

Terms & Conditions

Please read the following terms and conditions (the "Terms and Conditions") carefully before using the website. By using this website or any sub-site accessible on this website, the user ("user" or "you") accepts, without limitation or qualification, the Terms and Conditions set out below and any additional Terms and Conditions set out in any sub-site. If you do not agree to these Terms and Conditions, you should exit the website. Your continued use of this site implies that you accept to be bound by any updated version of the Terms and Conditions.

In addition to these Terms and Conditions, you are also agreeing to abide by and be bound by the following:

- i. Our Customer Charter, which can be found here: [Luton Town FC | Luton Town Football Club Customer Charter](#);
- ii. Supporter Code of Conduct for Safe Standing (if applicable), which can be found here: [Luton Town FC | Supporter Code of Conduct for Safe Standing](#); and
- iii. The Ground Regulations, which can be found here: [Luton Town FC | Getting to Kenilworth Road](#);

OWNERSHIP AND OPERATION

Luton Town Football Club Ticketing Site is an official website of Luton Town Football Club 2020 Ltd.

REGISTRATION

You will need to register with Luton Town Football Club's Ticket Office in order to place an order for tickets or products via the online site.

CONDITIONS OF REGISTRATION

If you are under 18, you should seek approval from your parent(s) or guardian before you:

Email us on: ticketoffice@lutontown.co.uk

Send in any information to:

Luton Town Ticket Office

1 Maple Road East

Luton

Beds

LU4 8AW

Buy anything online: Please Note that all minors are recommended to discuss these terms and conditions with their parent(s) or guardian before continuing to use this website and any of the services offered, you are confirming that you have received the consent of your parent(s) or guardian to complete the registration process.

USE OF THE SITE

You agree that you will only use our website in a way which is consistent with the Terms and Conditions and which complies with the applicable laws and regulations. In particular you agree that you will not use this website to upload or send any material which contains software viruses or other codes, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment or in any other manner which would interfere with or disrupt this website. You acknowledge that this website and any goods that you obtain from our website are provided for your personal use only and may not be used for any commercial purposes or distributed commercially without our permission.

PROMOTIONS

Any promotions offered on this website may be exclusive to this website; they are not necessarily available via our stores and vice versa.

The following Terms and Conditions apply to all ticketing promotions:

- If you receive a free item, you are not able to exchange it for the full value of the product or an exchange unless the item is faulty.
- Promotions are always subject to availability.
- Any promotions or sales featured on this website are also subject to any specific terms and conditions that we wish to apply.
- Promotions cannot be used in conjunction with one another unless specifically stated.

HOME MATCH TICKETS - TERMS AND CONDITIONS OF SALE (“CONDITIONS OF ISSUE”)

1. All Home Match Tickets issued to Luton Town Football Club 2020 Ltd (“LTFC”) Executive guests and their visitors, Corporate / Hospitality Occupants and their visitors, or to purchasers of individual matches and Season Ticket holders ("Match Ticket Holder") are issued subject to the rules and regulations of FIFA, UEFA, The Football Association (the “FA”), the Premier League, and the English Football League (“EFL”) (the “Regulations”) in respect of a Match and the Ground Regulations.
2. The use of a Home Match Ticket in any way and/or the use of any part to enter Kenilworth Road (the “Stadium”) constitutes acceptance by the Match Ticket Holder of these Conditions of Issue, the Regulations and the Ground Regulations and LTFC reserves the right for LTFC by any LTFC steward or official and/or for any police officer to refuse admission or eject from the Stadium any person who fails to comply with the same in respect of any Match.
3. The Home Match Ticket admits the Match Ticket Holder to the Stadium. The Match Ticket Holder is the person who purchased the ticket or someone for whom the ticket has been specifically purchased, with the purchaser having responsibility for the behaviour of the user of the ticket. The re-sale of tickets at above the face value of the ticket is strictly prohibited and any match tickets offered for sale may be confiscated by any steward or officer of LTFC or any police officer.
4. Save only as set out at paragraph 5, no person (other than a person who holds an appropriate licence and approved by LTFC) may bring into the Stadium or use within the Stadium any equipment which is capable of recording or transmitting (by digital or any other means) any audio, visual or audio-visual material or any information or data in relation to a Match or the Stadium. Copyright in any unauthorised recording or transmission is assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright Designs and Patents Act 1988) to LTFC. It is further agreed that all Match Ticket Holders who enter the Stadium acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of

example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by LTFC, the Premier League, the EFL or others (including commercial partners and accredited media organisations), and use of a Home Match Ticket to enter the Ground constitutes consent to such use.

5. Mobile telephones are permitted within the Stadium provided that they are used for personal and private use only and in any event only for the purpose of transmission and/or reception of voice data only not being commentary upon the Match in progress.
6. The Home Match Ticket permits the Match Ticket Holder to occupy the seat designated upon the Home Match Ticket or such other alternative seat of equal value to the said seat as LTFC may allocate to the Match Ticket Holder at its reasonable discretion or any other seat to which the Match Ticket Holder is directed by any LTFC steward or officer or any police officer at the Match only on production of the Home Match Ticket at the appropriate entrance.
7. Home Match Tickets will remain the property of LTFC at all times and as such must be produced if requested by any official, steward or employee of LTFC or any police officer. LTFC reserves the right to retain Home Match Tickets at any time.
8. In the event of any or all Home Match Tickets being forgotten or lost in respect of any individual match, LTFC shall not be obliged to issue any other form of replacement ticket to the said Match.
9. Any deliberate misuse of a Home Match Ticket including any attempt of any nature which in LTFC's reasonable opinion constitutes an attempt to defraud LTFC will result in the Match Ticket Holder being ejected from the Stadium in respect of the Match with no refund being payable. LTFC further reserves its right to take any legal action against any appropriate persons as it sees fit in connection with such matters.
10. Further and without prejudice to any other rights it may have LTFC shall have the right in the case of any serious breach or persistent breach of these Conditions of Issue and/or the Regulations and/or the Ground Regulations by the Match Ticket

Holder to cancel and withdraw any or all Home Match Tickets with no refund being payable to the Match Ticket Holder. Without prejudice to the general nature of the above the following but not limited to actions by the Match Ticket Holder shall constitute serious breach of the said Conditions of Issue and/or the Regulations and/or the Ground Regulations entitling LTFC to take such action including but not limited to ejection from the Stadium in respect of the Match Ticket Holder:

10.1 smoking/vaping in any area of the Stadium.

10.2 persistent standing in seated areas whilst the Match is in progress

11. In the event that any Match Ticket Holder is ejected from the Stadium pursuant to these Conditions of Issue the names and identifying details of any such Match Ticket Holder may be passed to the police and/or such other appropriate authority as LTFC sees fit. It is further acknowledged that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by LTFC or by a third party, such as a law enforcement body) to identify the Match Ticket Holder as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Conditions of Issue.

12. All Home Match Tickets purchased are non-cancellable and non-refundable. Discretion will be exercised for refunds requested for exceptional circumstances however no refunds can be processed for any reason less than 24 hours prior to the advertised kick-off time.

13. Subject to clause 15, below, the Home Match Ticket is issued for your sole use and you shall not sell, dispose of, assign, transfer or otherwise deal with the Home Match Ticket or the benefit of it to any other person without the prior written consent of LTFC. Further you shall not use the Home Match Ticket for any commercial purpose. The reference to selling the Home Match Ticket includes but is not limited to: (a) offering to sell a Home Match Ticket (including, without limitation, via any website or online auction site); (b) exposing a Home Match Ticket for sale; (c) making a Home Match Ticket available for sale by another person; (d) advertising that a Home Match Ticket is available for purchase, which for the avoidance of doubt (and by way

of example only) means that this Home Match Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Home Match Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) a Home Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); all save as expressly authorised by the Premier League, the EFL or LTFC.

14. The unauthorised sale or disposal of a Home Match 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. LTFC will inform the police when it becomes aware that a Home Match Ticket has been sold, or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the Premier League, the EFL and any other appropriate league and/or governing body who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that we share may include your personal data, including your name, contact details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

15. If more than one Home Match Ticket is issued to you, one Home Match Ticket must be retained by you, for personal use (subject to the provisions below) and the remainder may be transferred to your guest(s) for his/her/their personal use only **PROVIDED THAT** such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such transfer to any guest will bind each guest as if he/she was the original purchaser of the Home Match Ticket (and you must inform the guest(s) of this). You will provide the name and address of your guest(s) when asked to do so by any official, steward or employee of LTFC and/or any police officer. In the event that you and/or your guest(s) are unable to use any Home Match Ticket then you may transfer that Home Match Ticket(s) to a natural person who is known to you

personally and who would be entitled to purchase such Home Match Ticket and attend such Match **PROVIDED THAT** such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such transfer will apply to and bind the transferee as if he was the original purchaser of the Home Match Ticket (and you must inform the transferee of this). You will provide the name and address of the transferee when asked to do so by any official, steward or employee of LTFC and/or any police officer.

AWAY MATCH TICKETS - TERMS AND CONDITIONS OF SALE

1. LTFC may offer Away Match Tickets for sale to LTFC supporters during the Season (subject to availability). Away Match Tickets are sold subject to:
 - a) the sales criteria applicable to each Away Match which shall be published on the LTFC website in advance of each Away Match.
 - b) the Host Club Ticket Terms and Conditions
 - c) the Host Stadium Regulations;
 - d) these Away Match Ticket Terms and Conditions; and
 - e) any other terms and conditions communicated to the purchaser prior to the sale of Away Match Tickets.

2. LTFC sells Away Match Tickets to Luton Town supporters as a representative for the Host Club. Payments for the Away Match Tickets are to be made directly to LTFC; however, these payments shall be forwarded on by LTFC to the Host Club.

3. Purchasers may (at LTFC's absolute discretion) be required to collect Away Match Tickets at a nominated collection point at the away destination. The details and conditions of Away Match Ticket collection shall be communicated in the information published on LTFC's official website and/or to the purchaser. Where the purchaser is required to collect at the away destination, any points will not be guaranteed until after collection of the Away Match Tickets at the away destination. LTFC reserves its right to conduct checks on supporters attending an Away Match at

the Host Stadium for any breaches of these Away Match Ticket Terms and Conditions.

4. Purchasers may purchase Away Match Tickets by using any of the following purchase methods:
 - a) via the official LTFC website; or
 - b) via the Ticket Office in person or via phone.
5. The price payable for each Away Match Ticket shall be as set out on the LTFC website or as otherwise notified by LTFC from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT. LTFC always tries to ensure that the pricing and ticketing information provided by LTFC (including but not limited to, the information available on the LTFC website, on any literature or as issued or communicated by a LTFC sales representative) is correct, but errors may occur. Upon LTFC becoming aware of any pricing or product description error in relation to any Away Match Ticket which has been sold, LTFC will endeavour to inform the purchaser as soon as reasonably practicable using the contact details provided to LTFC. LTFC will then provide the purchaser with the option of reconfirming the order at the correct price/product description or cancelling the order. If LTFC is unable to contact the purchaser having made reasonable attempts to do so, LTFC will treat the order as cancelled. If the order is cancelled or treated as cancelled, LTFC will provide a full refund to the purchaser using the payment details provided. If valid payment details have not been provided, no further action will be taken by LTFC.
6. The issue of an Away Match Ticket and subsequent access to the Host Stadium is subject to the Terms and Conditions of Entry (as amended from time to time).
7. Away Match Tickets issued under these Away Match Ticket Terms and Conditions are for the use of the person to whom they are assigned to and who must be LTFC supporters and/or neutral supporters only. By applying for an Away Match Ticket and/or using the same, you hereby warrant and represent that you are a LTFC supporter and/or that you are not a Host Club supporter.

8. LTFC and the Host Club will not tolerate behaviour (whether verbal, physical, written or otherwise) that is anti-social, discriminatory, offensive, racist, homophobic, threatening, abusive or otherwise targets someone because of their protected characteristic. If LTFC or the Host Club finds any supporter committing any of the above offences or behaviours at, around or on the journey to/from the Host Stadium, or via online media or any other media, LTFC shall be entitled to impose on the supporter such sanction as it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all LTFC fixtures (home and away) and/or withdrawal of the supporter's Away Match Ticket(s), Season Ticket, Membership or other LTFC benefits (including but not limited to priority points) without reimbursement. In addition, such supporter could face arrest and prosecution by the police.
9. LTFC reserves the right to remove any priority points awarded or booking history as a result of a supporter purchasing an Away Match Ticket(s) should that supporter not then attend the relevant Away Match(es).
10. The Away Match Ticket is issued for your sole use, and you shall not sell, dispose of, assign, transfer or otherwise deal with the Away Match Ticket or the benefit of it to any other person without the prior written consent of LTFC. Further you shall not use the Away Match Ticket for any commercial purpose. LTFC and the Host Club reserve the right to ask you for identification when using an Away Match Ticket.
11. The unauthorised sale or disposal of an Away Match Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. This includes but is not limited to:
 - 11.1 offering to sell an Away Match Ticket (including, without limitation, via any website or online auction site).
 - 11.2 exposing an Away Match Ticket for sale.
 - 11.3 making an Away Match Ticket available for sale by another person.

11.4 advertising that an Away Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that an Away Match Ticket may not be offered as a prize in any promotion or competition.

11.5 transferring, lending or selling an Away Match Ticket to any third party as part of a hospitality or travel package; and

11.6 giving (or offering to give) an Away Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so).

12. LTFC may inform the police as soon as it becomes aware that an Away Match Ticket is being or has been sold or disposed of illegally. If you are convicted of a ticket touting offence, or LTFC reasonably suspects you have committed such an offence anywhere in the world, LTFC reserves the right to impose any of the sanctions outlined in paragraph 8 above and to notify the relevant football authority who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that LTFC shares may include your personal data, including name, contact details, information about the offence and information about ticket purchases (including payment details). You acknowledge that LTFC will process your personal data in accordance with the LTFC's Privacy Policy, which can be found at <https://www.lutontown.co.uk/club/ltfc-privacy-policy/>. LTFC will use this data to identify and prevent ticket touting offences and disorder at matches.

13. The Away Match Ticket will remain the property of the Host Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Host Club, LTFC or any police officer. The Host Club and/or LTFC reserve the right to require the immediate return of the Away Match Ticket at any time. The Host Club and/or LTFC reserve the right to carry out spot checks in and around the vicinity of the Host Stadium to verify the use of any Away Match Tickets is in compliance with these Away Match Ticket Terms and Conditions and/or the Terms and Conditions of Entry.

14. Any Away Match Ticket obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Away

Match Ticket shall be nullified. Any person seeking to use an Away Match Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Host Stadium or remain at an Away Match will be considered to be a trespasser and may be refused entry to, or ejected from, the Host Stadium in respect of a particular Away Match and/or may have their Away Match Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this paragraph 14, no refund shall be payable. LTFC further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including but not limited to imposing a ban on such supporter for future home and/or away matches, the removal of any further right or ability to purchase home match tickets and/or Away Match Tickets, and/or the removal of any LTFC benefits (including but not limited to priority points).

15. If a purchaser or guest suspects that ticket touting is taking place in or around the Host Stadium or online, LTFC requests that such suspicions are promptly reported to the Host Club, LTFC and the police.
16. In order to gain admission to the Host Stadium, the Away Match Ticket must be presented (in its entirety) at the Away Match.
17. The Host Club shall not be obliged to issue any replacement for a forgotten, lost, stolen or damaged Away Match Ticket.
18. Where the Host Club agrees to issue a replacement Away Match Ticket (subject to any conditions which the Host Club and/or LTFC may impose at their absolute discretion), LTFC will request the presentation of photographic ID (and in the event that the supporter is below the age of 18, written permission from a parent and/or legal guardian of the supporter and who will either accompany the supporter to the Away Match or confirm that a supporter who is over the age of 18 will accompany the supporter to the Away Match) before the Away Match Ticket can be reprinted and/or reissued. Please note, in the event that such proof of identification and/or written permission is not presented to LTFC on request, LTFC cannot guarantee that a replacement Away Match Ticket will be issued. In such cases, LTFC's decision is final.

19. Without prejudice to any other remedies it may have, LTFC shall have the right, at its absolute discretion, in the case of any serious or persistent breach of these Away Match Ticket Terms and Conditions or the Terms and Conditions of Entry to cancel and withdraw any Away Match Ticket(s) issued to a purchaser.
20. If an Away Match Ticket holder is not 18 years old or over, their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) shall, in addition to the Away Match Ticket holder themselves, be responsible for the Away Match Ticket holder's actions, conduct and compliance with these Away Match Ticket Terms and Conditions and the Terms and Conditions of Entry. Should any Away Match Ticket holder under the age of 18 breach these Away Match Ticket Terms and Conditions and/or the Terms and Conditions of Entry, LTFC shall be entitled to impose on the Away Match Ticket holder and/or their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) such sanction(s) as it considers appropriate in the circumstances.
21. In the event that your Away Match Ticket is withdrawn or cancelled for any reason whatsoever, LTFC reserves the right to exclude you from the Stadium and/or to impose a banning order upon you and/or to withdraw your Season Ticket or Membership and/or to disqualify you from applying for any Home Match Ticket, Away Match Ticket or Season Ticket at its discretion, and to notify any football authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification). Where your Away Match Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the PL Commitment, LTFC (and/or Host Club) will also notify the Premier League which will in turn notify all football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.

CONDITIONS OF ISSUE FOR SEASON TICKET CARDS - 2024/25

1. General Conditions

1.1 The Season Ticket Card identifies the season ticket holder and their seat details. This information is linked through to LTFC's ticketing database using the unique barcode printed on each card.

1.2 This Season Ticket Card is issued subject to the Regulations LTFC's Terms and Conditions and the Ground Regulations. Use of the card is also subject to the LTFC TeamCard Terms and Conditions.

1.3 All matches are played in accordance with the relevant rules of the appropriate football governing body. Play cannot be guaranteed to take place at a particular time or day and LTFC reserves the right to alter its advertised fixtures without notice or liability.

1.4 LTFC reserves the right to withdraw and cancel this Season Ticket Card, without reimbursement, in the event that the holder's behaviour is unlawful or is found to be in breach of the Ground Regulations.

1.5 This Season Ticket Card admits the holder to matches at the Stadium covering all EFL or Premier League matches. The holder must hand this card to the turnstile operator/scan the card within the automated ticket barrier, for entry into the stadium. The Season Ticket Card must also be shown to any LTFC steward or official and / or police officer on request whilst in the stadium.

1.6 LTFC permits the holder of this Season Ticket Card to allow another supporter to use this card and its associated seat if they are unable to attend a match upon receiving written permission from LTFC. The other supporter using this card must be of the same price band category as the holder of the card. Furthermore, the holder of this Season Ticket Card is responsible for ensuring that any person using their Season Ticket Card observes these conditions and the Ground Regulations. Failure to do so will entitle LTFC to withdraw and cancel the Season Ticket Card without reimbursement.

1.7 All spectators wishing to access the stadium require a valid ticket.

1.8 All Season Ticket Card holders who are 13 years or younger must be accompanied by a responsible parent or guardian.

1.9 LTFC reserves the right, at any time without notice, to move Season Ticket Card holders to alternative seats for any reason, including but not limited to comply with any FA., Premier

League, EFL or UEFA regulations or on the recommendations of the police or licensing of safety authority.

2. Concessions & Instalments

2.1 All concession priced season ticket applications must be supported by a valid proof of age/proof of disability documents. The Season Ticket Card will be withheld and will not be fulfilled until proof of age/disability documentation has been verified by LTFC.

2.2 Payments are taken by reoccurring card payments from bank details supplied. If paying by instalment payments it is your responsibility to ensure you have funds in your account to honour the commitment you have made and that any details of an update to your bank card is given to LTFC in good time. Payments will be taken on the first working day of the month. In the event of any instalment payment is not being honoured upon presentation by LTFC, LTFC reserves the right to implement an administration fee of £2 every time the payment is declined.

2.3 In the event a payment is not made subsequent payments will be requested from your bank throughout the month. If the payment is still outstanding at the end of the month the club reserve the right to block access for further games.

2.5 If payments fall two months behind LTFC reserves the right to cancel the Season Ticket Card and request the return of said card. LTFC reserves the right to take whatever legal action is required to obtain outstanding payments.

3. Upgrades, Charges, Refunds & Cancellations

3.1 Upgrades of Season Ticket Cards can be obtained at LTFC's Ticket Office in person or via phone on 01582 416976 up to 24 hours prior to a fixture provided the game has reached General Sale. Upgrades to current season Members will be accepted for all games.

Downgrades are not permitted.

3.2 Price band upgrades of Season Ticket Cards are closely monitored. LTFC reserves the right to withdraw and cancel a Season Ticket Card which is believed to have been obtained with the intention to upgrade for the majority of games within a season.

3.3 Purchasing a Season Ticket Card, using the required identification, with a view to 'reserving' a seat or keeping a seat unused is a breach of the Conditions of Issue for Season Ticket Cards. In this circumstance LTFC reserve the right to cancel the Season Ticket Card, at any time, which is identified as consistently not attending matches at the stadium.

3.4 All Season Ticket Card purchases are non-cancellable and non-refundable.

3.5 Replacement Season Ticket Cards will be subject to an administration charge of £5.

3.6 Should a Season Ticket Card holder who is attending a match forget or mislay their season ticket card, to gain entry to the stadium they must contact the Ticket Office at the Stadium. A paper ticket will be issued for the match and the holder's Season Ticket Card will be switched off for that match. There may be a £2.50 administration charge for this service. Refunds will not be permitted against tickets purchased in any other manner.

3.8 In the event that matches are determined by the authorities or governing bodies to be permanently cancelled or played behind closed doors, you acknowledge and agree that the terms of your Season Ticket Card may either a) grant you access to watch each relevant home match in person in the Stadium or b) if Stadium access is prevented or restricted, issue you with a pass to watch the affected matches in question via an available platform or c) issue a pro-rata refund, for each fixture you are unable to attend due to these conditions, which will be made after the conclusion of that season.

3.9 In the event that social distancing health measures require LTFC to limit attendance at a match, LTFC reserves the right at its discretion to cancel a Season Ticket Card holder's entry to a match and in such circumstances the same remedies and no others will be provided to the Season Ticket Card holder as if the match were played behind closed doors as detailed in this clause.

4. Cup Competitions & Non-Standard League Match Conditions

4.1 Under EFL and F.A. regulations LTFC may have to provide up to 15% of the stadium to away supporters for cup and play-off matches. This will affect Season Ticket Card holders in the Oak Road Stand. LTFC reserves the right at any time to change the areas used for this

allocation. LTFC will use reasonable endeavours to inform Season Ticket Card holders as soon as arrangements are agreed with the away club.

4.2 Under EFL regulations LTFC must provide a minimum of 10% of the Stadium capacity to the opposition club.

4.3 LTFC reserves the right, at any time without notice, to move Season Ticket Card holders to alternative seats in order to comply with any other F.A., Premier League, EFL or UEFA regulations or on the recommendations of the police or licensing of safety authority regarding allocations of tickets to away supporters.

5. Unforeseen Circumstances & LTFC Policies

5.1 In the event of construction, development or maintenance work being carried out in any part of the Stadium, LTFC reserves the right to move Season Ticket Card holders in the affected area to another area. Wherever possible LTFC will use their reasonable endeavours to relocate to an equivalent area.

5.2 In the event of unforeseen circumstances affecting any part of the stadium, LTFC reserves the right, at any time and without notice, to move Season Ticket Card holders in the affected area to another area.

5.3 Only in exceptional circumstances will re-admission to a match be permitted.

5.4 Any spectators who persistently stand in a seated area will be liable to ejection from the Stadium and receive a stadium ban from future games. Stadium bans may also apply to away matches.

5.5 All of the Stadium and Stadium buildings and grounds are strictly non-smoking areas and any spectator that is found smoking or vaping, within the Stadium or Stadium buildings, will be liable to be ejected from the Stadium.

5.6 Any spectator ejected from the Stadium or arrested for a football related offence will also be liable to receive a Stadium ban from future games and no refunds will be given.

5.7 Fraudulent use of the Season Ticket Cards will result in offenders being subject to a Stadium ban and no refunds will be given.

5.8 Mobile telephone usage for telephony is permitted within the Stadium provided that it is used for personal and private use only.

5.9 These Terms and Conditions and the associated terms and conditions referenced within them, together with the Ground Regulations set out on the LTFC website or available at LTFC's Ticket Office constitutes the sole and exclusive contract hereby agreed between the parties, and supersedes all prior oral or written contracts, documents or other arrangements among them pertaining to the transactions contemplated in this contract. The parties agree that no express or implied representations, warranties or inducements have been made by any other party except as set forth in this contract. No amendments to this contract are allowed unless agreed in writing by LTFC's Operations Department. These Terms and Conditions are subject to change and any revisions will be published on the LTFC website and notified to you.

5.10 You acknowledge that LTFC will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that you provide to LTFC shall be processed, stored and transferred in accordance with the terms of LTFC's then current privacy policy available at <https://www.lutontown.co.uk/club/ltfc-privacy-policy/>. In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs, any football authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment and with enforcing sanctions. We may also share your data in order to support with the handling of fan enquiries and to allow for rapid

identification of fans in the event of incidents including health emergencies and general crowd control emergencies. For more information on how we process your data and who we share it with, please consult the privacy policy on LTFC's website.