



2024/25 SEASON CARDS THE SMALL PRINT

Please read the important information below carefully. It outlines the terms and conditions of sale of your season card, including our refund policy, instalment plan, and data protection policies. In purchasing your season card, 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: www.lutontown.co.uk/club/customer-charter/
- ii. Supporter Code of Conduct for Safe Standing (if applicable), which can be found here: www.lutontown.co.uk
- iii. The Ground Regulations, which can be found here: www.efl.com/siteassets/efl-documents/ground-regulations.pdf
- iv. our Terms and Conditions (as modified from time to time), which can be found here: www.lutontown.co.uk

INSTALLMENT PLANS: TERMS & CONDITIONS

1. It is important you take note of these terms and conditions when using the instalment plan. This is not a direct debit and notification will not be received from your bank if payments fail. Please check your payments on a regular basis. It is your responsibility to inform the Ticket Office of any change in your card details.
2. The option to pay using the instalment plan is not available to anyone aged under 18 years of age.
3. The Club agrees to use reasonable endeavours to collect the instalments on the specified dates referred to in the application form. These dates cannot be changed.
4. In the event of an instalment being returned unpaid you will be subject to a penalty fee of £2 for each time this occurs, and your season card will be blocked.
5. The Club will collect payment on the 1st of the month, should that request fail subsequent requests will be made throughout the month. If payment cannot be obtained during the month, the Club will

have the option of requesting the return of the season card or to take other action as it considers appropriate to recover the arrears.

6. In the event of a failure to return the season card as described in clause 5, the Club reserves the right to take whatever legal action it considers necessary to affect the return of any season cards not returned. Any costs thus incurred will fall to you to pay.
7. You will not without prior consent of the Club be entitled to use the season card in the event of a default as set out in clauses 4 and 5.
8. If following a default as described in clause 5 you wish to continue to be a season card holder for the remainder of the current season, you shall pay forthwith to the Club the total of the remaining payments which are unpaid, together with interest thereon at 4% above the base lending rate of Bank of England and PLC.
9. It is your responsibility to notify the Club of any change to the card details. If the Club is not notified of any change and an instalment payment fails as a result, the Club shall have no liability to you and the provisions of clauses 4, 5 and 6 shall apply. Following a default as described in clauses 5 and 6, all instalment facilities will be withdrawn from you indefinitely.
10. No time or indulgence extended to you nor any waiver of any breach hereof shall prejudice, affect or restrict the rights and powers of the Club.
11. This agreement is personal to you.
12. The terms of this agreement will apply to any renewal unless otherwise advised by the Club on or before the date of such renewal.
13. The above terms are governed by English law.
14. By signing the season card application form and completing relevant card details you are giving permission to automatically take payment for your seat and forward

your card(s) to you. The Ticket Office will need to be informed of any card changes throughout the season

HOW WE USE YOUR DATA

15. We may use the information you provide us, or we have garnered from web-based technology, for administration, marketing, customer services and profiling your purchasing preferences in accordance with the Club's privacy policy which can be found here: <https://www.lutontown.co.uk/club/tffc-privacy-policy/>. If compelled to do so, we will disclose your information to law enforcement agencies and regulatory authorities. We may keep your information for a reasonable period to contact you about our services, offers and promotions. The Club will do nothing with your personal data that you would not anticipate from a privacy conscious company with a contact strategy founded upon permission-based marketing.

YOUR CONSENT

16. By providing this information you consent to our processing your sensitive personal data for the above purposes. To make sure, we follow your instructions correctly and to improve our service to you through training of our staff, we may monitor or record communications. When you give us information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data, including sensitive personal data and to receive on their behalf any data protection notices.

YOUR RIGHTS

17. If you wish to exclude yourself from receiving Luton Town Football Club related offers (e.g. season card discounts or kit promotions) you can do so by emailing info@lutontown.co.uk or writing to the Data Controller, Luton Town Football Club, Kenilworth Stadium, 1 Maple Road East, Luton, Bedfordshire, LU4 8AW.

REFUND POLICY

18. All season cards are non-returnable, non-transferable and non-refundable.

