

BURNLEY FC HOSPITALITY TERMS AND CONDITIONS (2025/2026)

1. Application of these Terms and Conditions

- 1.1. These Terms and Conditions are the terms on which we supply the Hospitality Package, Individual League Ticket and/or Additional Home Match Ticket to you. These Terms and Conditions apply to both seasonal Hospitality Packages and match-by-match Hospitality Packages.
- 1.2. If you are an individual:
 - 1.2.1. references in these Terms and Conditions to “Purchaser”, “you” and “your” are to the individual purchasing a Hospitality Package, Individual League Ticket and/or Additional Home Match Ticket from the Club for private and non-commercial purposes;
 - 1.2.2. you acknowledge that in purchasing the Hospitality Package, Individual League Ticket and/or Additional Home Match Ticket you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Terms and Conditions. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in these Terms and Conditions and nothing in this section shall exclude liability for either party's fraudulent misrepresentation.
- 1.3. If you are **NOT** an individual:
 - 1.3.1. references in these Terms and Conditions to “Purchaser”, “you” and “your” are to the company, partnership, trust or other entity that is purchasing the Hospitality Package, Individual League Ticket and/or Additional Home Match Ticket;
 - 1.3.2. you confirm that:
 - 1.3.2.1. you have the power to enter into and to execute, deliver and perform the obligations contained in these Terms and Conditions;
 - 1.3.2.2. you have the power and authority to grant any rights and licences granted by you under these Terms and Conditions;
 - 1.3.2.3. you have taken all necessary action to authorise the entry into and performance of these Terms and Conditions and to carry out the transactions contemplated by these Terms and Conditions and entry into an agreement with the Club governed by these Terms and Conditions is a proper exercise of your powers;
 - 1.3.2.4. the obligations under these Terms and Conditions are valid and binding and are enforceable against you in accordance with these Terms and Conditions; and
 - 1.3.2.5. you acknowledge that in purchasing the Hospitality Package, Individual League Ticket and/or Additional Home Match Ticket you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Terms and Conditions. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in these Terms and Conditions.
- 1.4. Nothing in this section shall exclude liability for either party's fraudulent misrepresentation.
- 1.5. The issue of any Ticket and access to the Ground is subject to these Terms and Conditions (as may be amended from time to time and which can be accessed via the Website or can be provided to you upon written request to the Club). Before purchasing a Ticket, please ensure that you have carefully read these Terms and Conditions.

2. Issue of Ticket

- 2.1. 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 Ticket.

3. Application Process

- 3.1. Tickets will be issued at the sole discretion of the Club following an application process.
- 3.2. If your application is accepted by the Club, the Club will confirm your booking by way of letter and/or email. The confirmation letter and/or email will be sent to you approximately three (3) Working Days from the time of booking.
- 3.3. If applicable, the row and seat number of your booked seat(s) will be notified to you on the relevant booking confirmation. The location of the seat(s) is subject to change, but any such change will be notified to you by the Club as soon as reasonably practicable.

- 3.4. You and/or any Guest must notify the Hospitality Department in writing of any special dietary requirements. Notification must be received at least five (5) Working Days prior to the relevant Match. The Club cannot guarantee that it will be able to accommodate any dietary requirements or requests if they are not received within this timeframe.
- 3.5. It is your responsibility to ensure that your Ticket is complete and correct upon receipt. If you have not received your Ticket at least five (5) Working Days before the relevant Match, you must contact the Hospitality Department.

4. Mobile Ticketing

- 4.1. Subject to clause 4.4 below, some Tickets may 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").
- 4.2. 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 Ticket as an E-Ticket, you must immediately inform the Club.
- 4.3. 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.
- 4.4. In the event that you do not hold a compatible mobile smartphone, or you prefer not to access your Ticket via a mobile smartphone device, you must immediately inform the Hospitality Department and the Club will issue a physical ticket.

5. Admission to the Ground

- 5.1. By purchasing a Ticket and/or using a 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.
- 5.2. To be permitted entry to the Ground, Purchasers and Guests must present the relevant Ticket and comply with the rules on Dress Code and behaviour set out in these Terms and Conditions. The Purchaser and Guests must ensure that the Ticket is visible and available for inspection at all times if requested by any member of the Club's staff. Failure to produce the appropriate Ticket on request may result in non-admittance to or ejection from the Ground.
- 5.3. A Ticket permits you to occupy at the Match the seat indicated on the Ticket or such other alternative seat of equivalent value as the Club may, from time to time, allocate to you at its reasonable discretion. Only one (1) person will be admitted to the Ground in respect of each seat stipulated on the Ticket. Once a person has entered the Ground, no other person may enter the Ground as a replacement of such person for that Match.
- 5.4. If you receive a car park space as part of your Ticket then the use of the car park space shall be subject to, and you shall comply with, any applicable car park terms and conditions.
- 5.5. Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Ticket for any period beyond that stated on the Ticket (unless agreed otherwise with the Club).
- 5.6. Unless otherwise stated, the Club cannot guarantee the location of the seat(s). However, the Club will use reasonable endeavours to ensure the location of the Purchaser and Guest seats are in close proximity to one another.
- 5.7. Save as set out in clause 5.8 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 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 5.7.
- 5.8. 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.

- 5.9. 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 5.7 above, or pursuant to clause 5.8 above, or otherwise) is hereby assigned to the League or the Club, 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 League or the Club) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the League or the Club absolutely and with full title guarantee.
- 5.10. Save for clothing worn in good faith and in accordance with the Dress Code, you and/or your Guest shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 5.11. You shall not offer or distribute (either for 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 does not infringe clause 5.10 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.
- 5.12. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with these Terms and Conditions.
- 5.13. Without prejudice to the representation at clause 2.1 above, 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.
- 5.14. 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.
- 5.15. Without prejudice to clause 5.12 above, in accordance with the Contract (Rights of Third Parties) Act 1999, any member club of the League from time to time may enforce a breach of the Tragedy Chanting prohibition relating to the banning of individuals from stadia and/or locations owned, occupied or utilised by any other member clubs of the League from time to time who have engaged in Tragedy Chanting.

6. Hospitality Conditions

- 6.1. Entry to each lounge must be through the correct entrance. Re-admittance to the Ground and/or movement between lounges is not permitted unless agreed with the Club prior to the Match.
- 6.2. The times at which alcohol may be sold in all lounges is subject to change and may vary from time to time at the discretion of the Club, the Police and the licensing authorities.
- 6.3. Full food service will not be guaranteed to members who arrive less than 45 minutes prior to kick off and will be served at the sole discretion of the Club.
- 6.4. The Dress Code must be adhered to at all times.
- 6.5. If the Purchaser and/or any Guest requires any special assistance for a Match, please contact the Club's Disability Liaison Officer to discuss any requirements: email SLO@burnleyfc.com or call 01282 446800.
- 6.6. For Purchasers and Guests who are entitled to a personal assistant, the price of the seat/ ticket will be deducted from the cost of the overall Hospitality Package.
- 6.7. Personal assistants must not attend any Matches on their own or with any non-disabled person. If you are unable to attend a Match, please notify the Club's Disability Liaison Officer as soon as possible.
- 6.8. The Club reserves the right to:
 - 6.8.1. update the content of the Hospitality Offering from time to time; or
 - 6.8.2. provide the Hospitality Offering at either a different lounge within the Ground or at external facilities near to the Ground in the event that the usual lounge is unavailable for any reason.The Club will inform you of such changes as far in advance as possible of the affected Match.

7. Purchase and Payment

- 7.1. The purchase of a Ticket entitles the Purchaser and any Guest(s) to access and use the Club's facilities as specified on the Ticket, exclusively for the relevant Match. This purchase does not grant the Purchaser or Guest(s) exclusive possession of any area within the Club's facilities or create any form of tenancy.
- 7.2. By purchasing a Ticket, you warrant that you are over the age of eighteen (18) years.

- 7.3. Subject to availability, Tickets may be purchased by contacting the Hospitality Department and paying the applicable Fee. The Club expressly excludes all liability for any loss, expense or other type of claim arising as a result of any unsuccessful attempt by the Purchaser to purchase a Ticket.
- 7.4. The Club will inform you of the applicable Fee at the time of purchase. Please note that advertised prices for all Tickets are subject to change in the Club's sole discretion from time to time. Any price change will not affect the Fee for any existing booking that you have paid in full.
- 7.5. Payment of the Fee shall be made in pounds sterling and may be made by cheque, CHAPS transfer, direct debit or a valid debit or credit card. Payments via American Express are not accepted.
- 7.6. Payment terms and conditions vary based on the specific type of Ticket purchased and are outlined as follows:
- 7.6.1. Unless stated otherwise, payment of the Fee for a seasonal, multi-seasonal or multi-Match Hospitality Package must be received by the Club in cleared funds:
 - 7.6.1.1. before 4:00 pm on the date falling thirty (30) days after the date of the invoice issued by the Club; or
 - 7.6.1.2. before 4:00 pm on each due date for payment stipulated in a standing order payment plan, if agreed in writing; or
 - 7.6.1.3. immediately and in full by CHAPS transfer or valid debit/credit card if the Hospitality Package is requested within sixty (60) days of the first Match of the Season and no standing order payment plan is agreed.
 - 7.6.2. Payment for an Individual League Ticket or Additional Home Match Ticket must be received by the Club in cleared funds:
 - 7.6.2.1. within thirty (30) days of the invoice date; or
 - 7.6.2.2. immediately and in full by CHAPS transfer or valid debit/credit card if the Individual League Ticket or Additional Home Match Ticket is requested within fourteen (14) days of the relevant League Match or Additional Home Match.
- 7.7. The Club reserves the right to charge administration fees in addition to the Fee. Any such charges will be communicated to the Purchaser in advance of the booking.
- 7.8. Catering Fees may be invoiced separately. The Club, at its discretion, may:
- 7.8.1. require payment of Catering Fees on the day they are incurred; or
 - 7.8.2. invoice you on or after the date of the relevant Match, with payment required within thirty (30) days of the invoice date.
- 7.9. The Fee, any administration fee and any Catering Fee are exclusive of VAT, which shall be payable in addition to these charges.
- 7.10. Without prejudice to any other rights or remedies of the Club, if payment of the Fee, administration fee or Catering Fee in respect of a Ticket is not received by the Club in cleared funds by the relevant payment deadline or if a standing order payment plan is not maintained, the Club reserves the right to:
- 7.10.1. sell the Ticket to another person;
 - 7.10.2. cancel any and all booking requests and/or Ticket(s);
 - 7.10.3. suspend or withdraw the relevant Ticket(s) and/or refuse entry to the Ground to any Purchaser and/or Guest(s);
 - 7.10.4. prohibit the Purchaser from renewing any Ticket(s);
 - 7.10.5. prohibit the Purchaser from purchasing any Ticket(s) in the future;
 - 7.10.6. freeze any credit facilities the Ticket holder currently holds with the Club;
 - 7.10.7. charge an administration fee and/or a sum equal to any bank charges incurred by the Club due to non-payment; and/or
 - 7.10.8. take any action the Club deems necessary to recover outstanding sums, including appointing a third party to recover such sums.
- 7.11. If there is a dispute in relation to any invoice, the dispute should be communicated in writing to the Hospitality Department within one (1) week of the date of the invoice. The Club will then investigate the dispute and, if it is established that the dispute is valid, a credit note or refund will be provided.

8. Use of a Ticket

- 8.1. The Ticket is personal to the Purchaser and/or the Guest and shall not be transferred or resold by the Purchaser to any other person in any circumstances, save that Purchasers and Guests may transfer Tickets to an approved third party where the Club has consented to such transfer in writing (the decision whether to consent to the transfer is at the sole discretion of the Club). An administration fee may be charged to the Purchaser by the Club for facilitating such transfer. The administration fee shall be determined by the Club and communicated to you prior to the transfer. The administration fee is in addition to the Fee, and shall be paid in full by the Purchaser prior to any transfer taking place. In all other circumstances,

Purchasers and Guests are prohibited from transferring, selling or subletting their Ticket to any third party without the written consent of the Club.

- 8.2. The unauthorised sale or disposal of a 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 may inform the police when it becomes aware that a Ticket has been sold or disposed of illegally and may 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 may notify the 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.
- 8.3. The Ticket will remain the property of the Club at all times and must be produced together with photographic 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 Ticket at any time.
- 8.4. Any Ticket obtained or used in breach of the Terms and Conditions may, at the Club's discretion, be void and all rights conferred or evidenced by such Ticket shall be nullified. Any person seeking to use a 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 may be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her future Ticket cancelled or withdrawn.
- 8.5. In the event of any cancellation and withdrawal in accordance with clause 8.4, no refund shall be payable to the Purchaser in respect of any unexpired portion of the 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 Ticket.
- 8.6. For the avoidance of doubt you agree that you will only apply for, and shall only use, a 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.
- 8.7. 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.
- 8.8. The Club is not responsible for any Ticket which is lost, stolen, forgotten, damaged, defaced or destroyed. Purchasers and Guests must notify the Club immediately in the event that any Ticket is lost or stolen. The Club may, in its absolute discretion, provide duplicate Tickets and reserves the right to charge a fee in addition to the Fee for the issue of any such replacement.

9. Changes to Match Dates & Refunds

- 9.1. 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 or, if necessary, play any Match out of view of the public without supporters in attendance or at reduced capacity, without notice and without any liability whatsoever. For up-to-date information regarding the times and dates of Matches, please visit the Website.
- 9.2. The Club will seek to communicate any changes to the kick-off times and/or dates of any Matches to Purchasers as far in advance as is reasonably practicable, but it is ultimately the Purchaser's responsibility to check the Website for any changes and the Club accepts no liability for any loss or damage suffered due to a Purchaser or Guest not being aware of a fixture change.
- 9.3. Subject to the remaining provisions of this Condition 9.3, if the kick-off time or date of a Match is rearranged for any reason then the following will apply:
 - 9.3.1. Purchasers shall be entitled to attend the rearranged Match;
 - 9.3.2. save as provided at Conditions 9.5 and 9.7, Purchasers of seasonal Hospitality Packages shall receive no refund or credit for any rearranged League Match in the event that the Purchaser or Guest is unable to attend the rearranged League Match;
 - 9.3.3. subject to Condition 9.4, where the date of the Match has been changed, Purchasers of Individual League Tickets or Additional Home Match Tickets shall be able to request a refund or credit of the Fee where they cannot attend the new date for the League Match or Additional Home Match. For the avoidance of doubt, no refund or credit shall be available if only the time of kick-off of the League Match or Additional Home Match has changed.
- 9.4. If the Purchaser wishes to obtain a credit or refund in accordance with Condition 9.3.3, the Purchaser must inform the Hospitality Department in writing as soon as possible and in any event no later than seven (7) days after the date of the rearranged Match is announced by the Club. The Club cannot

guarantee it will be able to offer a credit, or refund the Fee, on any request received more than seven (7) days after the rearranged Match is announced by the Club.

9.5. If a Match is abandoned or postponed and will not be replayed or rearranged, the following provisions will apply:

9.5.1. if the Match is abandoned or postponed before kick-off, the Purchaser shall be entitled to a credit or refund with respect to that Match;

9.5.2. if the Match is abandoned or postponed after kick-off but before the commencement of the second half:

9.5.2.1. a seasonal Hospitality Package holder shall be entitled to a credit or refund equal to 50% of the value of the abandoned or postponed Match (in the case of League Matches only) taking into account the value attributed to each League Match compared to the aggregate amount of the Fee;

9.5.2.2. an Individual League Ticket or Additional Home Match Ticket holder shall be entitled to a credit or refund equal to 50% of the Fee for such League Match or Additional Home Match;

9.5.3. if the Match is abandoned or postponed after the commencement of the second half, no credit or refund will be available.

9.6. It is the responsibility of the Purchaser and/or Guests to ascertain the new date and kick-off times of all rearranged Matches and the Club does not guarantee that a postponed or abandoned Match will still take place on a rearranged date.

9.7. In the event that a decision is made by the Club, the Football Authorities, a public authority or any governing body that a Match at the Ground must be played Behind Closed Doors or Partially Behind Closed Doors such that the Purchaser is unable to attend the Match in question:

9.7.1. a seasonal Hospitality Package holder shall be entitled to a credit or refund equal to 100% of the value of the Match in question (in the case of League Matches only) taking into account the value attributed to each League Match compared to the aggregate amount of the Fee;

9.7.2. an Individual League Ticket or Additional Home Match Ticket holder shall be entitled to a credit or refund equal to 100% of the Fee for such Match.

9.8. The provisions of this Condition 9 are subject to the Purchaser having complied with these Terms and Conditions and all sums due from the Purchaser to the Club having been paid. Under no circumstances shall the Club pay any refund or issue any credit where any amount of the Fee (or any other fees) is outstanding.

10. Deposits and Cancellation of Bookings

10.1. The Club reserves the right to cancel a booking at any time at its absolute discretion and return any payment of the Fee or issue the relevant credit note in writing or by email to the Purchaser at the postal address or email address provided to the Club by the Purchaser at the time the booking was made.

10.2. The Club, at its sole discretion, may require you to pay a deposit. Any deposit paid by you to the Club is non-refundable and non-transferable.

10.3. If you are required to pay a deposit to reserve a Ticket, the Club will inform you of the deposit amount and the deadline for payment. The deposit will be credited against the outstanding Fee for the relevant Ticket.

10.4. If you notify the Club in writing that you want to cancel all or part of your multi-seasonal Hospitality Package booking, the Club shall retain any deposit paid and the following conditions will apply:

10.4.1. if the Club receives the cancellation request less than fourteen (14) days before the date of the Club's first fixture of the upcoming season:

10.4.1.1. if all of the Fee has been received by the Club for the upcoming season at the time of cancellation, the Club shall retain 100% of the Fee for the Hospitality Package for the upcoming season and, where relevant, retain 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package. The Club shall refund the remaining 75% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package; or

10.4.1.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 100% of the Fee for the Hospitality Package for the upcoming season together with, where relevant, 25% of the Fee for any subsequent seasons included in the multi-seasonal Hospitality Package within fourteen (14) days of the cancellation request;

- 10.4.2. if the Club receives the cancellation request at least fourteen (14) days but less than twenty-eight (28) days before the date of the Club's first fixture of the upcoming season:
 - 10.4.2.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 75% of the Fee for the Hospitality Package for the upcoming season and refund the remaining 25% of that Fee. Where relevant, the Club shall also retain 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package and refund the remaining 75% of that Fee; or
 - 10.4.2.2. if part or all of the Fee has not been received by the Club at the time of cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 75% of the Fee for the Hospitality Package for the upcoming season together with, where relevant, 25% of the Fee for any subsequent seasons included in the multi-seasonal Hospitality Package within fourteen (14) days of the cancellation request;
- 10.4.3. if the Club receives the cancellation request at least twenty-eight (28) days but less than forty-two (42) days before the date of the Club's first fixture of the upcoming season:
 - 10.4.3.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 50% of the Fee for the Hospitality Package for the upcoming season and refund the remaining 50% of that Fee. Where relevant, the Club shall also retain 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package and refund the remaining 75% of that Fee; or
 - 10.4.3.2. if part or all of the Fee has not been received by the Club at the time of cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 50% of the Fee for the Hospitality Package for the upcoming season together with, where relevant, 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package within fourteen (14) days of the cancellation request;
- 10.4.4. if the Club receives the cancellation request more than forty-two (42) days before the date of the Club's first fixture of the upcoming season:
 - 10.4.4.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 25% of the Fee for that Hospitality Package for the upcoming season and refund the remaining 75% of that Fee. Where relevant, the Club shall also retain 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package and refund the remaining 75% of that fee; or
 - 10.4.4.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, then you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 25% of the Fee for the Hospitality Package for the upcoming season together with, where relevant, 25% of the Fee for any subsequent season included in the multi-seasonal Hospitality Package within fourteen (14) days of the cancellation request.
- 10.5. If you notify the Club in writing that you want to cancel all or part of your seasonal Hospitality Package booking, the Club shall retain any deposit paid and the following conditions will apply:
 - 10.5.1. if the Club receives the cancellation request less than fourteen (14) days before the date of its first Fixture of the Season:
 - 10.5.1.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 100% of the Fee for that Hospitality Package; or
 - 10.5.1.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 100% of the Fee for that Hospitality Package within fourteen (14) days of the cancellation request;
 - 10.5.2. if the Club receives the cancellation request at least fourteen (14) days but less than twenty-eight (28) days before the date of the Club's first Fixture of the Season:
 - 10.5.2.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 75% of the Fee for that Hospitality Package and refund 25% of the Fee for that Hospitality Package; or
 - 10.5.2.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 75% of the Fee for that Hospitality Package within fourteen (14) days of the cancellation request. In the event that you have paid more

- than 75% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 75% of the Fee;
- 10.5.3. if the Club receives the cancellation request at least twenty-eight (28) days but less than forty-two (42) days before the date of the Club's first Fixture of the Season:
- 10.5.3.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 50% of the Fee for that Hospitality Package and refund 50% of the Fee for that Hospitality Package; or
- 10.5.3.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 50% of the Fee for that Hospitality Package within fourteen (14) days of the cancellation request. In the event that you have paid more than 50% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 50% of the Fee;
- 10.5.4. If the Club receives the cancellation request more than forty-two (42) days before the date of its first Fixture of the Season:
- 10.5.4.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 25% of the Fee for that Hospitality Package and refund 75% of the Fee for that Hospitality Package; or
- 10.5.4.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, then you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 25% of the Fee for that Hospitality Package within 14 days of the cancellation request. In the event that you have more than 25% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 25% of the Fee.
- 10.6. If you notify the Club in writing that you want to cancel an Individual League Ticket or Additional Home Match Ticket booking, the Club shall retain any deposit paid and the following conditions will apply:
- 10.6.1. if the Club receives the cancellation request less than fourteen (14) days before the date of the relevant Match;
- 10.6.1.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 100% of the Fee for that Match; or
- 10.6.1.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 100% of the Fee for that Match within fourteen (14) days of the cancellation request;
- 10.6.2. if the Club receives the cancellation request at least fourteen (14) days but less than twenty-eight (28) before the date of the relevant Match:
- 10.6.2.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 75% of the Fee and refund to you 25% of the Fee for that Match; or
- 10.6.2.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 75% of the Fee for that Match within fourteen (14) days of the cancellation request. In the event that you have paid more than 75% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 75% of the Fee;
- 10.6.3. if the Club receives the cancellation request at least twenty-eight (28) days but less than forty-two (42) days before the date of the relevant Match:
- 10.6.3.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 50% and refund the remaining 50% of the Fee for that Match; or
- 10.6.3.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 50% of the Fee for that Match within fourteen (14) days of the cancellation request. In the event that you have paid more than 50% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 50% of the Fee;
- 10.6.4. if the Club receives the cancellation request more than forty-two (42) days before the date of the relevant Match:

- 10.6.4.1. if all of the Fee has been received by the Club at the time of cancellation, the Club shall retain 25% of the Fee for that Hospitality Package and refund 75% of the Fee for that Hospitality Package; or
 - 10.6.4.2. if part or all of the Fee has not been received by the Club at the time of the cancellation, then you shall pay an amount to the Club such that the Club has received in aggregate an amount equal to 25% of the Fee for that Hospitality Package within 14 days of the cancellation request. In the event that you have more than 25% of the Fee at the time of the cancellation request, the Club shall refund an amount to you such that you have only paid 25% of the Fee.
- 10.7. The Club reserves the right to resell any cancelled or suspended Tickets.
- 10.8. In the event that you order additional catering services for a Match and cancel such services within five (5) days of the relevant Match, you will be charged and shall pay for 100% of the value of such catering services. No charge shall apply if the services are cancelled five (5) or more days before the relevant Match.
- 10.9. Unless otherwise stated in these Terms and Conditions, cancellation or part cancellation of a Ticket must be made in writing to the Hospitality Department.
- 10.10. The cancellation rights granted to individuals pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to hospitality purchases. Consequently, you will not be able to cancel your Ticket except in accordance with these Terms and Conditions or as otherwise permitted by law.
- 10.11. The Club reserves the right to cancel or suspend any Ticket, in whole or part, at any time, if allowing the Purchaser and Guests to use the Ticket(s) could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club and/or the Purchaser and/or any Guests are in breach of these Terms and Conditions.
- 10.12. If a seasonal Hospitality Package is suspended or cancelled pursuant to clause 10.11, you shall not be entitled to a refund or credit of the Fee and shall be liable to pay the Club any amount of the Fee which has not been paid.
- 10.13. For the avoidance of doubt, no refund or credit will be granted where you and/or any Guest is refused access to the Ground or ejected from the Ground pursuant to these Terms and Conditions.
- 10.14. The relegation of the Club from the League shall not provide you with any right to cancel any Ticket, nor shall relegation entitle any person to any credit or refund of any fee whatsoever.
- 10.15. The Club reserves the right to cancel or withdraw Ticket if:
 - 10.15.1. an invoice is overdue for payment;
 - 10.15.2. any part of the Ground is closed or otherwise unavailable due to events outside our control including, but not limited to, fire, explosion, strikes or power cuts; or
 - 10.15.3. you become insolvent or, in the case of individuals, subject to a bankruptcy petition.
- 10.16. Without prejudice to the Club's rights to cancel or withdraw a Ticket, the Club reserves the right to refuse admission to, or eject from, the Ground any person:
 - 10.16.1. who fails to comply with any part of the Terms and Conditions;
 - 10.16.2. 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;
 - 10.16.3. 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; or
 - 10.16.4. who, in the Club's opinion, is causing a nuisance or danger to someone else.
- 10.17. Without prejudice to any other remedies it may have, the Club shall have the right in the case of any breach of the Terms and Conditions to cancel and withdraw any Ticket and eject you from the Ground. In the event of such cancellation no refund will be paid. 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:
 - 10.17.1. smoking, vaping or use of e-cigarettes in any part of the Ground;
 - 10.17.2. being (or appearing to be) drunk or intoxicated;
 - 10.17.3. persistent standing in seated areas whilst the Match is in progress;
 - 10.17.4. the sale or transfer (save as permitted in the Terms and Conditions) of a Ticket to any person;
 - 10.17.5. the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
 - 10.17.6. the deliberate misuse of a Ticket;

- 10.17.7. 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;
- 10.17.8. whether at the Ground, or, travelling to a Match or at any event, occasion or location linked to the Club:
 - 10.17.8.1. the use of foul, obscene, abusive and/or discriminatory language and/or gestures;
 - 10.17.8.2. the chanting of anything of an indecent or discriminatory nature;
 - 10.17.8.3. fighting, or engaging in and/or inciting violence;
- 10.17.9. 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;
- 10.17.10. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 10.17.11. any misrepresentation in relation to clause 2.1 above;
- 10.17.12. breach of the terms of any Membership;
- 10.17.13. any breach of clauses 5.7, 5.8 or 5.9 above;
- 10.17.14. 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 Ticket;
- 10.17.15. 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;
- 10.17.16. purchase, or attempted purchase, of Tickets with a view, in the Club's opinion, to any person obtaining financial gain;
- 10.17.17. any actual or suspected breach of The Breaching of Limits on Ticket Sales Regulations 2018;
- 10.17.18. any prohibited activity as defined in the Commitment or any other activity in contravention to the Commitment;
- 10.17.19. without prejudice to any of the foregoing, any other breach of the Terms and Conditions.
- 10.18. The Club may conduct security searches where it has reason to believe that any of the breaches set down in this clause 10 has either occurred or may occur.
- 10.19. If a Guest is 16 years old or under, 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 Guest 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).
- 10.20. In the event that your 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 10.17 above, your conduct may be subject to the Club's sanctions process. Where your Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club may 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.

11. Equality and Anti-Discrimination

- 11.1. 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.
- 11.2. We require all Purchasers and Guests 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:
 - 11.2.1. age;
 - 11.2.2. disability;
 - 11.2.3. gender reassignment;
 - 11.2.4. marriage and civil partnership;
 - 11.2.5. pregnancy and maternity;
 - 11.2.6. race;
 - 11.2.7. religion or belief;
 - 11.2.8. sex; and
 - 11.2.9. sexual orientation.

- 11.3. Purchasers or Guests who engage in any of the behaviours set out at clause 11.2 may (regardless of the medium in which such behaviour takes place):
- 11.3.1. be subject to actions taken in accordance with Club policies on anti-discrimination as stated on the Club's website;
 - 11.3.2. be refused entry to or evicted from the Ground;
 - 11.3.3. have their Ticket cancelled or withdrawn;
 - 11.3.4. be suspended or banned from entering the Ground on future occasions; and/or
 - 11.3.5. be subject to prosecution in accordance with the law.

12. Filming, photography and taping

- 12.1. All Purchasers and Guests 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 Match and/or for promotional, training, editorial or marketing purposes by the Club, the League or others (including commercial partners and accredited media organisations), and use of a 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.
- 12.2. All Purchasers and Guests agree that the Matches for which 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.

13. Exclusion of Liability

- 13.1. Subject to clause 13.3, and save where expressly provided otherwise in these Terms and Conditions, the Club expressly excludes all liability resulting from:
- 13.1.1. any failure or delay by the Club in carrying out any of its obligations under these Terms and Conditions which is caused by a Force Majeure Event;
 - 13.1.2. the alteration of the dates and/or times of Matches;
 - 13.1.3. the abandonment, postponement or cancellation of Matches;
 - 13.1.4. any decision taken by the Football Authorities, the UK Government, any governing body, any public authority or the Club to play a Match Behind Closed Doors or Partially Behind Closed Doors; and
 - 13.1.5. the actions of other spectators.
- 13.2. Subject to clause 13.3, the Club shall have no further liability whatsoever, whether in contract, tort or otherwise, for any:
- 13.2.1. indirect, special or consequential loss or damage;
 - 13.2.2. loss of profits;
 - 13.2.3. loss of enjoyment;
 - 13.2.4. loss of sales or business;
 - 13.2.5. loss of agreements or contracts;
 - 13.2.6. loss of anticipated savings;
 - 13.2.7. loss of or damage to goodwill; and
 - 13.2.8. travel and/or accommodation costs incurred by the Purchaser and any Guests.
- 13.3. For the avoidance of doubt, nothing in these Terms and Conditions shall exclude or limit the Club's liability for:
- 13.3.1. death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or
 - 13.3.2. any other conduct for which liability may not be excluded or limited as a matter of English law.
- 13.4. The Club does not guarantee that the team for any particular Match will be selected from the First Team players. The Club may consider it desirable on occasions to omit regular First Team players and select the First Team from the full playing squad.
- 13.5. Neither the 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.
- 13.6. The Club shall take all reasonable precautions to maintain the security of the Ground, but the Club shall not be responsible in any way for the loss of, or damage to, any property you (or a Guest) bring into the Ground (including, without limitation, any property left behind by you (or a Guest) in the Ground). The

Club shall be entitled to dispose of any property left behind by you (or a Guest) in the Ground as it deems fit.

14. Undertakings

- 14.1. The Purchaser and Guests shall at all times:
 - 14.1.1. use the Ground in a proper and lawful manner and not so as to cause nuisance, annoyance or inconvenience to the Club, or any other person (including other spectators or visitors to the Ground and local residents) or to render void or voidable, in part or whole, any insurance maintained by the Club in respect of the Ground; and
 - 14.1.2. ensure that the Ground is not damaged (fair wear and tear excepted).
- 14.2. The Purchaser and Guests shall not make, without prior written consent of the Club, any public statement or announcement linking, or implying any relationship between, or engage in any marketing, advertising or promotional activities which links, or implies any relationship between, the Purchaser and Guests and the Club.

15. General

- 15.1. The Club reserves the right at its absolute discretion to change the Terms and Conditions from time to time and shall publish such changes if they materially affect your rights as a consumer.
- 15.2. Purchasers and Guests must at all times do everything within their power and control to protect and enhance the good name of the Club and not to diminish the good name of the Club in any way or through any means.
- 15.3. Purchasers and Guests entering the Ground must have their own Ticket for any Match. This is regardless of age and is required in order to comply with our Ground licencing conditions.
- 15.4. The Purchaser and Guests must adhere to the Dress Code. Any Purchaser or Guest who does not, in the reasonable opinion of the Club, comply with the Dress Code will not be admitted to the Ground until clause 4.3 and this clause 15.4 have been complied with to the reasonable satisfaction of the Club.
- 15.5. Any Purchaser or Guest entering the Ground shall not offer or distribute (either free of charge or for sale by any person) within the Ground any commercial product or goods of any nature or distribute any publications which (1) are unlawful; (2) could, in the opinion of the Club, constitute a threat to public order; (3) contain any material which, in the opinion of the Club, is obscene, discriminatory or which is liable to incite racial hatred or acts of terrorism.
- 15.6. Nothing in these Terms and Conditions shall give any Purchaser or Guest any automatic right of renewal or purchase in relation to any Ticket for any subsequent Match or season.
- 15.7. 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.
- 15.8. 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.
- 15.9. 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.
- 15.10. 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.
- 15.11. The Club may at any time assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with all or any of its rights or obligations under these Terms and Conditions.
- 15.12. The Purchaser may not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with the Ticket, without the prior written consent of the Club.

- 15.13. The Terms and Conditions constitute the entire agreement between the Club and the Purchaser and neither the Club nor the Purchaser 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.
- 15.14. 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.
- 15.15. 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).

16. Definitions

In these Terms and Conditions, unless the context otherwise requires, the following words and phrases shall have the following meanings:

"Additional Home Match" means any:

- i. exhibition match, Domestic Cup match, UEFA Competition match and/or testimonial match played by the First Team at the Ground during the Season; and
- ii. match played at the Ground during the Term in which the First Team does not play.

"Additional Home Match Ticket" means a Hospitality Package purchased for a single Additional Home Match.

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

"Behind Closed Doors" means a Match played at the Ground or at a neutral venue where spectators are not allowed to attend the Match pursuant to a decision of the Football Authorities, any applicable law, any governing body and/or at the Club's discretion from time to time.

"Catering Fees" means fees relating to the provision of additional food and drink consumed which are not included within the Hospitality Benefits.

"Club" means The Burnley Football & Athletic Company Limited, a private limited company registered in England and Wales with company number 00054222 and whose registered office is at Turf Moor, Burnley, Lancashire, BB10 4BX.

"Commitment" means the Premier League's Commitment Regarding Abusive and Discriminatory Conduct.

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

"Dress Code" means such dress code as the Club, in its absolute discretion, may reasonably impose from time to time for the relevant suite / lounge and is available on written request to the Club.

"Event" means any event taking place at the Ground, other than a League Match or an Additional Home Match.

"Fee" means the amount payable by you to the Club for the relevant Ticket.

"First Team" means the Club's men's first team squad from which the starting eleven are commonly selected to play.

"Fixture" means any competitive league football match played either at the Ground or at the Away Club's ground by the First Team in the League during the Season.

"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.

"Force Majeure Event" means any circumstances outside the reasonable control of the Club including, without limitation, acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, compliance with any rules or regulations issued from time to time by the Football Authorities, inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, epidemic or pandemic, fire, flood or storm.

"Ground" means the football stadium known as "Turf Moor" or any other location owned, occupied or utilised by the Club for the staging of Matches.

"Ground Regulations" means the 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>).

"Guest" means any individual who the Purchaser is authorised to invite to a League Match or Additional Home Match as part of any Hospitality Package, Individual League Tickets and/or Additional Home Match Tickets purchased by the Purchaser.

"Hospitality Benefits" means the standard benefits provided to any Purchaser of a Hospitality Package, details of which will be provided to you by the Club from time to time.

"Hospitality Department" means the team responsible for managing hospitality services at the Club, which can be contacted via email at hospitality@burnleyfc.com.

"Hospitality Offering" means the Club's standard hospitality provision for the Season, which may be updated or modified by the Club from time to time.

"Hospitality Package" means a ticket which entitles one (1) person to the Hospitality Benefits at one (1) or more League Match(es) or Additional Home Match(es) during the Season.

"Hospitality Package Pass" means the ticket or pass that is used by a Hospitality Package holder to enter the hospitality section of the Ground for Matches during a season (including the Season).

"Individual League Ticket" means a Hospitality Package purchased for a single League Match.

"League" means the Premier League or EFL Championship, as applicable.

"League Match" means any competitive league football match played at the Ground by the First Team in the League during the Season.

"Match" means any League Match or Additional Home 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>. **"Partially Behind Closed Doors"** means a Match played at the Ground or a neutral venue where the number of spectators permitted to enter the Ground is restricted to comply with rules and requirements on social distancing as detailed by the Football Authorities, any applicable law, any governing body and/or at the Club's discretion from time to time.

"Season" means the 2025/2026 football season.

"Terms and Conditions" means these terms and conditions governing the issue and use of a Ticket, together with the Ground Regulations.

“Ticket” means any ticket, E-Ticket or other ticket as the Club may provide to you from time to time for admission to Matches and access to the Hospitality Offering. This may include, but is not limited to, Hospitality Package Passes, Individual League Tickets, and Additional Home Match Tickets.

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

“Tragedy Chanting” means using words that are, or behaving in a manner that is, threatening, abusive, insulting, foul, improper, offensive, violent, indecent, or provocative is strictly forbidden and will result in arrest and/or result in ejection from the Ground. In addition to and without limiting the forgoing, engaging in 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).

“Website” means the Club’s website (www.burnleyfc.com).

“Working Day” means any day other than a Saturday, Sunday, or public holiday in England, when banks are open for general business.