost. Please state on your booking form if you wish to have the Match Tickets dispatched to you or whether you will be collecting them from the Ground.

Away Match Tickets will be dispatched from 21 days before the Match.

### Europe and Rest of the World

Home Match tickets dispatched via print@home to the supporters club email address from 18 days prior to the Match date.

Away Match Ticket orders going to Europe or the rest of the world (excluding the United Kingdom) can be posted out to the Supporters Club secretary by courier in advance of the Match at the Supporters Club's cost. Please state on your booking form if you wish to have the Match Tickets dispatched to you or whether you will be collecting them from the Ground. Tickets will be dispatched 21 days before the Match.

Chelsea FC's responsibility for the Match Tickets ends from the moment the Match Tickets are posted. Chelsea FC is therefore not responsible for any failings of the postal system.

### ***Ticket Prices***

All match ticket prices can be found at [chelseafc.com](http://chelseafc.com).

## **8. Applications to become a Supporters Club**

### ***Deadline***

Applications to become a Supporters Club for Season 2022/23 will not be accepted after 17 December 2022.

### ***Geographic Restrictions***

Applications for new Supporters Clubs will not be accepted within the boundaries of the M25 motorway.

## **9. Supporters Club Members**

### ***Geographic Restrictions***

Members of Supporters Clubs must live locally to the relevant Supporters Club (as determined by Chelsea FC) and cannot be located within the M25 in the UK.

Members will need to hold a membership or season ticket in their own name and not in a business name.

### ***Key Supporters Club Positions***

It will be necessary to provide two references for the position of Supporters Club secretary and treasurer (and assistants, as applicable) which can be obtained from an employer or professional person. This will be required prior to the formation of such Supporters Club. Please supply details on the form provided.

Please note that a Supporters Club cannot have members of the same family occupying key positions (i.e., secretary, treasurer, or assistants to these). This also includes persons at the same address with a different name. All position holders must be aged 18 or over at the date of application.

### **10. Bank/building society details**

Supporters Clubs (where stated) must have their own bank/building society account. All payments must be made through the Supporters Club account debit card. The account will be required to be submitted at the end of each season. The secretary and treasurer will need to be the named signatories.

### **11. Membership cards and packs**

All Membership cards and packs will be sent to the Member direct and not via the Supporters Club secretary.

### **12. Payments**

Supporter's clubs payments will be required in full for tickets or supporters club affiliation. Any fees incurred or difference in the exchange rate will be at supporters club own expense.

Match Ticket payment or club affiliation renewal payments can be made by card payments by phone payment