

Clarets+ Terms and Conditions

Last Updated 14 July 2026

These terms and conditions ("**Terms**") apply to the Burnley Football Club digital content service ("**Clarets+**") accessed through the official website ("**Site**") and/or official mobile app ("**App**"). These Terms apply to all use and access of Clarets+, whether paid or provided on a free or promotional basis.

Clarets+ is provided to you, the subscriber ("**you**", "**your**") on the basis that you pay the Fee (in the manner detailed below) and accept the terms of this contract.

It is a legal agreement and it sets out the rights and obligations of you and Burnley Football and Athletic Company Limited ("**we**", "**us**", "**our**"). By clicking the "AGREE" box and filling in the registration form for Clarets+ you are agreeing to be bound by these Terms.

Please note that your access to Clarets+ will also be subject to Terms of Use (for access through the Site), end user licence agreement ("**EULA**") for access through the App) and applicable Privacy Policy. To the extent that these Terms conflict with the general Terms of Use or EULA, the priority shall be: (i) these Terms ; then (ii) Terms of Use or EULA.

Use of the Service

We provide you with access to various features and services within Clarets+ including audio/video coverage of pre and post-match press conference, matchday chat, enhanced commentary service, and content such as documentaries / boxsets that we feel is enhanced content.

As part of Clarets+ we will provide access to certain video and audio footage, photographs, text images, statistics, logos and other media and intellectual property related to the Burnley Football Club. All design, text, graphics, footage and the selection or arrangement thereof are the copyright of us or our respective licensees. We may from time to time modify or discontinue Clarets+ without giving you notice. We reserve the right to refuse to accept your subscription application.

Clarets+ content may be subject to territorial and/or time period restrictions. For example, certain content may only be available when accessing Clarets+ from within certain countries and certain content may only be available for set periods. Not all Burnley FC matches will be available for the live streaming on Clarets+. Availability is subject to broadcast rights agreements, including but not limited to Premier League and EFL broadcast rules and domestic/international broadcast exclusivity. Match

availability may change at short notice due to fixture rescheduling or rights restrictions.

We may change the way in which we provide access to Clarets+ and will use reasonable endeavours not to make changes that materially adversely affect you during any Service Period for which you have already paid the Fee at the relevant time, unless it is beyond our reasonable control (for example but without limitation for legal or regulatory reasons).

Clarets+ is to be used by only one individual per username.

In order to use Clarets+ or access the content, you must:

- (a) obtain access to the World Wide Web and pay any services fees associated with such access;
- (b) provide all equipment necessary to make such connection to the World Wide Web, including a computer and modern or other necessary access device we recommend that you use the preview page to ensure that you can access content satisfactorily;
- (c) Desktop browser which supports HTML 5 video, updated to the latest version (for example, Chrome, Safari, Firefox, Opera, Edge);
- (d) access the service on compatible devices with at least iOS 17+ or Android 10+.

Your use of the Software is subject to the terms of the licence granted to you by the licensor. We are not providing and are not responsible for the Software, or for any problems caused by the Software, computer hardware or computer operations systems.

Your right to use Clarets+ is personal to you.

You are wholly responsible for the use of Clarets+ by any person using your terminal or point of presence and you are responsible for ensuring that any such person also fully complies with these Terms.

You agree to use Clarets+ in a manner consistent with any and all applicable laws and regulations in the country from which you have accessed Clarets+.

You must not (nor authorise or permit any other party to):

- (a) abuse Clarets+ or use it for any unlawful purpose;

- (b) transmit any computer viruses or any other disruptive or harmful contaminants through Clarets+;
- (c) use Clarets+ in a way that may cause it and/or any equipment used by us to provide Clarets+ (together the "System") to be interrupted, damaged, rendered less efficient or impaired;
- (d) store your password anywhere on a computer in plain text;
- (e) use Clarets+ in any manner which violates or infringes the rights of any person, firm or company (including without limitation rights of intellectual property, confidentiality or privacy);
- (f) reproduce, modify, distribute, alter, disassemble, decompile, reverse engineer or publish any of the content of Clarets+ without our prior written permission although you may electronically copy and print in hard copy portions of Clarets+ for your personal use only and not for any commercial gain;
- (g) sell, assign, transfer or delegate all or any of your rights and obligations to another person or entity, or share use of Clarets+ or any content contained within it.
- (h) provide or utilise any technology (including, amongst other things, location blocking facilities (such as VPN's) or other methods to conceal your IP address) intended to facilitate you and any other person accessing Clarets+ or its content in circumstances where you and/or they are not otherwise eligible to do so in accordance with these Terms.

Registration

Your subscription to Clarets+ shall be for the period of time notified to you or selected by you when you sign up ("**Service Period**"). You warrant that the information which you provide when you register is true, accurate and complete in all respects and you agree to notify us immediately of any changes by amending your details using the 'My Account' site function.

On registration to Clarets+ you will be required to enter a user name (you should ensure that it is not possible to personally identify you from your choice of user name) and password. You must keep the password secure and not disclose it to any other person, your right to use Clarets+ is personal to you and is limited to viewing on one device at any time. If it becomes known by a third party, you must immediately change your password using the 'My Account' site function. We are not liable for any loss or damage arising from your failure to comply with this obligation.

Clarets+ may in some regards integrate with third party services or platforms, such as Google, X and Facebook. You may be permitted to access Clarets+ (or other shared functionality) via your registration with such third party service. These third party services or platforms generally require you to have a separate account and/or registration with them and the terms on which they engage with you and share

information or data with us will vary between service and platform. We therefore suggest you make yourself aware of their own terms and conditions before you associate your activity on Clarets+ with those services or platforms.

Subscription Options

You may subscribe to Clarets + either:

- (a) as a recurring subscription which will automatically renew in accordance with the autorenewal terms outlined below; or**
- (b) as a single-match pass providing access to content relating to one specified match only.**

Unless otherwise stated at the point of purchase, a single-match pass is a one-time purchase, will not automatically renew and will expire following the conclusion of the applicable access period. Prviceayment

You must pay the subscription fee (“**Fee**”) for the service period you have selected, as confirmed by you by email at the point of subscription. Unless otherwise stated, charges are inclusive of VAT or other similar sales taxes applicable in your territory. If the rate of VAT or similar sales tax in your territory changes between your order date and the end of the Service Period, we will adjust the rate on subsequent installments of the Fee outstanding on your payment plan.

You are responsible for any other additional local taxes or duties applicable to the territory in which you reside or otherwise access Clarets+ from.

Payments are processed by Stripe Payments UK Ltd. If your free trial converts to a paid subscription, the fee will be charged automatically at the end of the trial period unless you have cancelled beforehand.

- (a) Credit/Debit card. The Fee will be automatically billed against the credit/debit card number that you provide in the registration form. Payment may be made by any of the following credit, debit or prepaid cards: Visa, Mastercard and selected other cards available in your region. Multiple authorisation attempts may be made if the first attempt to process the Fee fails) but we reserve the right to suspend or terminate your access to Clarets+ until payment is received.
- (b) Google Pay and Apple Pay. Subject to the payment provider’s terms. Google Pay and Apple Pay, subject to the payment provider’s terms.
- (c) Vouchers. These may be issued from time to time which will provide access to

Clarets+ in accordance with the terms set out in the voucher. Any additional terms and conditions applicable to the access provided by the voucher will be set out on the voucher. In the event of conflict with these Terms, the terms of the voucher will take priority.

We do not accept any responsibility for payments which are not received by us or accepted by your bank, other than where directly due to our fault.

Payments are processed by Stripe Payments UK LTD. By subscribing you agree that your payment details will be handled in accordance with Stripe's terms and privacy policy, available at <https://stripe.com/gb/legal>.

We reserve the right to increase or decrease (or change the currency of) the Fee at any time, but such increase, decrease or change in currency shall only take effect from the end of your current billing period. We will also use reasonable endeavours to give you at least two (2) weeks' notice. If you do not agree to such increase, decrease or change of currency, please cancel your subscription before the end of your current billing period.

Renewals

This section does not apply to any single match or other express pay per view arrangement.

Your subscription is for the Service Period, and will, unless we notify you otherwise, be automatically renewed at the end of the Service Period (and for each Service Period thereafter until you cancel) unless you have cancelled the service in the meantime.

We will send you reminders of renewal prior to the end of the Service Period, which will include changes in your renewal period you need to be aware of. You can unsubscribe from Clarets+ with effect from the end of your monthly Service Period by contacting us not less than 5 days prior to the date of renewal. Your subscription will continue until the end of the month in which you notify us in accordance with this section, and you will continue to be charged for that month.

We reserve the right to increase or decrease (or change the currency of) the Fee at any time, but such increase, decrease or change in currency shall only take effect from your next Service Period. We will also use reasonable endeavours to give you

at least two (2) weeks notice of any such endeavours. If you do not agree to such increase, decrease or change of currency, please cancel your subscription before your next Service Period is due to start.

Cancellation and Refunds

Please read carefully as recent changes to Consumer Law affect your rights to cancel. You may cancel your subscription at any time using the 'My Account' site function.

By submitting your order you have opted to receive your subscription benefits immediately and waived your right to cancel. You will therefore not be entitled to cancel the contract any fourteen (14) day 'cooling off' period in law, nor receive a refund of the Fee. This does not affect any other rights you may have at law, including where we are at fault.

You may cancel your subscription at any time through the 'My Account' function. Cancellation will take effect at the end of your current billing period. No refund will be provided for the remainder of that period.

Limitation of liability

To the extent permitted by applicable law, neither we nor any of our directors, employees or other representatives will be liable for any damages (whether direct, indirect, special, consequential or punitive damages), in contract, tort or otherwise including negligence, or any other loss or income, profits, goodwill, data, contracts, arising out of or in connection with the use of (or any business interruption to or viruses alleged to have been obtained from) Clarets+ (or any materials contained on it).

You confirm that we shall not be liable to you or any third party for any modification to, suspension of or discontinuance of Clarets+. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property and claims of third parties. We do not limit or exclude our liability for death or personal injury resulting from our negligence or for any other liability which may not lawfully be excluded or restricted.

Suspension and Termination

We may suspend or close Clarets+ or your access to Clarets+ immediately at any time in our absolute discretion if:

- (a) your use of Clarets+ is considered abusive, aggressive or against the interests of other subscribers; or
- (b) your use of Clarets+ is considered in breach of these Terms and/or the General Terms; or
- (c) a competent regulatory authority is considered abusive, excessive, or against the interests of other subscribers; or
- (d) any Fee (or part of any Fee) remains outstanding for more than seven days from the due date (other than because of a fault of ours or our third party payment provider).

We may also suspend or close Clarets+ or your access to Clarets+ immediately at any time in our absolute discretion (but giving you as much notice as is reasonably practicable in the circumstances) if:

- (a) technical or operational reasons beyond our control make this reasonably necessary or;
- (b) we decide, in our discretion, to stop providing Clarets+ in your country of residence, but in such circumstances if you have already paid the Fee for the Service Period in which we suspend or close Clarets+, we shall refund any proportion of the Fee which you could have already paid for that Service Period relating to any time during the Service Period relating to any time during the Service Period where you have not received access to Clarets+ on a pro rata basis.

Maintenance

From time to time, Clarets+ may be taken down and your access to it suspended in order for work to be carried out relating to the upgrading or maintenance of the System as necessary for the provision of Clarets+. We shall give as much notice as is reasonable in the circumstances and shall endeavour to ensure that such works are carried out as expeditiously as is possible in the circumstances.

Indemnity

You agree to fully indemnify us immediately on demand against all claims, liability, damages, costs and expenses, including legal fees, arising out of:

- (a) any breach of these Terms by you (or any other user who accesses Clarets+ using your user name);
- (b) any misrepresentation, act or omission made by you in connection with your use of Clarets+ or;

- (c) claims brought by third parties arising from or related to your access or use of Clarets+, or any other liabilities arising out of yours or their use of Clarets+ and/or the System. You shall provide us with notice of such claims, with full authority to defend, compromise or settle such claims and reasonable assistance necessary to defend such claims, at your sole expense.

General

Any notices we send will be sent to the email address you supply during the registration process. Any notices you send us should be sent through our online contact form. Notices will be deemed to have been delivered at the time and date of sending of the email, which time and date are specified in the email.

If we fail to exercise or enforce any right we have under these Terms such failure will not be deemed to be a waiver of that right nor will it prevent us exercising or enforcing that right on a later occasion.

If any part of these Terms are found unlawful or unenforceable, they will be deemed deleted, but nothing shall affect the validity of the rest of the terms and conditions which will continue to apply to you.

We will not be liable to you for any breach of these Terms by us due to any cause beyond our reasonable control.

We may update these Terms to reflect legislative changes security requirements, or minor technical improvements. For material changes that negatively affect your rights or increase your obligations, we will provide reasonable notice by email or through the service. If you do not wish to accept such changes, you may cancel your subscription within 14 days of the notice, and your subscription will end at the end of that billing period. Continued use of Clarets+ after such notice period will be deemed acceptance of the changes. Updated terms will be posted on the Burnley FC website with the date of the last revision

You may not assign or transfer all or any of your rights and obligations under these Terms to any other person or third party.

These Terms, along with the General Terms, constitutes the entire agreement between us and you with respect to this subject-matter and excludes any representations or warranties previously given or made other than any fraudulent misrepresentation and it may be amended only by us on notice to you.

These Terms and your access to and use of the Burnley FC Website and Clarets+ are subject to the laws of England and Wales and you submit to the exclusive jurisdiction of the courts of England and Wales.

Complaints

If you wish to make any suggestions or complain about any matter in respect of this Site please contact us through our email: marketing@burnleyfc.com

We will endeavour to respond to any complaint within 7 working days of receipt of such communication. If it is not possible to provide a full response to the issue raised within that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication.

We will attempt to resolve all justifiable complaints within 28 working days. If, however, this cannot be done, we will keep you updated on the progress of the complaint.