

Home Season Tickets- Terms and Conditions

BURNLEY FC SEASON TICKET TERMS AND CONDITIONS (2026/2027)

1. Issue of Season Ticket

1.1. The issue of a Season Ticket and subsequent access to the Ground is subject to the Terms and Conditions.

1.2. Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.

1.3. The Club may require you to provide proof of identity in person at the Ground at any point in the application process and/or during the Season. Failure to provide proof of identity when requested may result in a suspension or cancellation of the Season Ticket.

2. Mobile Ticketing

2.1. Unless the Season Ticket holder falls within an Exempt Category (as defined in clause 2.5 below), all Season Tickets shall be issued by virtue of electronic mobile tickets using near-field communication technology, or such other technology as the Club may decide to use from time to time (“E-Ticket”).

2.2. In order to use your E-Ticket, you will be required to download the E-Ticket to your mobile smartphone by following the instructions provided by the Club from time to time. E-tickets are only compatible with iPhone 6 and above and most Android/Google phones. Confirmation of whether your device is compatible with E-Tickets can be provided by the Club upon request. It is your responsibility to download the relevant E-Ticket, and to ensure that it is displayed correctly on your mobile smartphone. In the event that you have problems with downloading your Season Ticket as an E-Ticket, you must immediately inform the Club.

2.3. The E-Ticket will need to be displayed on your mobile smartphone as an E-Ticket in order to gain access to the Ground. E-Tickets that are not displayed correctly (for example, due to a defective mobile smartphone or insufficient battery) will be rejected and you may be refused entry.

2.4. Where a Season Ticket holder is issued with an E-Ticket, the Club shall have no responsibility for any failure to gain access to the Ground resulting from the use of an incompatible device, failure to download the E-Ticket or an inability to display the E-Ticket correctly.

2.5. Physical Tickets shall only be issued to Season Ticket holders who fall within one of the following exempt categories (each an “Exempt Category”);

2.5.1. supporters who are registered as disabled with the Club;

2.5.2. seniors; or

2.5.3. juniors.

2.6. Season Ticket holders who fall within an Exempt Category must notify the Ticketing Department at the time of booking, or as soon as reasonably practicable thereafter, in order for a physical Ticket to be issued. The Club reserves the right to request reasonable evidence of eligibility for an Exempt Category.

2.7. Except where clause 2.5 applies, the Club shall not issue physical Tickets.

2.8. Where a Season Ticket holder has been issued with a physical Season Ticket and requests a reprint or replacement of that physical Season Ticket for any reason (including, without limitation, loss, damage, misplacement or destruction), the Club shall be entitled to charge a non-refundable administration fee of **£15.00** for each reprinted physical Season Ticket, payable prior to the issue of the replacement. The Club reserves the right to refuse to issue a replacement physical Season Ticket until such fee has been paid in full.

2.9. Use of a physical Season Ticket and/or E-Ticket will only permit Season Ticket holders to admission for one person per Match.

3. Payment

3.1. You have the option to purchase your Season Ticket either by making a single payment of the entire price or 12 monthly direct debit payments.

3.2. The sale/renewal of each Season Ticket is subject to you providing the Club with payment of the relevant price:

3.2.1. in full at the time of purchase; or

3.2.2. where you meet the qualifying criteria, in instalments via direct debit.

3.3. If you are paying in full at the time of purchase, the following terms apply:

3.3.1. It is your responsibility to ensure that the details of the payment method that we hold for you are accurate, kept up to date, and have enough credit for the payment you make.

3.3.2. You may opt out of renewing your Season Ticket by contacting the Ticket Office team prior to 12 April 2026 or by using the self-service option available through your online ticketing account.

3.3.3. You may make payment using Visa or Mastercard credit and/or debit cards. No surcharge is payable on these payments.

3.4. If you are paying via direct debit, the following terms apply:

- 3.4.1. You must be 18 years old or above and have a valid UK bank account.
- 3.4.2. On 23rd March 2026, Season Tickets will go on sale. If you apply for a Season Ticket, and your application for a Season Ticket is accepted by the Club, the Club will send an email (or if we don't have your email address, a letter) ("Confirmation") to you confirming the details of your Season Ticket.
- 3.4.3. If you are already a Season Ticket holder, you will receive a communication from the Club regarding the automatic renewal of your season ticket for the 2026/27 Season. The deadline to opt out of auto-renewal is 12th April 2026, with full details on how to opt out provided in the communications sent to you by the Club. On 14th April 2026, the auto-renewal of Season Tickets will take place, and a booking confirmation email will be sent to you.
- 3.4.4. The Club will send you a direct debit mandate at least 10 days prior to the first payment date to ensure that your bank details are accurate. The first direct debit payment will be taken on 1st June 2026. In the event that the Club is unable to take payment from your bank account on or around the first of each month, the Club will automatically try to take payment again on or around 5 days later. It is your responsibility to ensure that all instalments are paid to the Club on the relevant instalment due date. The time for payment of each instalment shall be of the essence.
- 3.4.5. Where a Season Ticket is purchased or renewed using the monthly direct debit instalment option, a non-refundable Management Fee of £6.00 shall apply to cover the administrative costs of operating the instalment plan. This fee shall be automatically apportioned across the 12 monthly instalments at a rate of £0.50 per month and shall be collected together with each monthly instalment.
- 3.4.6. The Management Fee cannot be removed, waived, refunded, paid in a lump sum or paid separately.
- 3.4.7. If any monthly direct debit payment fails, the Club may:
- 3.4.7.1. impose an administration fee of £5.00; and
- 3.4.7.2. prevent use of your Season Ticket (and any other access to Matches or the Ground by you) until the amount owed is paid; but if any part of that amount remains unpaid one month later, or if you fail to make another monthly payment, the Club reserves the right to cancel your Season Ticket without notice.
- 3.4.8. You consent to the auto-renewal of your Season Ticket for future seasons. It is your responsibility to ensure that the details of payment that we hold for you are accurate, kept up to date, and have enough credit for the payment you make.

4. Admission to the Ground

4.1. By purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms and Conditions.

4.2. A Season Ticket permits you to occupy at the Match the seat indicated on the Season Ticket or such other alternative seat of equivalent value as the Club may, from time to time, allocate to you at its reasonable discretion. All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).

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

4.4. Save as set out in clause 4.5 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the Premier League and/or the Club. In addition, the Club reserves the right to eject you from the Ground in circumstances where you breach this clause 4.4.

4.5. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (a) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, sharing or any other communication of any Material for any commercial purposes); and (b) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

4.6. The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 4.4 above, or pursuant to clause 4.5 above, or otherwise) is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the

Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Premier League absolutely and with full title guarantee.

4.7. Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use, wear, or display within the Ground any sponsorship, promotional or marketing materials.

4.8. You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 4.7 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.

4.9. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms and Conditions.

4.10. Without prejudice to the representation at clause 1.2 above, and in light of the Season Ticket holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Away Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered nor any form of compensation or refund for missing part or all of the Match. Further, the Club reserves the right to cancel or withdraw your Season Ticket and membership of any Club scheme.

4.11. No one aged 14 years and under will be allowed access to the Ground, unless accompanied by a responsible adult who must be over the age of 18.

4.12. Without prejudice to the representation at clause 4.9 above, 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 clause 9 of the Ground Regulations accessible via [Terms and Conditions | BurnleyFC](#) 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.

5. Use of Season Ticket

5.1. Subject to clause 5.2, below, Season Tickets are issued for your sole use regardless of who makes payment for any Season Ticket, and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club in accordance with clause 5.2 below or via any official Club ticket transfer scheme that the Club may implement from time to time. Further, you shall not use the Season Ticket for any commercial purpose including, but not limited to, selling the Season Ticket. The reference to selling the Season Ticket includes: (a) offering to sell

a Season Ticket (including, without limitation, via any website or online auction site); (b) exposing a Season Ticket for sale; (c) making a Season Ticket available for sale by another person; (d) advertising that a Season Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Season Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) a Season Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); all save as expressly authorised by the Premier League or the Club.

5.2. You may only sell or transfer the Season Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion or via the Club's approved ticket transfer processes. If you are unable to attend a Match, you are permitted to take one of the following actions:

5.2.1. Put your seat up for sale through the Ticket Exchange, subject to any prevailing Club policy regarding the exchange of Season Tickets which may apply from time to time. Full terms and conditions apply; or

5.2.2. Transfer your seat to one of your Friends and Family members using Ticket Forwarding. Full terms and conditions apply.

5.3. Ticket transfers are only permitted in respect of an individual Match (i.e. you cannot sell or dispose of the whole entitlement of the Season Ticket) and in consideration of no payment or benefit in excess of the face value of a single ticket for that particular Match and provided further that such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest is subject to the Terms and Conditions which will (save for any rights to transfer under this clause) apply to and bind that Guest as if he/she was the original purchaser of the Season Ticket (and you must inform the Guest of this).

5.4. Any credit accrued by a Season Ticket holder through the use of the Club's Ticket Exchange shall be held on the Season Ticket holder's account ("Ticket Exchange Credit").

5.5. Where a Season Ticket holder renews their Season Ticket for the following Season, any Ticket Exchange Credit held on their account shall be automatically applied as a deduction against the price of the renewed Season Ticket. This shall be the only permitted use of Ticket Exchange Credit for renewing Season Ticket holders.

5.6. Where a Season Ticket holder renews their Season Ticket, Ticket Exchange Credit cannot be:

5.6.1. transferred;

5.6.2. exchanged for alternative tickets or products; or

5.6.3. redeemed for cash.

5.7. Where a Season Ticket holder chooses not to renew their Season Ticket, the Club shall provide a limited time period during which the Season Ticket holder may request repayment of any Ticket Exchange Credit held on their account in cash. Details of the applicable time period and the process for making such a request shall be communicated by the Club in due course.

5.8. Any Ticket Exchange Credit not claimed within the applicable cashback window shall expire and no refund shall be payable.

5.9. Where relevant, if the Season Ticket holder does not obtain written consent from the Club for the transfer of the Season Ticket, the Club reserves the right to refuse such Guest entry into the Ground. Written consent must be obtained by contacting the Club prior to attending the Ground.

5.10. The unauthorised sale or disposal of a 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. The Club will inform the police when it becomes aware that a Season 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 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.

5.11. The Season Ticket will remain the property of the 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 Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket at any time.

5.12. Any Season Ticket obtained or used in breach of the Terms and Conditions shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Terms and Conditions in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her Season Ticket cancelled or withdrawn.

5.13. In the event of any cancellation and withdrawal in accordance with clause 5.11, no refund shall be payable to the holder in respect of any unexpired portion of the Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.

5.14. For the avoidance of doubt you agree that you will only apply for, and shall only use, a Season Ticket which you are eligible for, and the Club reserves the right to refuse you entry and/or take any other sanctions which the Club deems appropriate where the Club determines that you are using a ticket that you are not eligible for (for example, using a concession ticket as an adult, using a personal assistance ticket without accompanying a disabled supporter etc.).

5.15. ***** If you leave the Ground at any time on the day of a Match, you will not be entitled to re-enter the Ground except where the Club expressly approves (in its sole discretion) such re-entry.

6. Domestic Cup Ticket Entitlement

6.1. Each Season Ticket holder shall be entitled to claim one complimentary ticket for the first home tie played by the Club in each of the men's FA Cup and the Carabao Cup during the Season ("Complimentary Cup Tickets"), subject to availability and the terms of this clause.

6.2. Complimentary Cup Tickets must be claimed within a specified time period and in accordance with the process determined by the Club. Details of the applicable claim window and redemption process shall be communicated by the Club in due course.

6.3. If a Complimentary Cup Ticket is not claimed within the specified time period, no refund, credit or alternative ticket shall be provided. No refund or compensation shall be payable where the Club does not play a home tie in the relevant competition.

6.4. The Club does not guarantee that Complimentary Cup Tickets will be allocated in the Season Ticket holder's usual Season Ticket seat and reserves the right, at its sole discretion, to allocate an alternative seat within the Ground.

7. Safe Standing

7.1. The Club operates licensed standing in seated accommodation areas at the 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:

7.1.1. 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 Ground;

- 7.1.2. expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);
- 7.1.3. not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;
- 7.1.4. not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Area to the Licensed Standing In Seated Areas;
- 7.1.5. be respectful towards staff, stewards, and other fans at all times;
- 7.1.6. behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;
- 7.1.7. unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket;
- 7.1.8. not be permitted to 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
- 7.1.9. acknowledge that any failure to comply with the conditions set out in this clause 7 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.

7.2. Persistent standing is permitted only within the Licensed Standing In Seating Areas. Persistent standing in any other area of the Ground is strictly prohibited and shall constitute a breach of these Conditions.

7.3. If a Season Ticket holder is found to be persistently standing outside of the Licensed Standing In Seated Areas, this shall constitute a serious breach of these Conditions and the Club reserves the right to cancel the Season Ticket without refund.

7.4. Season Ticket holders with young children are advised to contact the Ticket Office team to understand the implications of being located in the barrier seating areas before renewing their Season Ticket.

8. Changes to Dates, Refunds & Exchanges

8.1. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. Your Season Ticket will enable you to attend the re-arranged Match.

8.2. In the event of the abandonment and/or cancellation of any Match(es) during the Season (or if the Match(es) has, for any reason, to be played out of view of the public), you

will be entitled to receive a pro-rata refund for the value of that particular Match. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

8.3. Once a Season Ticket is purchased, you will not be entitled to cancel your Season Ticket and receive a refund, except where expressly set out in the Terms and Conditions.

8.4. A refund will only be issued pursuant to clause 8.2 on production of identification that the individual requesting the refund is the person to whom the Season Ticket was originally sold. For the avoidance of doubt, the final decision belongs to the Ticket Office manager.

9. Lost or Stolen Season Tickets

9.1. In order to gain admission to the Ground, the Season Ticket must be presented in its entirety at every Match.

9.2. In the event that you forget your Season Ticket or any other ticket that may be issued to you by the Club from time to time as your Season Ticket in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match-day duplicate ticket is issued (at the Club's sole discretion), the Club may require payment of a non-refundable administration charge.

9.3. If you inadvertently lose, misplace, damage or destroy your Season Ticket you should report this to the Club as soon as possible. If your Season Ticket is stolen, you should report this to the police and the relevant crime number should be quoted in all correspondence with the Club. If, in the Club's opinion, a Season Ticket is damaged, lost, misplaced, stolen, destroyed or no longer functioning, a duplicate Season Ticket or such other alternative ticket as the Club shall choose in its sole discretion to provide shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration charge, unless the Club reasonably believes that you are, or have been, acting in a fraudulent or illegal manner and/or in breach of any Terms and Conditions. In making its decision, the Club shall be entitled to call for all reasonable evidence of the need for a replacement Season Ticket, for example but not limited to a police crime reference number in the event that a Season Ticket is stolen, or a copy of the damaged Season Ticket. Unless decided by the Club otherwise, only 1 (one) duplicate Season Ticket will be issued to you per season and you will be required to sign a document confirming that the original Season Ticket is damaged, lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club. The Club may require you to attend the Ground or another location in person to collect/download the duplicate Season Ticket (or any Match-day duplicate ticket) and provide the Club with satisfactory evidence of your identity.

9.4. Where relevant, should any Season Ticket when applied for not arrive in the post after purchase, you will be required to sign a document confirming this and undertaking to

immediately return the original Season Ticket to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Ticket in this instance.

10. Change of Address

10.1. If you change your address during the Season, you must notify the Club as soon as reasonably practicable (<https://www.burnleyfootballclub.com/content/update-your-details>). Proof of address must be provided before an address can be changed.

11. Cancellation & Withdrawal of Season Ticket

11.1. Without prejudice to the Club's rights to cancel or withdraw a Season Ticket, the Club reserves the right to refuse admission to, or eject from, the Ground any person:

11.1.1. who fails to comply with the Terms and Conditions;

11.1.2. whose entry into the Ground is likely to, in the reasonable opinion of the Club, result in a failure to comply with the Terms and Conditions; or

11.1.3. who is prohibited (whether by law or otherwise) from attending any football ground (including the Ground) or is the subject of football related criminal or civil proceedings.

11.2. Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms and Conditions to cancel and withdraw your Season Ticket and to eject you from the Ground. In the event of such cancellation, no refund will be paid in respect of any unexpired portion of the Season Ticket. In such cases, the Club reserves the right to act at its sole discretion in determining the appropriate response or penalty which may include banning you from the Ground. Without prejudice to the general nature of the above the following actions shall constitute a serious breach of the Terms and Conditions:

11.2.1. smoking, vaping or using e-cigarettes in designated non-smoking areas;

11.2.2. being (or appearing to be) drunk or intoxicated;

11.2.3. persistent standing in seated areas whilst the Match is in progress;

11.2.4. the sale or transfer (save as permitted in the Terms and Conditions) of a Season Ticket to any person;

11.2.5. the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

11.2.6. the deliberate misuse of a Season Ticket;

11.2.7. the supply of any misleading or incorrect information in any application made to the Club;

- 11.2.8. the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- 11.2.9. whether at the Ground, online (where applicable), or travelling to or from a Match:
- 11.2.9.1. the use of discriminatory, foul, obscene, abusive, threatening, defamatory and/or racist language and/or gestures;
- 11.2.9.2. the chanting of anything of an indecent or racist and/or discriminatory nature;
- 11.2.9.3. fighting, or engaging in and/or inciting violence;
- 11.2.10. bringing into the Ground (or using within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
- 11.2.11. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 11.2.12. any misrepresentation in relation to clause 1.2 above;
- 11.2.13. breach of the terms of any Membership;
- 11.2.14. any breach of clauses 4.4, 4.5 or 4.6 above;
- 11.2.15. any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket;
- 11.2.16. use, or where the Club suspects use, of software that is designed to enable or facilitate completion of any part of the ticket purchasing process;
- 11.2.17. purchase, or attempted purchase, of tickets with a view, in the Club's opinion, to any person obtaining financial gain;
- 11.2.18. any actual or suspected breach of The Breaching of Limits on Ticket Sales Regulations 2018;
- 11.2.19. any prohibited activity as defined in the Commitment or any other activity in contravention of the Commitment;
- 11.2.20. any breach of the Supporter Code of Conduct; and
- 11.2.21. without prejudice to any of the foregoing, any other breach of the Terms and Conditions.
- 11.3. The Club may conduct security searches where it has reason to believe that any of the breaches set down in this clause 11 has either occurred or may occur.

11.4. If a Season Ticket holder is not 16 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions. This means that, for the avoidance of doubt, where a Season Ticket holder who is 16 years old or under is subject to a Club sanction, the Club may also apply the sanction to his/her parent(s) and/or guardian(s).

11.5. In the event that your Season Ticket is withdrawn or cancelled the Club reserves the right to exclude you from any Membership scheme maintained or organised by the Club and/or to disqualify you from applying for any 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). In addition, as set out at clause 11.2 above, your conduct may be subject to the Club's sanctions process. Where your Season Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the League and all other football clubs in the League competition to ensure that the applicable sanction is enforced by all such clubs.

12. Equality and Anti-Discrimination

12.1. The Club is committed to equality and diversity, and it is important that all of our supporters share the Club's principles of inclusion and the Commitment.

12.2. We require all Season Ticket holders to refrain from engaging in any conduct, whether attending a Match at the Ground, online or otherwise, which is racist, homophobic or abusive and to refrain from any discriminatory behaviour, including but not limited to discriminatory behaviour in relation to the following characteristics:

- 12.2.1. age;
- 12.2.2. disability;
- 12.2.3. gender reassignment;
- 12.2.4. marriage and civil partnership;
- 12.2.5. pregnancy and maternity;
- 12.2.6. race
- 12.2.7. religion or belief;
- 12.2.8. sex; and
- 12.2.9. sexual orientation.

12.3. Season Ticket holders who engage in any of the behaviours set out at clause 12.2 may (regardless of the medium in which such behaviour takes place):

- 12.3.1. be subject to actions taken in accordance with Club policies on anti-discrimination as stated on the Club's website;
- 12.3.2. be refused entry to or evicted from the Ground;
- 12.3.3. have their Season Ticket cancelled or withdrawn;
- 12.3.4. be suspended or banned from entering the Ground on future occasions; and/or
- 12.3.5. be subject to prosecution in accordance with law.

13. Filming, Photography and Taping

13.1. All Season 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) 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 the Club, the Premier League or others (including commercial partners and accredited media organisations), and use of a Season Ticket to enter the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions.

13.2. All Season Ticket holders agree that the Matches for which Season Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

14. Away League and Other Competition Ticket Allocations

14.1. A Season Ticket does not automatically give the holder entitlement to away League or away Domestic Cup tickets. Subject to the Club receiving an application in accordance with the relevant selling instructions (as determined by the Club from time to time), Season Ticket holders may have the opportunity to purchase (whether via a ballot process or otherwise) away League or away Domestic Cup tickets. Priority for purchasing away League or Domestic Cup tickets will be allocated in the following order:

- 14.1.1. One-day priority window for Platinum Clarets Advantage Scheme members.
- 14.1.2. Season Ticket holders with 2,000 points or more.
- 14.1.3. Season Ticket holders with between 1,750 and 1,999 points.
- 14.1.4. Season Ticket holders with between 900 and 1,749 points and Gold Clarets Advantage Scheme members.

14.1.5. General sale (subject to availability, one ticket per person / Clarets+ number).

14.2. In the event of the Club participating in any Cup Semi Final or Final no guarantee of a ticket allocation can be made to any Season Ticket holders.

15. Burnley FC Clarets' Advantage Scheme

15.1. The enrolment process for the Burnley FC Clarets' Advantage Scheme, and the terms and conditions of participation in such scheme(s), is as set out in the Burnley FC Clarets' Advantage Scheme Terms.

15.2. Any credit gained through the Burnley FC Clarets' Advantage Scheme may only be applied toward new purchases of Season Tickets and cannot be applied towards the auto-renewal of a Season Ticket.

16. Exclusion of Liability

16.1. The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

16.2. Neither the Premier League nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (a) the position of the seat and/or (b) the actions of other spectators.

16.3. The Club hereby excludes any liability for any loss, injury, costs, expenses or damage of any kind connected to your use of the Ticket Exchange, including, without limitation, any liability relating to any problem with, suspension of or termination of the Ticket Exchange, in each case except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

17. General

17.1. The Club reserves the right to change the Terms and Conditions from time to time and shall notify you of such changes if they materially affect your rights as a consumer.

17.2. You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available at <https://burnleyfc.com/privacy>. In particular, we may share your personal data, including your name, date of birth, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs or any applicable police forces. 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 supporter enquiries and to allow for rapid identification of supporters in the event of incidents including health emergencies and general crowd control emergencies. For more information on how we process your data and who we share it with, please consult our privacy policy at the above link.

17.3. Whilst at the Ground your personal data may be collected by other parties including the League. For details on how and why your personal data will be processed by such parties, please refer to the relevant party's privacy notice.

17.4. The invalidity or partial invalidity of any provision of the Terms and Conditions shall not prejudice or affect the remainder of the Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

17.5. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by the Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.

17.6. The Terms and Conditions constitute the entire agreement between the Club and the Season Ticket holder and neither the Club nor the Season Ticket holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms and Conditions which is not set out therein.

17.7. Notwithstanding any other provision in the Terms and Conditions and with the exception of any Football Authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of the Terms and Conditions. Nothing in the Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

17.8. The Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with the Terms and Conditions (including in relation to any non-contractual disputes or claims).

18. Definitions

In these Terms and Conditions, the following words and phrases shall have the following meanings:

"Away Club" means the football club playing against the Club in the Match.

“Burnley FC Clarets’ Advantage Scheme” means the scheme(s) whereby supporters will receive priority access to Burnley FC home and away tickets (excluding for the avoidance of doubt any finals of the relevant competition).

“Club” means The Burnley Football & Athletic Company Limited.

“Commitment” means**** the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct.

“Complimentary Cup Ticket” has the meaning given to it in clause 6.1.

“Domestic Cup” means any match played in the FA Cup or the Carabao Cup and any other domestic cup competition participated in from time to time.

“Exempt Category” means a Season Ticket holder who is eligible to receive a physical Ticket under clause 2.5, being a person who:

- a) is registered as disabled with the Club;
- b) qualifies as a ‘senior’ in accordance with the Club’s ticketing criteria in force from time to time; or
- c) qualifies as a ‘junior’ in accordance with the Club’s ticketing criteria in force from time to time.

“Football Authority” means each of the Premier League, The English Football League, The Football Association, the Women’s Professional Leagues, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football.

“Friends and Family” means the individuals who are named on the Season Ticket holders’ account. All Friends and Family named on the account must be known personally to the Season Ticket holder**. **

“Ground” means the football stadium known as “Turf Moor” and all other locations owned, occupied or utilised by the Club for the staging of Matches.

“Guest” means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Ticket under the Terms and Conditions.

“Licensed Standing In Seated Areas” has the meaning given to it in clause 7.1.

“Management Fee” means the mandatory administration fee payable by a Season Ticket holder who purchases or renews a Season Ticket using the monthly instalment option.

“Match” means any Premier League football match in which the Club participates and that takes place at the Ground during the Season.

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

“Membership” means any rules and regulations agreed in relation to your participation in the Club’s membership scheme which can be found at <https://burnleyfc.com/terms>.

“Season Ticket” means your season ticket, E-Ticket or such other season ticket as the Club may provide to you from time to time for admission to Matches.

“Season” means**** the 2026/2027 football season.

“Terms and Conditions” means these terms and conditions governing the issue and use of a Season Ticket and the Club’s Ground Regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (which can be found at <https://www.burnleyfootballclub.com/terms>).

“Ticket Exchange” means the Club’s authorised ticket resale facility.

“Ticket Exchange Credit” means any monetary credit accrued on a Season Ticket holder’s account as a result of selling Match tickets through the Club’s authorised Ticket Exchange, which may only be applied in accordance with the Terms and Conditions.

“Ticketing Department” means the team responsible for managing ticketing services at the Club, which can be contacted via email at ticketoffice@burnleyfc.com.

“Tragedy Chanting” means chanting or other verbal and/or non-verbal actions and/or gestures concerning football or other tragedies (whether done at a Match, in-person or remotely (via any electronic communication, social media or otherwise)).