

Burnley FC Stadium Tour- Terms and Conditions

Welcome to the Burnley FC Stadium Tour! Before you embark on an exciting journey through Turf Moor, please read the following terms and conditions carefully.

Booking and Payment:

- 1.1 All stadium tour bookings are subject to availability.
- 1.2 Bookings can be made online, over the phone, or in person at the Burnley FC Ticket Office.
- 1.3 Full payment is required at the time of booking.
- 1.4 Burnley FC reserves the right to amend tour prices without prior notice.

Tour Participants:

- 2.1 Participants must arrive at the designated meeting point at least ten minutes before the scheduled start time.
- 2.2 Participants must be physically capable of walking and climbing stairs during the tour.
- 2.3 Children under the age of 18 must be accompanied by a responsible adult.

Tour Content:

- 3.1 The content of the stadium tour may be subject to change without prior notice.
- 3.2 Burnley FC reserves the right to alter the tour route due to operational requirements or events.
- 3.3 Participants must follow the instructions of the tour guide and adhere to safety regulations at all times.

Photography and Recording:

- 4.1 Photography and video recording are permitted during parts of the tour for personal use only.
- 4.2 Participants must not disrupt the tour or obstruct the views of others while taking photographs.

Cancellation and Refunds:

5.1 Burnley FC reserves the right to cancel or reschedule a tour in the event of unforeseen circumstances.

5.2 Participants can reschedule their booking up to 5 days before the scheduled tour time.

5.3 All tickets and vouchers are non-refundable.

5.4 Burnley FC will not be held liable for any indirect or consequential losses or damages, including loss of enjoyment or incurred travel and accommodation costs, incurred by any purchaser or attendee.

Code of Conduct:

6.1 Participants must conduct themselves in a respectful and considerate manner throughout the tour.

6.2 Any participant found to be engaging in disruptive or inappropriate behavior may be asked to leave the tour without a refund.

Health and Safety:

7.1 Participants must comply with all health and safety regulations during the tour.

7.2 Burnley FC reserves the right to refuse entry to any participant who is deemed unfit or presents a safety risk.

7.3 Participants must arrive for the tour wearing suitable clothing and footwear.

Liability:

8.1 Burnley FC is not liable for any loss, damage, or injury sustained by participants during the stadium tour.

8.2 Participants are responsible for their personal belongings and valuables.

8.3 Burnley FC reserved the right to reschedule any stadium tour without notice or liability.

Accessibility:

9.1 Burnley FC aims to make the stadium tour accessible to all participants. Please contact us in advance if you have specific accessibility requirements.

9.2 Disabled attendees will be billed at regular ticket rates but can receive one extra ticket (subject to availability) at no extra charge if they need someone to accompany them on the tour, such as a caregiver. This is contingent upon the purchaser informing Burnley FC at the time of purchase.

Contact Information:

10.1 For any inquiries or assistance, please contact the Burnley FC Ticket Office.

Data Protection:

9.2 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 <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. We may 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 our privacy policy.

By booking a Burnley FC Stadium Tour, participants agree to abide by these terms and conditions. Burnley FC reserves the right to update or modify these terms and conditions at any time without prior notice.