

BFC Memberships- Terms and Conditions

BURNLEY FC MEMBERSHIP TERMS AND CONDITIONS (2026/27)

1. Issue of a Membership

- 1.1. These Membership Terms and Conditions govern the purchase and use of Memberships offered by the Club.
- 1.2. The issue of a Membership and the subsequent use of any Membership Benefits are subject to the Terms and Conditions.
- 1.3. Memberships are for use of supporters of the Club only. By applying for a Membership and/or using the same you hereby warrant and represent that you are a supporter of the Club.
- 1.4. The Club may require you to provide proof of identity at any point in the application process for Memberships. Failure to comply may result in the cancellation or suspension of your Membership and a suspension from purchasing future Memberships.

2. Purchasing a Membership

- 2.1. Memberships are provided and sold by the Club via the Website.
- 2.2. By applying for or renewing a Membership, you are making an offer to the Club.
- 2.3. A contract for the supply of the Membership shall be created when the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received) by the Club and the Club has issued a confirmation of purchase.
- 2.4. You must provide complete and accurate information to the Club about the Member when applying for a Membership and you must notify the Club promptly if any of the Member's details relevant to the Membership change during the Season including but not limited to:
 - 2.4.1. address;
 - 2.4.2. email address;
 - 2.4.3. telephone number; and
 - 2.4.4. bank details.
- 2.5. Each Membership shall be valid for the Season and shall automatically renew in accordance with clause 7 unless terminated in accordance with clause 8.
- 2.6. Memberships are non-refundable and non-transferable except as expressly provided in these Membership Terms and Conditions.

3. Membership Structure and Eligibility

3.1. The Club offers a tiered Membership programme on a twelve (12) month rolling basis, comprising of the following tiers:

3.1.1. BFC Free Essential Membership;

3.1.2. BFC Extra Membership; and

3.1.3. BFC Premium Membership.

3.2. In addition to the tiered Memberships, the Club also offers the following standalone Memberships for specific supporter groups:

3.2.1. BFC International Membership;

3.2.2. BFC Junior Membership; and

3.2.3. BFC Season Ticket Plus Membership.

3.3. Details of the Membership Benefits shall be detailed on the Website and may be amended from time to time at the Club's sole discretion.

3.4. Memberships will be made available to individuals at the Club's sole and absolute discretion.

3.5. Memberships may be purchased by Adults, either on their own behalf or on behalf of a Junior.

3.6. If, during the course of the Season, a Junior Member turns 18, such Member shall continue with their current Junior Membership (and continue to be entitled to the same Membership Benefits associated with that Membership) until the next relevant Renewal Date, at which time the Member will be upgraded to the equivalent standard adult membership package and charged accordingly.

4. BFC Season Ticket Plus Memberships

4.1. BFC Season Ticket Plus Memberships are only available to Adult season ticket holders.

4.2. The Club reserves the right, at its sole and absolute discretion, to withdraw or suspend the sale of BFC Season Ticket Plus Memberships at any time.

4.3. BFC Season Ticket Plus Members shall be granted priority access to any seat relocation or seat swap window made available by the Club in advance of the 2027/28 Season. Such priority access shall provide an earlier opportunity to participate in the seat swap process only and does not guarantee that a Member will be able to relocate, exchange, or secure any particular seat in the Ground.

4.4. BFC Season Ticket Plus Members shall be granted the opportunity to purchase one (1) Guest Access Ticket for selected home league fixtures. Such fixtures shall be determined solely at the discretion of the Club.

4.5. The availability of Guest Access Tickets is not guaranteed and shall be subject to availability, fixture categorisation, and any other criteria determined by the Club from time to time.

4.6. BFC Season Ticket Plus Members shall, subject to these Terms and Conditions, be eligible to receive access to exclusive, time-limited flash sale discounts on hospitality tickets for selected Matches, as determined by the Club in its sole discretion. Such offers may be subject to availability, limited quantities, specified booking windows, and any additional terms notified at the time of the offer. Eligibility is personal to the BFC Season Ticket Plus Member, non-transferable, and may be withdrawn, amended, or restricted by the Club at any time without prior notice.

4.7. BFC Season Ticket Plus Members shall be entitled to receive a ten percent (10%) discount on drinks purchased within the Club's FanZone areas on matchdays. This discount shall apply to drinks only and excludes food or any other products unless otherwise specified by the Club.

4.8. All benefits associated with the BFC Season Ticket Plus Membership are subject to availability and may be amended, withdrawn, or substituted by the Club where reasonably necessary, provided that the Club will use reasonable endeavours to provide equivalent benefits where possible.

5. Price

5.1. The price payable for each Membership for the Season shall be as set out on the Website or as otherwise notified by the Club from time to time.

5.2. Prices for each Membership each Season or within a Season may be subject to change, but Members will be notified of any changes to the price in advance.

5.3. The sale/renewal of a Membership is subject to you providing the Club with payment of the relevant price in full at the time of purchase.

5.4. Prices are inclusive of VAT, postage and packaging costs and transaction fees, where applicable.

6. Payment

6.1. To complete the purchase of a Membership, you shall provide the Club with full payment of the relevant price in respect of the Initial Season and thereafter on an annual basis.

6.2. When paying/renewing your Membership, 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.

6.3. Where a BFC Junior Membership is purchased by someone other than the parent or legal guardian of the child, the purchaser may be required to provide the email details of the BFC Junior Member's parent or legal guardian. If the parent or legal guardian of a BFC Junior Member objects to the purchase of a BFC Junior Membership for their child, they should contact the Club within 14 days of purchase via the methods set out in clause 8 and request that the BFC Junior Membership be cancelled. Upon cancellation in accordance with this clause 6.3 only, a full refund shall be given to the purchaser using the payment details provided on purchase.

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

6.5. If the payment method or details are declined when the Club attempts to retrieve payment for any Membership or any other associated fees:

6.5.1. the Club will use reasonable endeavours to contact you (using the contact details provided to the Club in your application) to arrange payment;

6.5.2. the affected Membership will be cancelled if the Club is not successful in contacting you having made reasonable attempts to do so; and

6.5.3. you will be liable to the Club for any bank, other administrative charges and/or expenses incurred by the Club.

7. Automatic Renewal

7.1. Each Membership purchased is an on-going subscription service. Your Membership starts from the confirmation of purchase and provided credit/debit card details have been provided and have sufficient funds, shall automatically renew on an annual basis each Season in accordance with the process as follows:

7.1.1. at least 30 days prior to the end of each Season, the Club shall inform the Member of:

7.1.1.1. the Renewal Date;

7.1.1.2. the price payable in respect of that Member's Membership for the subsequent Season;

7.1.1.3. the methods by which a Member may cancel or change their subscription for the subsequent Season; and

7.1.1.4. the Terms and Conditions applicable to the subsequent Season's Membership;

7.1.2. if a Member does not wish to renew their Membership for the subsequent Season or wishes to change their Membership package to a different Membership type, the Member must notify the Ticket Office fourteen (14) days prior to the commencement of the relevant Season;

7.1.3. if the Club does not receive confirmation from the Member that they do not wish to renew their Membership for the subsequent Season by the deadline set out in clause 7.1.2 then:

7.1.3.1. the Member's Membership shall automatically renew on the Renewal Date for the subsequent Season and the Member shall not have any further right to cancel their Membership for the subsequent Season; and

7.1.3.2. the Member shall be deemed to have accepted the Terms and Conditions which apply to that subsequent Season.

8. Cancellation or Changes to Membership

8.1. You may cancel a Membership immediately and receive a full refund if:

8.1.1. you notify the Ticket Office during the Cooling-Off Period; and

8.1.2. you return all Membership Benefits received during the Cooling-Off Period to the Club within fourteen (14) days of cancellation. For the avoidance of doubt:

8.1.2.1. you are responsible for all return costs; and

8.1.2.2. the Club does not accept responsibility for any third-party postal or delivery issues, including delays or lost items.

8.2. In the event that you decide to cancel a Membership in accordance with clause 8.1, your Membership will terminate immediately.

8.3. You may cancel a Membership at any time after the Cooling-Off Period by notifying the Ticket Office.

8.4. If you cancel in accordance with clause 8.3, you shall not be entitled to any refund and your Membership will terminate on the last day of the relevant Season.

8.5. If you wish to change to a different type of Membership for the subsequent Season prior to renewal, you can do so at any point during the Season but by no later than 5pm on the working day prior to the next Renewal Date by contacting the Ticket Office.

9. Amendments to the Membership Packages

9.1. The Club reserves the right at any time to:

9.1.1. transfer Members to additional or replacement membership schemes;

- 9.1.2. re-brand or otherwise vary any of the Memberships; and/or
- 9.1.3. introduce any additional Memberships or additional benefits (on a temporary or permanent basis) within existing Memberships including:
 - 9.1.3.1. exclusive competitions;
 - 9.1.3.2. prize draws; and
 - 9.1.3.3. activations.

9.2. The Club shall not be required to provide notice but shall make reasonable effort to ensure that any variation under clause 9.1 shall result in a Member receiving the same, substantially similar or greater benefits to those the Member was entitled to receive prior to such variation.

10. Suspension or Termination of the Membership

10.1. The Club may suspend or terminate a Member's Membership on written notice at any time at its sole discretion for any of the reasons set out in clause 10.3.

10.2. If the Club suspends a Member's Membership in accordance with clause 10.1, it shall inform the Member of its decision within a reasonable time. However, the Club is under no obligation to inform the Member of the reasons for the suspension or when the suspension may end.

10.3. The Club may suspend or terminate a Membership immediately if:

- 10.3.1. the Member breaches the Terms and Conditions;
- 10.3.2. the Member acts, in the Club's opinion, in a manner inconsistent with applicable law or if there are reasonable grounds for suspecting fraud, theft, or dishonesty in connection with the Membership;
- 10.3.3. the Member is guilty (or the Club suspects the Member is guilty) of a football related criminal offence (or a criminal offence which would be an affront to public decency, safety or could cause reputational damage to the Club if the Membership continued and became public knowledge);
- 10.3.4. the Club detects any irregularities linked to the Membership which in the reasonable opinion of the Club could indicate the Membership is being used to purchase and use tickets in a way which amounts to an actual or attempted ticket touting offence;
- 10.3.5. the Club reasonably believes an unauthorised person is attempting to access the Membership using a Member's account; and
- 10.3.6. the Club reasonably believes it is necessary to do so for operational reasons.

10.4. In the event that a Membership is cancelled or suspended in accordance with this clause 10, the Club reserves the right to:

10.4.1. exclude the relevant Member from applying for any future Membership or membership scheme maintained or organised by the Club; and/or

10.4.2. to disqualify the relevant Member from applying for any Match Ticket at its discretion and to notify any of the following of the reason(s) for such exclusion/disqualification:

10.4.2.1. Football Authority;

10.4.2.2. any other football clubs;

10.4.2.3. any regulatory or governing bodies; and/or

10.4.2.4. the police.

10.5. Should any Junior Member breach the Terms and Conditions, the Club shall be entitled to impose such sanction(s) as it considers appropriate in the circumstances on any and all of the following:

10.5.1. the Junior Member;

10.5.2. the Junior Member's parent(s);

10.5.3. the Junior Member's legal guardian(s); and/or

10.5.4. the Membership purchaser.

11. Exclusion of Liability

11.1. Except where stated otherwise in these Membership Terms and Conditions, the Club excludes all liability resulting from:

11.1.1. any failure or delay by the Club in carrying out its obligations under these Membership Terms and Conditions which is caused by circumstances outside the reasonable control of the Club;

11.1.2. any information provided by a third party;

11.1.3. any failure by a Member or purchaser to provide updated contact/payment information details; and

11.1.4. any failure to obtain a Membership or Membership Benefit due to the acts or omissions of any third party (including any postal service provider).

11.2. The Club shall have no liability whatsoever for:

11.2.1. any non-delivery, late delivery or technical fault of any Membership Benefit, document or other material dispatched and/or issued by the Club to the Member;

- 11.2.2. any indirect or consequential loss or damage of whatever nature;
 - 11.2.3. any loss of enjoyment; or
 - 11.2.4. any losses arising from a Membership being used for commercial purposes (i.e. where the Membership is not being purchased and used by a consumer).
- 11.3. For the avoidance of doubt, nothing in these Membership Terms and Conditions shall exclude or limit the Club's liability for:
- 11.3.1. death or personal injury caused by the negligence of the Club or its employees during the course of their employment;
 - 11.3.2. fraud or fraudulent misrepresentation by the Club; or
 - 11.3.3. any liability which may not be excluded or limited as a matter of law.

12. Change of Details

- 12.1. Members should promptly notify the Ticket Office of any change of personal details including, without limitation, changes to payment details, addresses and/ or contact details.
- 12.2. Members may be required to provide the Club with proof of identity and proof of address to the Club's satisfaction when details are changed under clause 12.1.

13. General

- 13.1. The Club reserves the right to change these Membership Terms and Conditions from time to time and shall publish such changes if they materially affect your rights as a consumer.
- 13.2. 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.
- 13.3. Whilst enjoying the Membership Benefits your personal data may be collected by other parties including the Premier League or English Football League (as applicable). For details on

how and why your personal data will be processed by such parties, please refer to the relevant party's privacy notice.

13.4. The invalidity or partial invalidity of any provision of these Membership Terms and Conditions shall not prejudice or affect the remainder of these Membership 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.

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

13.6. These Membership Terms and Conditions constitute the entire agreement between the Club and the Member and neither the Club nor the Member 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 these Membership Terms and Conditions which is not set out therein.

13.7. Notwithstanding any other provision in these Membership 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 these Membership Terms and Conditions. Nothing in these Membership 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.

13.8. These Membership 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 these Membership Terms and Conditions (including in relation to any non-contractual disputes or claims).

14. **Definitions and Interpretation**

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

"Adult" means any supporter aged eighteen (18) or older;

"BFC Extra Membership" means the second tier of the Club's Membership scheme whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“BFC Free Membership” means the first tier of the Club’s Membership scheme whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“BFC International Membership” means the Club’s Membership scheme designed for the Club’s International supporters whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“BFC Junior Membership” means the Club’s Membership scheme designed for Junior supporters whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“BFC Premium Membership” means the third tier of the Club’s Membership scheme whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“BFC Season Ticket Plus Membership” means the Club’s Membership scheme available exclusively to season ticket holders whereby purchasers will receive additional benefits as set out on the Website (which can be found at <https://www.eticketing.co.uk/burnleyfc/Memberships/List>);

“Cooling-Off Period” means 14 days from the date of purchase, during which a purchaser can cancel a membership and receive a full refund without providing a reason;

“Club” means Burnley Football & Athletic Company Limited, a company registered in England and Wales with company number 00054222, whose registered office is situated at Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX;

“Football Authority” means each of the Premier League, The Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football;

“Guest Access Ticket” means a Match Ticket which may be made available for purchase by a BFC Season Ticket Plus Member during designated guest access periods for selected Matches, subject to availability and any eligibility criteria determined by the Club from time to time;

“Ground” means Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX (or such other ground to which the Club relocates on a temporary or permanent basis to the extent that Turf Moor is unavailable for use by the Club);

“Initial Season” means the 2026/27 Season;

“Junior” means any supporter aged seventeen (17) or younger;

“Match” means any football match in which the Club participates during the Initial Season;

“Match Ticket” means a printed paper ticket or any other form of ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to a Match;

“Member” means each person who is registered as an official member of any one of the Club’s Membership schemes;

“Membership” means the BFC Free Membership, BFC Extra Membership, BFC Premium Membership, BFC International Membership, BFC Junior Membership or the BFC Season Ticket Plus Membership as applicable;

“Membership Benefits” means, in respect of each Membership, the benefits to which a Member of that Membership is entitled;

“Membership Terms and Conditions” means these terms and conditions;

“Renewal Date” means the date on which a Member’s Membership shall automatically renew;

“Season” means the period between 1 July and the following 30 June (inclusive);

“Terms and Conditions” means these Membership Terms and Conditions governing the issue and use of a Membership 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>);

“VAT” means value added tax as charged in the United Kingdom in accordance with the Value Added Tax Act 1994, and, in the case of international transactions, any equivalent or analogous tax, charge or levy imposed in any other jurisdiction from time to time; and

“Website” means the Club’s website available at www.burnleyfootballclub.com.