



# 21/22 SEASON TICKET TERMS & CONDITIONS

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#### PART 1 - INTRODUCTION

##### 1. ISSUE OF SEASON TICKET

- The issue of a Season Ticket and subsequent access to the Ground is subject to:
  - the terms and conditions in relation to Season Tickets as set out in Part 2 ("Season Ticket Terms");
  - the terms & conditions of entry (which can be found on – or accessed via – the Club's website at <https://www.bfc.com/tickets/essential-information/ground-regulations/> or can be provided upon written request to the Club) ("Terms & Conditions of Entry");
  - The COVID-19 Supplemental Season Ticket Terms and Conditions as set out in Part 3; and
- COVID-19 Code of Conduct, collectively referred to as the "Conditions of Issue".
- Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same the purchase of a Season Ticket and the Ticket Holder hereby warrant and represent that they are a supporter of the Club.

##### CHARGES

- The price payable for each Season Ticket shall be as set out on the Club website or as otherwise notified by the Club from time to time.
- The sale of each Season Ticket is subject to the purchaser of the Season Ticket providing the Club with full payment of the relevant price. The purchaser of a Season Ticket who provides the Club with debit or credit card payment details authorises the Club to use those details to fulfil payment of the price and other fees attributable to the relevant Season Ticket.
- The Club always tries to ensure that pricing and ticketing information on the Club website and in other Club literature is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Season Ticket which has been purchased, the Club will endeavour to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the purchaser with the option of reconfirming the order at the correct price/description or cancelling the order. If the Club is unable to contact the purchaser having made reasonable attempts to do so, the Club will treat the order as cancelled. If the order is cancelled or treated as cancelled, the Club will provide a full refund to the purchaser using the payment details provided. If valid payment details have not been provided, no further action will be taken by the Club.
- The Club reserves the right to cancel, without reimbursement, any Season Ticket purchased by any supporter who defaults on any payment, including payments scheduled by Direct Debit. The Club also reserves the right to charge reasonable default administration charges in the event of any supporter who fails to meet the agreed payments either via Direct Debit or any other means.
- To qualify for a concession price the purchaser of the Season Ticket must fulfil the Age Definitions as stated below.

#### PART 2 – SEASON TICKET TERMS

##### 2. ADMISSION TO THE GROUND

- Use of a Season Ticket constitutes acceptance of the Conditions of Issue.
- A Season Ticket permits the Ticket Holder to occupy at the Match the seat indicated by the Season Ticket or such other alternative seat of equivalent value as the Club may, from time to time, allocate to the Ticket Holder at its reasonable discretion.
- Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season.
- Save as set out in clause 2.5 below, a Ticket Holder shall not bring into (or use within) the Ground any equipment that is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or any aspect of it. Any person acting in breach of this provision may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to the English Football League ("EFL"), Football Association ("FA") and/or the Club and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the EFL.
- Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.
- Save for official Club merchandise and/or other football-related clothing worn in good faith, a Ticket Holder shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.
- A Ticket Holder shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with these Conditions of Issue or Ground Regulations.
- Without prejudice to the representation at clause 1.2, above, and in light of Ticket Holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Away Club, may result in admission being refused or a Ticket Holder being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.
- The Club reserves the right to refuse admission to, or eject from, the Ground any person who promotes or displays any item that could be deemed to be offensive or behaves in a manner that could be deemed to be offensive.

##### 3. USE OF SEASON TICKET

- Subject to clause 3.2, below, Season Tickets are issued for the sole use of the Ticket Holder and a Ticket Holder shall not sell, assign or transfer or lend the Season Ticket, or the benefit of it, to any other person without the prior written consent of the Club. The reference to selling the Season Ticket includes, but is not limited to, offering to sell a Season Ticket (including, without limitation, via an online auction website), providing a Season Ticket for sale, making a Season Ticket available for sale by another and advertising that a Season Ticket is available for purchase. For the avoidance of doubt (and by way of example only) a Season Ticket may not be offered as a prize in any promotion or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose, (all save as expressly authorised by the EFL or the Club).
- A Ticket Holder may only sell or transfer the Season Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such sale or transfer will be permitted except where the same takes place in respect of an individual match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest is subject to the Conditions of Issue which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original Ticket Holder and it is the duty of the Ticket Holder to inform the Guest of this.
- The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police when it becomes aware that a Season Ticket has been sold illegally and will press for charges to be brought against those breaking this law. If a purchaser of a Season Ticket and/or a Ticket Holder is convicted of a ticket touting offence, or the Club reasonably suspects that a purchaser of a Season Ticket and/or a Ticket Holder has committed such an offence, the Club will notify the EFL who may in turn notify other professional clubs and/or the relevant law enforcement authorities. The information that the Club share in such circumstances may include the personal details of the purchaser of a Season Ticket and/or Ticket Holder, information regarding the offence or suspected offence, and information regarding the ticket purchase(s), including payment details. This information may be used to identify and prevent ticket touting offences and disorder at matches.
- A Season Ticket will remain the property of the Club at all times and must be produced together with evidence of the Ticket Holder's identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket at any time.
- Any Season Ticket obtained or used in breach of the Conditions of Issue shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Misuse of a Season Ticket may result in the Ticket Holder being refused entry to, or ejected from, the Ground in respect of a particular Match and/or the cancellation and withdrawal of the Season Ticket. In the event of any cancellation and withdrawal in accordance with this clause 3.5, no refund shall be payable to the purchaser of the Season Ticket in respect of any unexpired portion of the Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.
- A Season Ticket may only be relocated or upgraded for one Match per Season. In the event the Ticket Holder requests a relocation or upgrade on more than one occasion in a Season the Club reserves the right to permanently move the location of the Season Ticket and to charge a fee equal to the difference in season ticket price for the relocated area.
- In the event that a Season Ticket is transferred to another person and an offence or breach of these Conditions of Issue is committed, then both the Ticket Holder and the transferee shall be jointly and severally liable for such breach.
- Subject to clause 2.2 above, a Season Ticket admits the Ticket Holder to occupy the seat indicated on the Season Ticket at the relevant Match(es) played by the Club at the Ground for the 2021 - 2022 Season only. All other matches, including those in cup competitions, pre-season friendlies, the EFL play-off competition and/or any other matches in which the Club is involved in and/or participates in, and/or any other events held at the Ground are excluded from a Season Ticket, unless announced and/or communicated by the Club in advance.

##### 4. CHANGES TO DATES, REFUNDS & EXCHANGES

- No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. A Season Ticket will enable the Ticket Holder to attend the re-arranged Match.
- Save for as provided elsewhere in these terms, in respect of any re-arrangement of any Match, the Club shall have no further liability whatsoever for any direct, indirect or consequential costs or claims, for any loss or damage, whether actual or alleged, including but not limited to loss of enjoyment or the costs of travel and/or accommodation arrangements.
- Except as specially provided for under these terms (or in exceptional circumstances or compassionate grounds at the Club's absolute discretion), Season Tickets are non-refundable and cannot be cancelled by the purchaser of the Season Ticket and/or the Ticket Holder during the Season.
- The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to Season Ticket purchases. Consequently, purchasers of Season Tickets will not be able to cancel their Season Ticket purchases except in accordance with these Conditions of Issue or as otherwise permitted by English law.
- The Club reserves the right in its sole discretion to temporarily allocate to the Ticket Holder an alternative seat in the Ground if: -
  - the part of the Ground in which the Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs or re-structure;
  - the visiting club is allocated part of the Ground in which the Ticket Holder's seat is located for a Match;
  - the relocation is necessary in order to comply with any requirements of FIFA, UEFA, The FA, the Premier League and/or The EFL, in respect of any Match played at the club;
  - the Club, the police or any other relevant authority consider that a relocation is necessary in the interest of safety, public order or crowd control; or
  - the Club decides to close a specific section or sections of the Ground.

##### 5. DAMAGED, LOST OR STOLEN SEASON TICKETS

- In order to gain admission to the Ground the Season Ticket must be presented in its entirety at every Match.
- In the event that a Ticket Holder is unable to present a Season Ticket in respect of any individual Match, the Club shall not be obliged to admit the Ticket Holder and shall only issue a duplicate ticket for that Match in its sole discretion. The Club will charge a non-refundable administration fee of £10 for each duplicate ticket issued.
- Should a Season Ticket be damaged, lost or stolen, the Ticket Holder must inform the Club as soon as reasonably practical. In the event the Season Ticket has been stolen, the Ticket Holder should also contact the police and obtain a crime number which should then be communicated to the Club. The Ticket Holder will be issued with, subject to the discretion of the Club, either a duplicate Season Ticket or individual match tickets covering the remaining Match(es) of the Season, and the Club will charge a non-refundable administration fee of £20.
- Should a Season Ticket when applied for not arrive in the post after purchase, the Ticket Holder may attend the ticket office at the Ground and will be issued with a duplicate Season Ticket. Under these circumstances, the Ticket Holder will be required to sign a document confirming receipt of the duplicate Season Ticket and undertaking to immediately return the original Season Ticket to the Club should it come into the possession of the Ticket Holder at any time. An administration fee will not be charged in this instance.

##### 6. CHANGE OF ADDRESS

- It is important that the contact details held by the Club for the purchaser of a Season Ticket and the Ticket Holder are accurate and current. In the event of any change of contact details during the Season, the Club must be notified as soon as reasonably practicable. Details can be updated via the personal online ticketing account or by email to [ticket.office@bfc.com](mailto:ticket.office@bfc.com). In the event that the Club, the NHS Track and Trace, or any other government or local authority official attempts but fails to make contact utilising the contact details recorded, the Club reserves the right to suspend the Season Ticket until verified contact details are provided.

##### 7. CANCELLATION & WITHDRAWAL OF SEASON TICKET

- Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Conditions of Issue to cancel and withdraw a Season Ticket. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above the following actions shall constitute a serious breach of the Conditions of Issue:
  - smoking in designated non-smoking areas;
  - being (or appearing to be) intoxicated;
  - persistent standing in seated areas whilst the Match is in progress;
  - the sale or transfer (save as permitted) of a Season Ticket to any person;
  - the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
  - the supply of any misleading or incorrect information in any application;
  - the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
  - the chanting of anything of an indecent or racist nature;
  - failure to follow the instructions of the Club stewards or any other of the Club's safety personnel;
  - any misrepresentation in relation to clause 1.2, above;
  - breach of the terms of any Membership;
  - any breach of clauses 2.4 or 2.5, above; and
  - any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket.
- The Club aims to confront and eliminate all discrimination, whether by reason of race, ethnicity, nationality, religion or belief, sex, sexual orientation, marital status, age, disability or gender reassignment. The Club will tackle all discrimination to make the Ground a safe and welcoming place for all. The Club will not tolerate any form of racial, homophobic or any other discriminatory abuse, chanting or harassment. Any instances of such behaviour shall result in arrest and ejection from the Ground. In such circumstances, the Club also reserves the right to cancel an individual match ticket or Season Ticket with no refund being provided and to issue a ban on attending all matches hosted at the Ground.
- In the event that a Season Ticket is withdrawn or cancelled the Club reserves the right to exclude the purchaser of the Season Ticket and/or the Ticket Holder from any membership scheme maintained or organised by the Club and/or to disqualify the purchaser of the Season Ticket and/or the Ticket Holder from applying for any Match ticket or further Season Ticket at its discretion.

##### 8. EXCLUSION OF LIABILITY

- Subject to clause 8.4, the Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground.
- Neither the EFL nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- The Club expressly excludes all liability resulting from:
  - any failure or delay by the Club in carrying out its obligations under the Season Ticket Terms which is caused by circumstances outside the reasonable control of the Club;
  - the alteration of the dates and times of Matches;
  - the abandonment, postponement or cancellation of Matches or Matches being played behind closed doors or with limited/restricted attendance; and
  - any failure to obtain a Season Ticket card, Match ticket and/or replacements of the same due to the acts or omissions of any third-party postal service provider.
- For the avoidance of doubt, nothing in these Season Ticket Terms shall exclude or limit the Club's liability for:
  - death or personal injury resulting from any negligence of the Club or its employees during the course of their employment;
  - fraud or fraudulent misrepresentation by the Club; or
  - any liability which may not be excluded or limited as a matter of English law.

##### 9. DATA PROTECTION, FILMING, PHOTOGRAPHY AND TAPING

- These clauses 9.1, 9.2 and 9.3 shall apply in addition to paragraphs [16 and 19] of the Terms & Conditions of Entry. Each purchaser of a Season Ticket and Ticket Holder acknowledges and agrees that the Club will hold and process data relating to them, which may include personal data, for administrative and legal purposes. The personal data provided to the Club shall be collected, stored, processed, used and transferred by the Club in accordance with the Club's then current privacy policy, which can be found at <https://www.bfc.com/privacy-policy/privacy/>.
- All persons who enter the Ground using a Season Ticket acknowledges that photographic images and/or audio, visual and audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may be used, by way of example and without limitation, in televised coverage of matches and/or for promotional or marketing purposes by the Club, the Premier League, the EFL, the FA, Club partners and/or other third parties and/or accredited media organisations, and use of a Season Ticket to enter the Ground constitutes consent to such use, in perpetuity, by way of any present or future media, for any purposes deemed reasonable by the Club. All Ticket Holders 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 them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Conditions of Issue. All Ticket Holders agree that the Matches for which Season Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
- Further to clause 9.2, if a person is under the age of 18, either (i) the parent, guardian or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf, or (ii) to the extent that such person is not accompanied by a parent, guardian or responsible adult, by that person entering the Ground, that person's parent or guardian shall be deemed to have provided consent on their behalf.

##### 10. GENERAL

- The Club reserves the right to change these Conditions of Issue from time to time, and shall notify such changes if they materially affect any rights as a consumer. Any variations will be advertised on the Club's website hosted at [www.bfc.com](http://www.bfc.com).
- The invalidity or partial invalidity of any provision of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect.
- Notwithstanding any other provision in these Conditions of Issue and with the exception of FIFA, UEFA, The FA, the Premier League and the EFL, no other person other than the purchaser of a Season Ticket and/or the Ticket Holder or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Conditions of Issue. Nothing in these 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.
- These Conditions of Issue 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 (including in relation to any noncontractual disputes or claims).

##### 11. DEFINITIONS

In the Conditions of Issue the following words and phrases shall have the following meanings (unless stated otherwise):

"Adult" means a supporter who is aged 19+ years of age when the season begins, however in the family area the adult age starts at 16+ years of age.

"Away Club" means the football club playing against the Club;

"Club" means Birmingham City Football Club;

"COVID-19 Code of Conduct" means the COVID-19 supporter code of conduct issued by the Club from time to time that sets out certain terms and conditions (in addition to the Terms and Conditions of Entry) upon which supporters are granted entry to the Ground, a copy of which will be communicated to the Ticket Holder and displayed at the Ground;

"FIFA" means the Federation Internationale de Football Association;

"Ground" means St Andrew's Stadium, Sattell Road, Birmingham B9 4RL;

"Ground Regulations" means those 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;

"Guest" means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Ticket under the Conditions of Issue;

"Match" means any EFL Championship League football match in which the Club participates and that takes place at the Ground during the Season;

"Membership" means any rules and regulations agreed in relation to participation in the Club's membership scheme which can be found at [www.bfc.com](http://www.bfc.com);

"Season Ticket" means a season ticket booklet (and all or any component vouchers therein), or any season ticket smartcard (and/or as may be found at any other point of or in connection with any of the foregoing), or any digital season ticket, for admission to Matches. The Club encourages (and may require) Ticket Holders to utilise digital season tickets and smartcards where possible.

"Season" means the 2021 - 2022 football season.

"Ticket Holder" means the registered holder of a Season Ticket; and

"UEFA" means the Union of European Football Associations.

##### 12. AGE DEFINITIONS

- The following age definitions shall apply:
 

1 Adult & 1 Junior Discounted Rate	1 Adult & 1 Junior - To qualify for a junior ticket as part of the 1 Adult & 1 Junior discounted rate package, the junior must be aged under 16 before the 1st August 2021.
U11 Free Season Ticket	Ticket Holder must be aged 10 or under on 1st August 2021. Only available in the Family Stand and when purchased with a full-priced adult Season Ticket.
U13 Discounted Rate	Ticket Holder must be aged 12 or under on 1st August 2021.
13-18 Discounted Rate	Ticket Holder must be aged 18 or under on 1st August 2021.
19-24 Discounted Rate	Ticket Holder must be aged 24 or under on 1st August 2021.
Senior Discounted Rate	Ticket Holder must be aged 65 or over on 1st August 2021.
- Proof of age of the Ticket Holder will be required before a discount is applied in accordance with the age definitions stipulated at clause 12.1 above.
- An area of the Ground shall be designated specifically for the attendance of children and will be subject to additional terms of ticket purchase and entry ("Family Stand"). A maximum of 2 Adult Season Tickets can be purchased with each Child Season Ticket in the Family Stand. For the avoidance of doubt, Adult Season Tickets within the Family Stand cannot be purchased without an affiliated Child Season Ticket.
- Subject to clause 12.5 below, an Adult Ticket Holder will only be permitted entry into the Family Stand when accompanying a Child and no more than 2 Adult Ticket Holders will be permitted entry per Child. In the event an Adult Ticket Holder attends without a Child, or more than 2 Adult Ticket Holders attend with 1 Child, the Adult Ticket Holder(s) will be asked to relocate to another area of the Ground and will be charged a fee equal to the difference in season ticket price for the relocated area.
- In the event the confirmed kick off time for a Match is 7pm or later, clause 12.4 above shall not apply and an Adult Ticket Holder will be permitted entry into the Family Stand without accompanying a Child.

#### PART 3: COVID-19 SUPPLEMENTAL SEASON TICKET TERMS AND CONDITIONS

##### INTRODUCTION

- These Supplemental terms and conditions ("Supplemental Terms") are issued to deal with the specific circumstances arising from the COVID-19 pandemic and its impact on attendance at live sports events and therefore apply to Ticket Holders in addition to the Season Ticket Terms. In the event of any conflict between these Supplemental Terms and the Season Ticket Terms, these Supplemental Terms shall prevail. Unless otherwise indicated, defined terms in these Supplemental Terms shall have the meaning given to them in the Season Ticket Terms. The Club expressly reserves its right to amend these Supplemental Terms at its determines, in order to retain the appropriate flexibility to ensure an appropriate and fair approach in respect of the circumstances arising from the COVID-19 pandemic. Please note that in the event restrictions on capacity are implemented, the Club reserves the right to limit Season Ticket sales for such period to renewals for existing Ticket Holders only.
- COVID-19 presents unique and challenging circumstances, as such it may not always be possible to reserve specific seats for Ticket Holders. Seats may be assigned on a match by match basis in accordance with any relevant restrictions or social distancing rules on the date of the Match. Any seat reservations for the previous season will be carried over to the next season to ensure no supporter loses their regular seat. The Club will endeavour to ensure the alternative seat allocated is of equal value to the value that the Club considers attaches to the regular Match seat.

##### SEASON TICKET RIGHTS AND ENTITLEMENTS

- A Season Ticket shall entitle the Ticket Holder to the full rights and benefits attaching to such Season Ticket for the Season, subject to the provisions of these Supplemental Terms, including Terms 6 and 7. In addition, a Season Ticket for the Season shall also provide the Ticket Holder with the first option to retain such Season Ticket for the 2022 – 2023 Season, subject to: (i) payment of the relevant price for 2022 – 2023 (as indicated by the Club at the relevant time and which may, for the avoidance of doubt, be different to the price for this Season); and (ii) the process for the exercise of such first option (including in respect of the applicable timeframes) which shall be communicated by the Club at the relevant time. As per clause 3.8 of the Season Ticket Terms, Season Tickets are for EFL Championship League football matches. The position in respect of all other cup competitions will be communicated to Ticket Holders in due course.
- The Club shall determine the applicable capacity of the Ground for each Match in its absolute discretion and shall have no liability to any Ticket Holder in respect of the same. The foregoing includes the Club determining (including where this is required by the applicable authorities from time to time) that Matches must be played behind closed doors, with no spectator access.
- For Matches played with the Ground at full capacity, the Ticket Holder shall be entitled to access the Ground as would ordinarily be the case. For the purposes of these Supplemental Terms, the term "full capacity" means that the Club has sufficient available capacity in the Ground in order for all Ticket Holders to attend the applicable Match(es), even if the Ground is not operating at its maximum overall capacity for those Match(es). For example, if Government regulations and/or safety requirements allow the Ground to be operated at a sufficiently high percentage of its maximum capacity such that all Ticket Holders can attend, but restrictions remain in place which do not allow all other typical categories of spectator to attend (e.g. away fans and/or spectators who attend on a match-by-match basis), the Ground will nonetheless be considered to be operating at "full capacity" for the purposes of these Supplemental Terms.
- For Matches played behind closed doors, the Ticket Holder will have no right to access the Ground.
- For Matches played with the Ground at limited capacity, the Club may (at its discretion) operate a ballot process (to be determined by the Club at its discretion depending on the restrictions and capacity limits implemented) to allocate a proportion of the available capacity to Ticket Holders. Such ballot process shall (subject to the Club's right to amend the same as it determines appropriate) be notified at the time any such ballot is required. The Club shall communicate the ballot application process to Ticket Holders. A separate ballot shall be held for each Match. The Club provides no guarantee that any Ticket Holder will be successful in any ballot(s). The Club reserves the right (where the Club considers it appropriate to ensure a fair distribution of match tickets between Ticket Holders) to exclude Ticket Holders who have been successful in one ballot from participating in a future ballot. For the avoidance of doubt, a Ticket Holder shall be treated as having been successful in a ballot in a particular cycle irrespective of whether or not the relevant Match ticket is actually accepted and/or the relevant Match is actually attended. Ticket Holders who are successful in the ballot are not guaranteed access to their usual seat and/or area of the Ground. In order to maximise attendance when the Ground is operating with social distancing and at reduced capacity, the specific seats which are made available for each Match will be determined by the Club in its absolute discretion and allocated into different-sized groupings (or equivalent sized groups of successful Ticket Holders), and the tickets for such seats will be made available on a first-come, first-served basis to those successful in the ballot. All timeframes communicated by the Club in connection with these Supplemental Terms (including in respect of the ballot process and payment) are of the essence and a Ticket Holder shall forfeit their applicable rights as a result of any failure to comply with the same.

##### ATTENDANCE AT MATCHES

- Each Ticket Holder will be strictly non-transferable and will include the name of the Ticket Holder to whom such ticket has been issued.
- Ticket Holders are requested to bring photo ID to each Match they attend when the Ground is operating at reduced capacity, as spot checks will be in place. The Club reserves the right to reject entry to and/or eject any attendee who cannot satisfy the Club that they are the named Ticket Holder.
- By purchasing a Season Ticket, entering into a ballot and/or attending any Match, the Ticket Holder hereby acknowledges and agrees that their attendance at any Match is at their own risk and (to the extent permitted by applicable laws) the Club accepts no responsibility and/or liability from any illness and/or injury resulting therefrom. All Ticket Holders may be required to complete a COVID-19 health questionnaire before the match in order to certify that they are not suffering from any symptoms of COVID-19. Failure to provide the information required by such questionnaire may prevent the Ticket Holder from attending the relevant Match. If, at any time before the relevant Match, the Ticket Holder's circumstances change, such that they respond to such health questionnaire re no longer accurate, the Ticket Holder must notify the Club, and the Ticket Holder must not then travel to the Ground for the Match.
- The Club reserve the right to restrict use of Season Ticket cards while the Ground is at reduced capacity. Tickets will be issued digitally and can be downloaded to a mobile device. A print-at-home ticket can also be made available for those unable to access a mobile device.
- All Ticket Holders are required to comply with applicable laws/regulations, Government guidance and the Club's directions (including its COVID-19 Code of Conduct) in connection with their attendance at the Ground. This shall include a strict requirement that Ticket Holders do not attend the Ground in the event that they are required to self-isolate (and no refund shall be due in such circumstances, unless the Club determines otherwise in its absolute discretion).
- The Club's COVID-19 Code of Conduct is binding upon the Ticket Holder, and will be communicated to the Ticket Holder and displayed at the Ground and shall, in the Club's absolute discretion, be subject to updates from time to time.
- In the event any Match is postponed, rescheduled and/or rearranged to a different date, Ticket Holders will be entitled to attend the rearranged fixture using the Season Ticket at no additional charge.
- In the event any Match is required to be held behind closed doors, Ticket Holders cannot attend. The Club may at its absolute discretion issue Ticket Holders the right to access a live stream of the Match (either at the advertised price, a discounted rate, cost value or free of charge). In such circumstances Ticket Holders may be entitled to:
- Credit for any such Match to be used on future Season Ticket or Home League Match ticket purchases on a pro rata basis (subject to deduction of any benefit offered) and accepted by the Ticket Holder such as, by way of example only, any discounted or free of charge live stream made available to the Ticket Holder. Ticket Holders who wish to donate this credit back to the Club are welcome to do so; or
- A pro rata refund in respect of such Match (to be processed in accordance with the terms of any refund literature published by the Club at the time of the requirement for the Match to be held behind closed doors.
- In the unlikely event any Match is cancelled and not rearranged, Ticket Holders may be entitled to:
- Credit for any such Match to be used on future Season Ticket or Home League Match ticket purchases on a pro rata basis. Ticket Holders who wish to donate this credit back to the Club are welcome to do so; or
- A pro rata refund in respect of such Match (to be processed in accordance with the terms of any refund literature published by the Club at the time of confirmation of the cancellation (and non-rearrangement) of the Match).