

May 2021



LEICESTER CITY FOOTBALL CLUB

HOSPITALITY 2020-21

TERMS AND CONDITIONS

Contents

1. Introduction
2. General Hospitality Terms and Conditions (**"General Terms and Conditions"**)
3. Seasonal Hospitality Terms and Conditions (**"Seasonal Terms and Conditions"**)
4. Match Day Terms and Conditions (**"Match Day Terms and Conditions"**)
5. Private Box Hospitality Terms and Conditions (**"Box Terms and Conditions"**)
6. Car Parking Terms and Conditions
7. Ground Regulations (2020/21)
8. COVID-19 Supplemental Seasonal Hospitality Terms and Conditions
9. COVID-19 Supporter Code of Conduct
10. LCFC Supporters with a Disability - Additional Terms and Conditions

Section 1 - Introduction

All purchases of Leicester City Football Club hospitality packages are subject to the following:

- i) the Terms of the Agreed Order Form issued to you by the Club;
- ii) the General Terms and Conditions (set out in Section 2 of this document);
- iii) the Seasonal Terms and Conditions applicable to seasonal hospitality (set out in Section 3 of this document);
- iv) the Match Day Terms and Conditions applicable to hospitality packages for single football matches (set out in Section 4 of this document);
- v) the Box Terms and Conditions applicable to the hire of private boxes for football matches (set out in Section 5 of this document);
- vi) the Car Parking Terms and Conditions referred to in Section 6 of this document;
- vii) the Ground Regulations applicable for the 2020/21 Season referred to in Section 7 of this document;
- viii) The COVID-19 Supplemental Seasonal Hospitality Terms and Conditions out in Section 8 of this document;
- ix) The COVID-19 Supporter Code of Conduct applicable for the 2020/21 Season referred to in Section 9 of this document; and
- x) the LCFC Supporters with a Disability – Additional Terms and Conditions (as set out in Section 10 of this document);

(together, the “**Hospitality Terms and Conditions**”).

In the event of conflict between the Terms on an Agreed Order Form and the other Terms and Conditions referred to above, the Terms of the Agreed Order Form shall prevail.

Before purchasing a Leicester City Football Club hospitality package, please ensure that you have read carefully the sections of the Hospitality Terms and Conditions which are applicable to you.

By purchasing a hospitality package, you acknowledge that you have read, understood and agree to be bound by the Hospitality Terms and Conditions. If you are making a booking or purchase for a third party you shall be deemed to be acting with the consent of such third party to agree these Terms and Conditions on their behalf.

Section 2 – General Terms and Conditions

1 Definitions and Interpretation

In these General Terms and Conditions and throughout the Hospitality Terms and Conditions, the following words and phrases shall have the following meanings (unless stated otherwise):

"Agreed Order Form" means the Order Form returned by the Purchaser and which is agreed and confirmed by the Club in accordance with Condition 2.1 of Section 2 of these General Terms and Conditions;

"Applicable Data Protection Law" means (a) the Data Protection Act 2018; and (b) the General Data Protection Regulation ((EU) 2018/679 ("**GDPR**")), read in conjunction with and subject to any applicable UK national legislation that provides for specifications or restrictions of the GDPR's rules; or (c) from the date of implementation, any applicable legislation that supersedes or replaces the GDPR in the UK or which applies the operation of the GDPR as if the GDPR were part of UK national law;

"Box" means one of the Club's boxes at the Ground which may be hired privately by Purchasers in accordance with the Box Terms and Conditions set out in Section 5 of these Hospitality Terms and Conditions;

"Club" means Leicester City Football Club;

"Conditions of Entry" means the applicable Football Laws, the Ground Regulations and the COVID-19 Supporter Code of Conduct;

"COVID-19 Supporter 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 Ground Regulations) upon which supporters are granted entry to the Stadium, a copy of which will be communicated to the Purchaser and displayed at the Stadium;

"Fee(s)" means any and all fees payable by a Purchaser to the Club in relation to a Hospitality Package;

"Football Laws" means in respect of the Football Association, the Premier League, the Football League, UEFA, FIFA and/or any other league, governing body or competition of which LCFC is a member or participant now or in the future as may be advised to Sponsor: (i) any and all statutes, rules, regulations, directives, codes of practice and/or equivalent with which LCFC is requested to comply with from time to time; and/or (ii) any and all promotional, marketing and/or commercial agreements and/or arrangements concluded by each such body or for each such competition with which LCFC is requested to comply with from time to time;

"Force Majeure Event" means any event or 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, war, riot, civil commotion, malicious damage, pandemic, epidemic, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body (including, without limitation, the Football Laws), inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm;

"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 Stadium, a copy of which is available on the Website;

"Guest(s)" means any person(s) whom the Purchaser is authorised to invite to attend the Stadium under that Purchaser's Hospitality Package;

"Hospitality Package" means a Seasonal Package and / or a Match Day Package (including Box hire);

"Match" means any Home Match played by the Team for which the Purchaser has purchased a Hospitality Package as set out in the relevant Order Form;

"Match Day Package" means a Hospitality Package purchased for use for a single Match;

"Material" means any audio, visual or audio-visual material or any information or data;

"Order Form" means the document titled 'Order Form' issued by the Club to the Purchaser containing details of the Purchaser's order in respect of the purchase of a Hospitality Package;

"Purchaser" means the purchaser of a Hospitality Package;

"Season" means the 2020/21 football season;

"Seasonal Package" means a Hospitality Package for use for more than one Premier League Match during a Season (as agreed between the Club and the Purchaser and specified on the Agreed Order Form). For the avoidance of doubt, this shall include hospitality packages for a single season;

"Stadium" means King Power Stadium, Filbert Way, Leicester, LE2 7FL;

"Supporter with a Disability" any supporter of the Club who has a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities;

"Team" means the Club's men's first team squad;

"Term" means the term of the Seasonal Package as specified on the Agreed Order Form;

"Ticket(s)" means any ticket, voucher, booklet, card or other such entry materials which are provided by the Club to the Purchaser to enable the Purchaser to exercise the benefits of the relevant Hospitality Package; and

"Website" means the Club's website at www.lcfc.com.

2 General Regulations:

- 2.1 The Club is proud to welcome all supporters, Purchaser and/or Guests to the Stadium irrespective of age, disability, gender reassignment, sexual orientation, marital status (including civil partnership), pregnancy or maternity, race, ethnic or national origin, religion, colour, belief or sex. The Club does not tolerate any form of discrimination including but not limited to: racist, homophobic, sexual or sectarian behaviour, or any form of anti-social behaviour (whether physical, verbal or other). If the Club finds any supporter, Purchaser or Guest committing any of the above offences at the Stadium or any other football stadium, the Club shall be entitled to impose on the supporter, Purchaser and/or Guest a lifetime ban from all Club fixtures. In addition, such supporter, Purchaser and/or Guest could face arrest and prosecution by the police.
- 2.2 The Stadium is a cashless Stadium and all payments within the Stadium must be made by card [or by mobile device]. The Stadium is a smoke-free stadium and smoking is not permitted inside the Stadium, which includes the use of e-cigarettes and any other similar item. No large items such as golf umbrellas nor any food or drink which has not been purchased on site at the Stadium may be brought into the Stadium (other than as required for medical purposes proof of which may be requested).
- 2.3 The Club reserves the right, at its absolute discretion, to (i) eject any person from the Stadium, (ii) refuse entry to the Stadium, (iii) suspend the person for a period of time as determined by the Club, or (iv) withdraw indefinitely any Hospitality Packages, without reimbursement, if (a) the Purchaser fails to comply with any of the Club's Ground Regulations, the COVID-19 Supporter Code of Conduct or the Hospitality Ticket Terms and Conditions; or (b) the Purchaser is prohibited (by law or otherwise) from attending the Stadium or any other sporting venue anywhere in the world; or (c) whose presence within the Stadium is, or could reasonably be construed as, constituting a source of danger, nuisance or annoyance to any other person; or (d) the Purchaser and/or any Guest engages in any abusive, dangerous or other unacceptable behaviour (including that listed in Condition 2.1 above) in or around the Stadium or any other sporting venue anywhere in the world. Purchasers and Guests are expected to show respect to all supporters and staff; behaviour that falls below the Club's expectations in this regard could result in Hospitality Packages being revoked without reimbursement.

- 2.4 Persistent standing is not permitted within the Stadium during play, as it may compromise supporter safety, disrupts the view of fellow supporters and might endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter guilty of persistent standing in the view of the Club is liable to immediate ejection.
- 2.5 Children under the age of sixteen (16) must be accompanied by someone over the age of eighteen (18) when attending a match at the Stadium, for their own safety and the safety of the Club's supporters.
- 2.6 By attending any Match, Purchasers and Guests hereby acknowledge and agree that their attendance at the 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. The Purchaser and Guest(s) will each 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 by the Purchaser and/or Guest(s) will prevent that individual from attending the relevant Match. If, at any time before the relevant Match, the Purchaser's or any Guest's circumstances change, such that the responses to such health questionnaire are no longer accurate, the Purchaser and/ or the relevant Guest(s), must notify the Club, and the Purchaser and/or the relevant Guest(s) must not then travel to the Stadium for the Match.

3. Purchase and Payment

- 3.1 The Club shall be deemed to have made a conditional offer to the Purchaser when the Club sends an Order Form and the Hospitality Terms and Conditions to the Purchaser. The Purchaser shall be deemed to have accepted the offer made by the Club, and a contract for the supply of services shall be created, upon the earlier of:
- a) the Purchaser acknowledging their acceptance and confirmation of availability of the Hospitality Package by email or in writing;
 - b) use of the Ticket(s) or any other service forming part of the Hospitality Package purchased by the Purchaser and/or by a Guest; or
 - c) payment, in whole or in part, of the Fees by the Purchaser and acceptance of such payment by the Club further to an Agreed Order Form;
- provided, and on the condition that, in all cases, the contract shall be conditional upon the Club confirming to the Purchaser by email or by post that the relevant Hospitality Package is still available.
- 3.2 The purchase of a Hospitality Package grants the Purchaser and their Guests the right to use the Club's facilities at the relevant Match(es) but does not grant the Purchaser exclusive possession of any of the Club's facilities nor does it create a tenancy or property right of any kind.
- 3.3 Hospitality Packages are sold subject to availability and at the Club's sole discretion and the Club expressly excludes all liability for any loss, expense or other type of claim arising as a result of any unsuccessful attempt to purchase a Hospitality Package during the Season.
- 3.4 Purchasers must pay all Fees within thirty (30) days of receiving an invoice for the same from the Club or at least fourteen (14) days before the first day on which the Purchaser wishes to use their Hospitality Package, **whichever is earliest** (save where otherwise stated on an Agreed Order Form).
- 3.5 Payment must be received by the Club and cleared before any Tickets shall be released to the Purchaser. Tickets shall be delivered to Purchasers before the date for use or shall be made available for collection at the Stadium (whichever is agreed between the parties).
- 3.6 In the event that a Purchaser fails to pay any Fees on the relevant dates to the Club or where any payments are dishonoured, the Club reserves the right to:
- a) suspend or withdraw the relevant Hospitality Package and/or refuse entry to the Stadium to the relevant Purchaser and their Guests; and or
 - b) restrict the Purchaser from renewing the Hospitality Package; and/or

- c) prohibit the Purchaser from purchasing a Hospitality Package for any future Match and/or Season; and/or

- d) charge the Purchaser an administration fee and / or a sum equal to any bank charges incurred by the Club as a result of the refused or dishonoured payment; and/or
 - e) take such action as it deems necessary to recover sums due to the Club, and the Club reserves the right to appoint a third party to recover any such sums.
- 3.7 Where any sums are outstanding from a Purchaser, the Club reserves the right to claim interest at a rate of 5% per annum from the date of payment until satisfaction of the debt, as well as any charges and legal and other costs that LCFC incurs in pursuing or enforcing any debt recovery action.
- 3.8 Purchasers must be aged eighteen (18) or over at the time of purchase of a Hospitality Package.
- 3.9 Where a personal assistant is required to accompany a Supporter with a Disability, the personal assistant of said Supporter with a Disability shall receive a seat free of charge (subject to availability and the provision of supporting medical evidence). All other elements of the Hospitality Package (including the provision of food and drink) are to be paid at the full prevailing rate.
- 3.10 The purchase of a Hospitality Package shall entitle a Purchaser and their Guests to receive the relevant Tickets and to attend the applicable Match(es) and to use the seat or seats and any associated facilities applicable to the Hospitality Package purchased. The Club reserves the right to move the allocated seating at any time. No Hospitality Package or any part thereof shall be used or made available as gifts or prizes for competitions, auctions, giveaways or similar promotions.
- 3.11 All Tickets are located in the "home" section of the Stadium (i.e. the section for supporters of the Club). The Club shall immediately be entitled to eject from the Stadium any person if the Club or the Club's officials consider that: (i) such person is visibly supporting the opposition team; and/or (ii) the presence or behaviour of such person may create and/or increase potential crowd disorder at the Stadium. Additionally, in both cases, such behaviour shall be deemed to be a breach of these Hospitality Terms and Conditions.
- 3.12 The Purchaser shall not be entitled to attend the Stadium and/or watch any match or event other than the relevant Match(es) included as part of the Hospitality Package. Purchasers may be offered priority booking (subject to availability and in the Club's discretion) for other matches or events at the Stadium, however the Club reserves the right to charge the Purchaser for seats and associated facilities at such other matches or events. The Club reserves the right to sell all tickets and facilities for matches or events other than the Matches to those persons and in a manner as it may in its discretion decide.
- 3.13 Purchasers shall have no guarantee of renewal of a Hospitality Package for any subsequent Season.

4 Cancellation and Withdrawal

- 4.1 Deposits are non-refundable and non-transferable.
- 4.2 Unless otherwise stated in these Hospitality Terms and Conditions, once booked and/or purchased, no Purchaser shall be entitled to obtain any refund if they then wish to cancel their purchase of a Hospitality Package in whole or part and the Club shall be entitled to seek full payment in respect of all Hospitality Packages booked.
- 4.3 The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to hospitality purchases. Consequently, consumers will not be able to cancel their hospitality purchases except in accordance with these Hospitality Terms and Conditions or as otherwise permitted by English law.
- 4.4 The Club reserves the right to cancel or suspend any Hospitality Package, in whole or part, at any time, if allowing the Purchaser (or any of their Guests) to use the Hospitality Package could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club and/or if the Purchaser (or any of their Guests) is/are in breach of these Hospitality Terms and Conditions. If a Hospitality Package is suspended or cancelled under this Condition 4.4, the Purchaser shall not be entitled to a refund and no refund will be granted in relation to any person who is refused access to the Stadium or ejected from the Stadium under these Hospitality Terms and Conditions, and/or the Conditions of Entry.
- 4.5 The Club may, in its sole discretion, resell any Hospitality Package cancelled by the Purchaser or suspended or withdrawn by the Club and may, in the event of a resale, provide the Purchaser with a

refund (less any applicable administration costs (including legal costs) incurred by the Club and any sums owing by the Purchaser to the Club and any interest due on such sums).

- 4.6 The Club reserves the right to vary or change the dates of Matches and/or kick-off times. The Club shall use reasonable endeavours to publicise any such change as far in advance as possible (including on the Website). In the event of a change in date or time of fixtures, the Club will not be liable for any additional costs incurred by the Purchaser and/or their Guests such as travel or accommodation costs in attending the rearranged Match (if any).
- 4.7 In the event that the TV Studio is purchased for use for an individual Match and, subsequent to such purchase, the TV Studio is required for use by the appointed broadcaster due to the Match subsequently being chosen for television live broadcast, then the Club shall be entitled to transfer the TV Studio hospitality package to an alternative available Hospitality Package for the same Match. In the event the alternative Hospitality Package is lower in price than the TV Studio hospitality package then the difference in price shall be refunded to the Purchaser. In the event no alternative Hospitality Package is available, then a full refund will be given to the Purchaser.

5 Standards of Behaviour and Dress

- 5.1 The Purchaser and their Guests shall act in an orderly, proper and lawful manner, shall abide by the applicable Football Laws, these Hospitality Terms and Conditions and the Conditions of Entry and agree to conduct themselves at all times in a manner befitting a representative of the Club and agree not to do anything or procure anything to be done (in each case including over the counter, by phone or by social media) that will or is likely to bring the name or reputation of the Club into disrepute.
- 5.2 The Purchaser and their Guests shall not:
- a) cause any damage to the Stadium;
 - b) treat the Club staff or any person at the Stadium in a threatening or abusive manner;
 - c) engage in any abusive, dangerous or other unacceptable behaviour (including, for the avoidance of any doubt, any homophobic, sexual, sectarian, racial or discriminatory behaviour in any form, whether physical, verbal or other) in or around the Stadium;
 - d) bring into the Stadium any food, drink (including alcohol) or dangerous or illegal substances;
 - e) smoke in any part of the Stadium (including e-cigarettes or other similar item) (the Club has a zero-tolerance policy in relation to this matter); or
 - f) bring into the Stadium any large luggage items at the discretion of the Club.
- 5.3 The Purchaser and their Guests shall adhere to the Club's dress code, in place from time to time and as specified by the Club in its absolute discretion, relevant to the Hospitality Package. It shall be at the Club's sole discretion to decide if a Purchaser and/or their Guests are compliant with the dress code and entry may be refused for failure to abide by the specified dress code until this Condition 53 is complied with. For the avoidance of doubt, away colours are strictly prohibited and any attempt to gain access to the Ground wearing the colours and or kit of a club other than the Club may result in admission being refused and in such circumstances no refund or alternative seat will be offered.
- 5.4 Purchasers and their Guests must leave hospitality facilities in a clean and tidy condition at the end of each period of use. The Purchaser shall be liable to pay any costs of cleaning, repair or replacement of any of the facilities or property at the Stadium where damage is caused as a result of the acts or omissions of the Purchaser and/or their Guests.
- 5.5 Purchasers and their Guests are prohibited from bringing in to the Stadium or consuming in the hospitality facilities any food or drink (whether alcoholic or otherwise) not provided by the Club. Purchasers and Guests shall refrain from consuming food and drink purchased in the public concourse areas of the Stadium in the hospitality areas, including the Reception Lounge and Keith Weller Lounge. Purchasers and their Guests shall also abide by the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended) as well as all other instructions issued by the Club regarding the consumption of alcohol. If the Purchaser or any of their Guests are convicted of an offence under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended) or fail to comply with any instructions of the Club regarding consumption of alcohol, (or the Club reasonably suspects than offence has been committed or that instructions from the

Club have not been complied with) it may immediately suspend access to and/or terminate the Contract for the Hospitality Package. In the event of such suspension or termination, no refund will be paid in respect of any Matches missed or for the remainder of the Season in the event of a seasonal Hospitality Package. For the avoidance of doubt, the Club shall also be entitled to refuse to serve alcohol to any Ticket Holder in its absolute discretion.

- 5.6 Children between the ages of two (2) and eighteen (18) are permitted within hospitality areas; however, they must be accompanied by a responsible adult at all times. There are no concession prices within the Club's hospitality area.
- 5.7 Purchasers are responsible for the behaviour of their Guests and may have their Hospitality Package suspended or withdrawn if any of their Guests act in breach of these Hospitality Terms and Conditions. In the event Purchasers and/or any of their Guests arrive after the time specified in the itinerary provided by the Club, then the Club has the right to refuse to serve the full meal and/or refreshments to the Purchaser and/or their Guests.
- 5.8 Purchasers and their Guests will not have opportunity to leave and re-enter the Stadium. The Club operates a strict policy prohibiting re-admission to the Stadium.
- 5.9 The Club reserves the right to:
- a) suspend access to the hospitality facilities and/or the Stadium (and/or any other tickets or hospitality facilities) held in the name of the Purchaser for a period of time;
 - b) immediately eject from the Stadium any Purchaser and/or their Guests; and/or
 - c) terminate the contract between the Club and the Purchaser for the Hospitality Package;
- if any of the following events occur;
- (i) a Purchaser (or any individual in possession of the relevant Tickets) breaches any of the applicable Football Laws, these Hospitality Terms and Conditions or otherwise misuses the Hospitality area or the Tickets;
 - (ii) the Purchaser is prohibited by law from attending any football ground or sporting venue anywhere in the world (including the Stadium);
 - (iii) any monies are overdue from a Purchaser to the Club; or
 - (iv) the remittance tendered by a Purchaser in payment of catering and associated facilities shall be dishonoured or in any other way refused (other than by the Club).

If the Hospitality Package is suspended or the contract terminated, the Purchaser is not entitled to any refund.

6 Rearranged or Abandoned Matches

- 6.1 If a Match is rearranged for reasons outside the Club's control, the Club shall inform the Purchaser in writing as soon as is reasonably possible. No refunds shall be given in the event the Purchaser is unable to attend the Match on the rearranged date. Where a Match is cancelled, rearranged or postponed, the Club shall have no liability whatsoever for any losses or damages incurred by the Purchaser and/or their Guests as a result of such rearrangement, cancellation and/or postponement. The Purchaser and their Guests shall be entitled to attend the Match on the rearranged date for no additional charge.
- 6.2 If any Match is relocated to the Stadium for any reason (including without limitation safety reasons) but is deemed to be an away match for the purposes of the relevant competition, the match will not be considered a home game for the purposes of any Hospitality Package.

7 Match Day

- 7.1 Where possible, Match invitations detailing a full itinerary and Tickets will be forwarded to Purchasers approximately five (5) working days before the Match, provided that full cleared payment has been received by the Club. If the Purchaser and / or any of their Guests have any special dietary requirements, this should be communicated to the Club in writing, at least five (5) working days prior to the relevant

Match. It is the Purchaser's responsibility to check that all Tickets are complete and correct when received. If any items are missing from the Tickets, the Purchaser should contact the Club immediately.

- 7.2 Purchasers and their Guests must present the relevant Ticket and comply with the rules on dress code and behaviour in these Hospitality Terms and Conditions to gain entry to the Stadium.
- 7.3 Admission to the Stadium will be granted no earlier than two and a half (2½) hours prior to the published start time of each Match and for no longer than one (1) hour after the Match has finished unless otherwise specified or communicated by the Club and/or except where the Club requires the Purchasers and their Guests to leave the Stadium earlier where another event is being staged or hosted at the Stadium.
- 7.4 It is the responsibility of the Purchaser to check:
- a) that the Club holds the correct details for them / their Guests and that the correct details appear on the Tickets; and
 - b) the dates and time of the Match, which may be subject to alteration.
- 7.5 Only one person per Match will be admitted to the Stadium in respect of each Ticket and seat.
- 7.6 **The Club does not permit any children under the age of two (2) years into the Stadium** in order to safeguard the safety of its supporters and fans.
- 7.7 The Club reserves the right in its sole discretion to allocate alternative seats, rooms, facilities or services to Purchasers (for example where relocation is necessary in order to comply with the Football Laws or for operational reasons). In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Hospitality Package purchased.
- 7.8 If a Purchaser and their Guests number fewer than ten (10) people, they may be required to share a table with other hospitality guests not in their party.

8 Tickets

- 8.1 All Tickets remain the property of the Club at all times. The Club reserves the right to withdraw or require the immediate return of Tickets at any time.
- 8.2 The Club is not responsible for any Ticket which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Ticket is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). Purchasers must notify the Club immediately in the event that any Hospitality Ticket is lost or stolen. The Club may, in its absolute discretion, provide duplicate Tickets and reserves the right to charge a fee for the issue of any such replacement. The current fees are as follows: to reissue lost Tickets £10.00 in the first instance, with subsequent reissues charged at £30.00; replacement of stolen Tickets no fee (subject to production of a crime reference number); issue of a replacement Ticket on a Match day will be subject to a fee of £5.00.
- 8.3 Purchasers are prohibited from using Hospitality Packages for promotional, advertising or marketing purposes unless expressly authorised in writing by the Club. Purchasers shall not be permitted to make any public statement, announcement or declaration or carry out or be associated with any promotional activity or whatever nature expressly or impliedly referring to a relationship between: (i) the Purchaser or any third party associated with the Purchaser; and (ii) the Club.
- 8.4 Hospitality Packages are personal to Purchasers and Tickets are personal to Purchasers and their Guests. Hospitality Packages and Tickets are not transferable and shall not be transferred or resold in any circumstances, save as provided in this Condition 8.4. Purchasers may transfer tickets to approved third parties at the absolute discretion of the Club. Such a transfer may incur a fee determined by the Club in its sole discretion, which shall be borne in full by the Purchaser. In all other circumstances, Purchasers are prohibited from transferring or subletting their Hospitality Package to any person without the written consent of the Club. In the event of any transfer, the Purchaser shall remain ultimately liable and responsible for any acts or omission of the transferee.
- 8.5 The unauthorised sale or disposal of tickets may amount to a criminal offence, including 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 as soon as it becomes aware that Tickets and/or Hospitality Packages are being or have been sold in contravention of this law and may share information (including personal data such as names, contact details) with the police, the Premier League, the Football

Association and/or other football clubs. The Club reserves the right to suspend or withdraw with no refund any Hospitality Package purchased by any person who is convicted of a criminal offence related to the illegal sale of tickets or is reasonably suspected by the Club of committing such an offence.

8.6 The Club shall have the following rights in relation to any Purchaser or Guest (or anyone in possession of the Ticket belonging to a Purchaser or Guest) who breaches Conditions 8.3 to 8.5:

- a) confiscation of Tickets (with no right to refund);
- b) ejection from or refusal of access to the Stadium;
- c) suspension of the relevant Hospitality Package for any future Matches; and/or
- d) banning from the Stadium/purchasing a Hospitality Package, and any Tickets belonging to such a person shall be null and void.

9 Car Parking

9.1 Any car parking pass purchased in connection with a Hospitality Package (a "Pass") is sold and used by Purchasers and their Guests subject to the Club's Car Park Terms and Conditions (available on the Club's website or on request). A Pass will be provided to the Purchaser, without production of which, no car shall be admitted to the Club's parking facilities.

9.2 The Club is not responsible for any Pass which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Pass is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). The Club should be notified immediately in the event that a Pass is lost or stolen. No replacement will be issued.

9.3 Vehicles are parked at the Pass holder's risk and the Club shall not be liable for any theft, loss or damage to any Vehicle or its contents.

9.4 Car parking spaces and Passes are personal to Purchasers and their Guests and cannot be sold, transferred or assigned without the permission of the Club.

10 Liability

10.1 The Club will not be liable for any failure to provide or delay in providing facilities, services, food or beverages as a result of events or matters outside its control, including for the avoidance of any doubt a Force Majeure Event, the alteration of the dates and time of any Match, and the postponement, abandonment or cancellation of any Match.

10.2 The Club shall not have any liability to any Purchaser/Guest for any non-delivery or late delivery of Tickets, passes, documents or other materials dispatched by the Club to the Purchaser resulting from the actions, omissions, malfunctions or interruptions of any postal services (or other third party) or incomplete or inaccurate personal details or address provided to the Club by the Purchaser. The Club's responsibility for any Tickets, Passes, documents or other materials ends from the moment they are posted.

10.3 The Club shall take all reasonable precautions for the security of the property of Purchasers and Guests, but property is left unattended at the owner's risk.

10.4 To the fullest extent permitted by law, the Club, its officers or employees shall not be liable for, whether in tort, contract or otherwise and howsoever caused:

- a) the alteration of the dates and times of Matches;
- b) the abandonment, postponement or cancellation of Matches or Matches being played behind closed doors or with limited/restricted attendance;
- c) any failure to obtain a Ticket and/or replacements of the same due to the acts or omissions of any third party postal service provider;
- d) any indirect or consequential loss or damage of whatever nature;

- e) any of the following types of loss or damages, whether arising directly or indirectly: (i) loss of enjoyment, (ii) travel/accommodation costs, (iii) any loss or damage to or theft of property at the Stadium, and/or (iv) any losses arising from a Hospitality Package being used for commercial purposes (i.e. where the Hospitality Package is not being purchased and used by a consumer).

10.5 Nothing in these Hospitality Terms and Conditions shall limit either party's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation or any other liability which may not be excluded or limited as a matter of English law.

11 Data Protection, Filming and Photography

11.1 Each Purchaser and Guest acknowledges and agrees that the Club will hold and process data relating to them, which may include personal data provided by them to the Club in the purchase and use of a Hospitality Package. The personal data that is provided to the Club shall be processed, stored and transferred in accordance with the Club's then current privacy policy.

11.2 All persons who enter the Stadium under a Hospitality Package 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 Matches and/or for promotional or marketing purposes by the Club, the Premier League, other football governing bodies or other third parties (such as event promoters) and use of a Ticket to enter the Stadium constitutes consent to such use. All such persons 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 such persons as an individual, where permitted by Applicable Data Protection Law, for the purposes of preventing or detecting crime, or any breach of these Hospitality Terms and Conditions.

11.3 Further to Condition 11.2 above, if such person is under the age of eighteen (18), either (i) the parent, guardian or responsible adult who is accompanying them into the Stadium 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 Stadium, that person's parent or guardian shall be deemed to have provided consent on their behalf, subject to the Club's Safeguarding Policy which is available on the official Club website.

12 Force Majeure

12.1 The Club shall not be deemed to be in breach of these Hospitality Terms and Conditions or otherwise liable to any Purchaser or Guest for any delay or failure in the performance of its obligations under these Hospitality Terms and Conditions if and to the extent that such a delay or failure is caused by a Force Majeure event.

13 Indemnity

13.1 Purchasers shall indemnify the Club against any and all costs, expenses and or losses of whatever nature and howsoever caused or incurred, as a result of:

- a) any breach by the Purchaser and/or their Guest(s) of these Hospitality Terms and Conditions; or
- b) any damage caused by the Purchaser or their Guest(s) to the Stadium or any property, equipment or facilities at the Stadium (other than reasonable wear and tear).

14 Audio Visual Equipment

14.1 Save as regards mobile telephones used for personal and private use only, holders of Tickets shall not bring into (or use within) the Stadium any equipment that is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to any Match, any players or other persons present in the Stadium and/or the Stadium. Any person acting in breach of this Condition may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data (and all copies thereof) to the Premier League (or other relevant governing body, as directed by the Club) and/or the Club. The copyright, database right and all other rights title and interest 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 Premier League (or other relevant governing body, as directed by the Club).

14.2 The Club does not allow any professional cameras (or cameras that staff believe in their absolute discretion to be professional), video cameras, tablet computers, selfie sticks or audio recording devices to be brought into the Stadium for use during a Match. Mobile telephones and other mobile devices are permitted within the Stadium providing that (i) 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, or any other communication of any Material for any commercial purposes); and (ii) 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.

14.3 The Club may from time to time create images and/or audio-visual video footage of Ticket holders attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use it for the purpose of: (i) promoting the Club and its commercial partners; and (ii) any other commercial activity; provided in each case that such use does not harm the reputation of the relevant individual whose image is used.

15 General

15.1 In the event that any of these Hospitality Terms and Conditions are declared void, ineffective or unenforceable by any competent court, the remainder of the Hospitality Terms and Conditions shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.

15.2 Each Purchaser acknowledges that the Club will hold and process data relating to them, which may include personal data for administrative and legal purposes. The personal data that is provided to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available on the Club's website.

15.3 The Club reserves the right to make amendments to these Hospitality Terms and Conditions from time to time, provided that the amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments in relation to the Season. Up to date versions of the Hospitality Terms and Conditions will be made available promptly on the Club's website, and hard copies will be available from the Club upon request.

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

15.5 By applying to purchase a Hospitality Package, Purchasers acknowledges that they have carefully read, understood and agree to adhere to and be bound by these Hospitality Terms and Conditions.

15.6 Nothing in these Hospitality Terms and Conditions shall give any person any automatic right of renewal or purchase in relation to any Hospitality Package for any subsequent football season unless specified on the Agreed Order Form.

15.7 Notwithstanding any other provision in these Hospitality Terms and Conditions and with the exception of any football authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Conditions of Issue. Nothing in these terms of 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.

15.8 These Hospitality Terms and Conditions and the Conditions of Entry, comprise the entire agreement between the Club and Purchasers and Guests in relation to the purchase and use of Hospitality Packages.

15.9 The Club shall be entitled to enforce these Hospitality Terms and Conditions against Purchasers and Guests. The Club shall at any time be entitled to assign, transfer or novate the benefit and subcontract the obligations due under these Hospitality Terms and Conditions.

15.10 These Hospitality Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

Section 3 - Seasonal Terms and Conditions

These Seasonal Terms and Conditions are subject to the General Terms and Conditions set out above, and the same definitions will apply. By purchasing a Seasonal Package, the Purchaser acknowledges that he has read, understood and agrees to be bound by the relevant sections of these Hospitality Terms and Conditions.

1. Eligibility

1.1 The Club's hospitality facilities are located in areas of the Stadium reserved for the Club's fans. Any Purchaser or Guest who is in breach of Condition in Section 2 above as regards behaviour and dress and or who is not a fan of the Club and / or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Stadium.

1.2 Seasonal Packages may (subject to availability) be bought for use in the following areas of the Stadium:

- a) The Gallery;
- b) Legends Lounge;
- c) Fosse Club;
- d) Banks Lounge; and
- e) Premier Lounge.

The applicable details, arrangements and policies applying in relation to the respective areas shall be communicated by the Club from time to time, including restrictions on the consumption of alcohol (including in terms of location and/or timing). In addition, the complimentary bar in The Gallery shall be subject to fair use and non-excessive consumption policy.

2. Payment

2.1 The Club shall invoice each Purchaser for the Fee due in respect of their Seasonal Package at the same time as or after the Club has sent the Order Form to that Purchaser (unless agreed otherwise on the Agreed Order Form). The Club may, acting in its sole discretion, agree an alternative payment arrangement with a Purchaser (which shall only be effective if in writing).

2.2 Where a booking is made for a Seasonal Package payment is required to be made on the earlier of thirty (30) days of the confirmation of purchase or fourteen (14) days prior to the date of the first relevant Match to which that Seasonal Package applies.

2.3 The Club reserves the right to charge administration fees on payments made using certain payment methods (for the avoidance of doubt, specifically including any payment made by American Express). Information of any such charges will be made available by the Club and it is the responsibility of the Purchaser to check payment information carefully.

2.4 Without prejudice to any other rights and remedies of the Club, if payment of any Fee due in respect of a Seasonal Package is not received by the Club by the relevant deadline for payment, the Club reserves the right to withhold tickets until payment is received or release the reservation.

2.5 Purchasers shall be invoiced by the Club from time to time for any additional fees incurred during the Season in connection with their Seasonal Package (such as those relating to the provision of additional food and drink consumed, merchandise, commemorative photographs etc.) which are not covered by any Fees paid for the Standard Hospitality Package ("**Additional Fees**"). The Club may, in its discretion either (i) require the Purchaser to pay the Additional Fees on the day they are incurred; or (ii) provide the Purchaser with an invoice on or after the event which must be paid within thirty (30) days of the date of invoice.

2.6 Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Fees or Additional Fees due in relation to a Seasonal Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover the costs of collection of the outstanding Additional Fees. The Club reserves the right to refuse entry to the Stadium and its facilities to any Purchaser and the Guests of any Purchaser who has an outstanding debt to the Club in relation to their Seasonal Package until payment of such debt has been received in full.

- 2.7 The Club reserves the right to charge the Purchaser for the cost of any repairs, cleaning, maintenance and/or replacement of the hospitality facilities and/or its contents resulting from any act or omission of the Purchaser and/or their Guests, except as a result of normal wear and tear.

3. Seasonal Package

- 3.1 The purchase of a Seasonal Package shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking and set out in the Order Form and shall be for all Premier League matches played by the Team during the Season (or part-Season, as indicated on the Order Form) at the Stadium. All additional matches played such as cup matches, European games or friendlies will be subject to an additional charge as determined by the Club. There is no obligation to purchase additional hospitality for these additional matches but, where purchased, any such matches will be subject to the terms and conditions governing your Seasonal Package.
- 3.2 Additional benefits relating to Seasonal Packages are available for purchase at an additional fee.

Section 4 – Match Day Terms and Conditions

These Match Day Terms and Conditions are subject to the General Terms and Conditions set out above, and the same definitions will apply. By purchasing a Match Day Package, the Purchaser acknowledges that he has read, understood and agrees to be bound by the relevant sections of these Hospitality Terms and Conditions (and any third party terms and conditions if applicable).

1. Eligibility

- 1.1 As regards Match Day Packages for Matches, the Club's hospitality facilities are located in areas of the Stadium reserved for the Club's fans. Any Purchaser or Guest who is in breach of Condition 4 in Section 2 above as regards behaviour and dress and/or who is not a fan of the Club and/or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Stadium.
- 1.2 Match Day Packages may (subject to availability) be bought for use in the following areas of the Stadium:
 - a) Legends Lounge;
 - b) Fosse Club;
 - c) Banks Lounge;
 - d) The Gallery; and
 - e) Premier Lounge;
 - f) 1884 Sports Bar
 - g) Reception Lounge; and
 - h) Keith Weller Lounge.

The applicable details, arrangements and policies applying in relation to the respective areas shall be communicated by the Club from time to time, including restrictions on the consumption of alcohol (including in terms of location and/or timing). In addition, the complementary bar in The Gallery shall be subject to fair use and non-excessive consumption policy.

2. Payment

- 2.1 The Fee due in respect of each Match Day Package shall be payable at the time of booking and shall be based on the classification of Match – Platinum, Gold and Fans.
- 2.2 Where a booking is made for a Match Day Package payment is required to be made on the earlier of thirty (30) days of the confirmation of purchase or fourteen (14) days prior to the date of the relevant Match.
- 2.3 Without prejudice to any other rights and remedies of the Club, if payment of any Fee due in respect of a Match Day Package is not received by the Club by the relevant deadline for payment, the Club reserves the right to release the booking.
- 2.4 Purchasers shall be invoiced by the Club from time to time for any additional fees incurred at the Match to which their Match Day Package relates (such as those relating to the provision of additional food and drink consumed, merchandise and/or commemorative photographs) ("**Additional Fees**"). The Club may, in its discretion either (i) require the Purchaser to pay the Additional Fees on the day they are incurred; or (ii) provide the Purchaser with an invoice on or after the Match which must be paid within thirty (30) days of the date of invoice.
- 2.5 Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Fees or Additional Fees due in relation to a Match Day Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover to costs of collection of the outstanding Fees or Additional Fees. The Club also reserves the right to refuse to sell any other Hospitality Package to the relevant Purchaser until all Fees and Additional Fees owing have been paid in full.
- 2.6 The Club reserves the right to charge the Purchaser for the cost of any repairs, cleaning, maintenance and /or replacement of the hospitality facilities and/or its contents resulting from any act or omission of the Purchaser and/or their Guests, except as a result of normal wear and tear.

3. Match Day Package

- 3.1 The purchase of a Match Day Package shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking.
- 3.2 Additional benefits relating to Match Day Packages are available for purchase at an additional fee.

Section 5 – Box Terms and Conditions

These Box Terms and Conditions are subject to the General Terms and Conditions set out above (and the Seasonal Terms and Conditions or Match Day Terms and Conditions as applicable), and the same definitions will apply. By hiring a Box, the Purchaser acknowledges that they have read, understood and agrees to be bound by the relevant sections of the Hospitality Terms and Conditions including these Box Terms and Conditions.

1. Rules of Hire

- 1.1 Purchasers may hire the use of a Box on a seasonal or one-off basis. In addition to these Box Terms and Conditions, Seasonal Box hire shall be subject to the Seasonal Terms and Conditions and single use Box hire shall be subject to the Match Day Terms and Conditions.
- 1.2 Boxes may be hired for the use of up to eight (8), ten (10), twelve (12), fourteen (14) or sixteen (16) people (subject to availability). If a Purchaser's party numbers are fewer than the maximum number applicable to the relevant Box to be used by that Purchaser, that Purchaser and their Guests may be required to share the relevant Box with members of another hospitality party.
- 1.3 All Purchasers who wish to hire a Box on a Seasonal Package must agree to and sign a separate box license agreement, in the form provided by the Club.

2. Box Package

- 2.1 The hire of a Box shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking.
- 2.2 Additional benefits relating to Boxes are available for purchase at an additional fee.

Section 6 - Car Parking Terms and Conditions

Further information to be issued by the Club to Purchasers during the course of the Season.

Section 7: Ground Regulations (Season 2020/21)

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition and the terms of the Supporter Code of Conduct. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual and/or audio-visual material and/or any information or data.

"Football Authority" means each of the Premier League, The English Football League (EFL) League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football

"Supporter Code of Conduct" means the code of conduct to be adhered to by all those attending the Grounds which can be found on – or accessed via – the Club's website or can be provided upon written request to the Club)

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1. that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations and/or the Supporter Code of Conduct and/or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
 - 1.2. whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
2. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended).
3. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
4. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.
5. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
6. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
7. The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
8. Further, you may not bring into the Ground:
 - 8.1. any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;
 - 8.2. any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

- 8.3. nor may you offer (either free or for sale by any person) any goods (including literature) of any nature,
- 8.4. without the express written approval of the Club's management.
9. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
10. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
11. The following acts are offences under the Football (Offences) Act 1991 (as amended):
- 11.1. The throwing of any object within the Ground without lawful authority or excuse.
- 11.2. The chanting of anything of an indecent or racist nature.
- 11.3. The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.
- 11.4. Conviction may result in a Banning Order being made.
12. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
13. Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
14. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
15. Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.
16. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) 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, or any other communication of any Material for any commercial purposes); and (ii) 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.
17. Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
- 17.1. Attempting to enter the Ground or being inside the Ground whilst drunk;
- 17.2. Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
18. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
19. Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may 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 they 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.
20. The copyright, database rights and any other intellectual property rights 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 paragraph 19 above, or pursuant to paragraph 16 above, or

otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the Premier League. You further agree (if and whenever required to do so by the Club and/or the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the Premier League absolutely and with full title guarantee.

21. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
22. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
23. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
24. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same)). Failure to comply with any instruction may lead to immediate ejection from the Ground.
25. By entering the Ground, all persons are acknowledging 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 game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into 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 these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.
26. All ticket holders agree that the Matches for which the 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.
27. Further to paragraph 25, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
28. Before entering the Ground you may be asked to undertake temperature checks and/or any other testing regarded as prudent in order to safeguard against COVID-19 risk. Please read the Data Protection Notice on the Clubs website relating to this use of your personal information
29. **Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.**

Section 8: COVID-19 Supplemental Seasonal Hospitality Terms and Conditions

Introduction

1. 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 Purchasers of Seasonal Packages in addition to the Seasonal Terms and Conditions. In the event of any conflict between these Supplemental Terms and the Seasonal Terms and Conditions, these Supplemental Terms shall prevail. Unless otherwise indicated, defined terms in these Supplemental Terms shall have the meaning given to them in the General Terms and Conditions and/or Seasonal Terms and Conditions. In this regard, in these Supplemental Terms references to "Purchasers" shall be limited to purchases of Seasonal Packages. The Club expressly reserves its right to amend these Supplemental Terms as it 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.

Seasonal Package Rights and Entitlements

2. A Seasonal Package shall entitle a Purchaser to the full rights and benefits attaching to such Seasonal Package, subject to the provisions of these Supplemental Terms, including Condition 6. As per the Seasonal Terms and Conditions, Seasonal Packages are for Premier League Matches only.
3. The Club shall determine the applicable capacity of the Stadium for each Match in its absolute discretion and shall have no liability to any Purchaser 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 and/or without (or with limited) hospitality being available.
4. For Matches played with the Stadium at full capacity, the Purchaser shall be entitled to access the Stadium for each Match forming part of the Seasonal Package 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 relevant hospitality lounge for all Seasonal Purchasers in respect of that lounge to attend the applicable Match(es), even if the Stadium is not operating at its maximum overall capacity for those Match(es). For example, if Government regulations and/or safety requirements allow the Stadium to be operated at a sufficiently high percentage of its maximum capacity such that all Seasonal Purchasers in a particular lounge can attend, but restrictions remain in place which do not allow all other typical categories of spectator to attend (e.g. away fans, Purchasers in other lounges, and/or "general admission" season ticket holders and/or match-by-match spectators), the Stadium will nonetheless be considered to be operating at "full capacity" for the purposes of these Supplemental Terms.
5. For Matches played behind closed doors, the Purchaser will have no right to access the Stadium.
6. For Matches played with the Stadium at limited capacity, if not all Purchasers in respect of any individual hospitality lounge can be accommodated in such lounge for such Match, the Club shall operate a ballot process in order to allocate the available capacity to such Purchasers. Such ballot process shall (subject to the Club's right to amend the same as it determines appropriate) operate on a lounge-by-lounge basis, in respect of the Purchasers for each affected lounge, as follows:
 - A. The Club shall communicate the ballot application process to the relevant Purchasers. A separate ballot shall be held for each Match.
 - B. The ballot for each lounge will be drawn at random, subject to: (i) the Club providing for the optimal combination of group and individual entries to ensure the Stadium configuration maximises the number of tickets and/or limited capacity available; and (ii) Condition 6D.

- C. Each Purchaser successful in the ballot shall be entitled to purchase a Ticket for the relevant Match at the applicable hospitality price for such Ticket. Such Ticket must be purchased in accordance with a process and timeframes directed by the Club and if the Purchaser fails to do so then the right to purchase such Ticket shall be automatically forfeited (but, for the purposes of the ballot rules, the Purchaser shall still be treated as having been successful in the ballot for the relevant Match).
- D. The Club provides no guarantee that any Purchaser will be successful in any ballot(s). However, in order to provide each Purchaser with an equal opportunity to obtain Tickets, the ballot will operate on a lounge specific cycle based on the total number of Purchasers and the available capacity, in each case for the specific lounge. Purchasers who apply for every Match within a cycle are expected to have the best opportunity of being successful in at least one ballot in that cycle. For the avoidance of doubt, if a Purchaser does not enter into every ballot in a cycle, there is a reduced likelihood of such Member being successful in at least one ballot in such cycle.

To facilitate this mechanism, the Club reserves the right (where the Club considers it appropriate to ensure a fair distribution of hospitality places between Purchasers) to exclude Purchasers who have been successful in one ballot in any cycle from participating in any further ballots in such cycle.

For example, if the Club has 500 Purchasers in a specific lounge and its capacity for Purchasers is limited to 250 per Match, ballots would run on a consecutive two-game cycle in order to provide an opportunity for all Purchasers who enter into every ballot in such cycle to have at least one successful ballot application in that cycle.

For the avoidance of doubt, a Purchaser shall be treated as having been successful in a ballot in a particular cycle irrespective of whether or not the relevant Ticket is actually purchased (as described in Condition 6C above) and/or the relevant Match is actually attended.

- E. Purchasers who are successful in the ballot are not guaranteed access to their usual seat in the stadium bowl or their usual lounge. In order to maximise attendance when the Stadium is operating with social distancing and at reduced capacity, the lounge access and specific seats which are made available for purchase for each Match will be determined by the Club in its absolute discretion and allocated into different sized groupings (for purchase by equivalent sized groups of successful Purchasers), and the Tickets for such Matches will be made available on a first come first served basis to those successful in the ballot.
- F. If a group ballot application is successful, the applicant will only be able to purchase the number of tickets equal to the number in their ballot application.
- G. For a Supporter with a Disability, the General Terms and Conditions shall continue to apply and, accordingly, where such Purchaser obtains a ticket through a ballot, such ticket shall include a free personal assistant seat (and all other elements of the Hospitality Package (including the provision of food and drink) are to be paid at the full prevailing rate – i.e. the cost is for a full package less the ticket price within such package).
- H. 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 Purchaser shall forfeit their applicable rights as a result of a failure to comply with the same,

Charges

- 7. As a result of the current uncertainty regarding the Stadium capacity for each Match and the implementation of the “agile” approach to ticketing allocation referred to in these Supplemental Terms, a flexible payment model will be implemented for Purchasers, as follows:

- A. In order to secure a Seasonal Package and its associated rights and benefits for the Season (including the ability to enter into ballots), an initial payment shall be due, (all being exclusive of VAT, which shall be payable in addition) of: £400 for The Gallery, £350 for the Premier League Lounge, £300 for the Legends Lounge and £250 for the Banks Lounge ("**Initial Fee**").

The Initial Fee is deductible from the further payment due from each Purchaser if the Stadium is able to operate at full capacity during the Season, as set out in Condition 7C below.

If the Stadium does not operate at full capacity at all during the Season, the Initial Fee shall be credited against the price of the relevant Seasonal Package for the 2021/22 season.

If the Stadium does operate at full capacity during the Season, but it only does so for a small number of Match(es) and, as a result, the Initial Fee cannot be deducted in full from the further payment due as set out in Condition 7C below (i.e. because the further payment which is due is less than the amount of the Initial Fee which has already been paid), the portion of the Initial Fee which cannot be deducted from such further payment shall be credited against the price of the relevant Seasonal Package for the 2021/22 season.

- B. Limited Capacity – upon a Purchaser being successful in a ballot, a hospitality package will be available to purchase at the applicable price for the relevant Match. This price will be the match-by-match price of the Purchaser's usual seat and Seasonal Package. There shall be no deduction of any part of the Initial Fee from the price payable for hospitality packages following a ballot.
- C. Full Capacity – if it is confirmed that the Stadium is able to operate at full capacity, full payment for the Seasonal Package will immediately become due from the Purchaser in respect of the Seasonal Package for the remainder of the Season.

For these purposes, the price of the Seasonal Package for the remainder of the Season will be equal to the per Match cost of the Seasonal Package (calculated on an equal pro rata basis, as referred to below) multiplied by the number of remaining Matches in the Season in respect of which the Seasonal Package relates/applies following the Stadium becoming available at full capacity, less the Initial Fee already paid for that Seasonal Package under Condition 7A above.

For the purposes of calculating the per Match cost of each Seasonal Package, the full Seasonal Package price (as published by the Club) will be apportioned for each Match in respect of which the Seasonal Package relates/applies on an equal pro-rata basis (i.e. if a Seasonal Package was for 19 Premier League Matches, the cost per Match = total cost of the Seasonal Package divided by 19 Matches).

For example, if:

- a Purchaser pays an Initial Fee of £350 (plus VAT);
- the published full-season price of their Seasonal Package is £3000 (plus VAT), and the per-Match cost of that Seasonal Package is therefore £158 (plus VAT) (£3000 (plus VAT) divided by 19 Premier League Matches in the Season); and
- the Stadium becomes available at full capacity with 10 Premier League Matches remaining,

then the price due from that Purchaser upon confirmation that the Stadium is able to operate at full capacity shall be equal to:

$\pounds 158$ (plus VAT) (per-Match price) x 10 (remaining matches) = $\pounds 1580$ (plus VAT), less $\pounds 350$ (plus VAT) (Initial Fee) = **$\pounds 1230$ (plus VAT)**.

- D. The ability for Purchasers to make payment via a payment plan may be available in respect of the Initial Fee and/or the balance due in respect of a Seasonal Package when the Stadium becomes available at full capacity.

Attendance at Matches

8. Each Ticket will be strictly non-transferable and will include the name of the attendee to whom such Ticket has been issued.
9. All attendees are requested to bring photo ID to a Match they attend when the Stadium 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.
10. By purchasing a Seasonal Package, entering into a ballot and/or attending any Match, the Purchaser (and their Guests, if applicable) 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. The Purchaser and Guest(s) will each 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 by the Purchaser and/or Guest(s) will prevent that individual from attending the relevant Match. If, at any time before the relevant Match, the Purchaser's or any Guest's circumstances change, such that the responses to such health questionnaire are no longer accurate, the Purchaser and/ or the relevant Guest(s), must notify the Club, and the Purchaser and/or the relevant Guest(s) must not then travel to the Stadium for the Match.
11. Whilst the Stadium 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. The policy on Tickets when the Stadium returns to full capacity will be issued in due course.
12. All Ticket holders are required to comply with applicable laws/regulations, Government guidance and the Club's directions (including its COVID-19 Supporter Code of Conduct) in connection with their attendance at the Stadium. This shall include a strict requirement that ticket holders do not attend the Stadium in the event that they are required to self-isolate (and no refunds shall be due in such circumstances, unless the Club determines otherwise in its absolute discretion).
13. The Club's COVID-19 Supporter Code of Conduct is binding upon the Purchaser (and all Guests, if applicable), will be communicated to Purchasers and displayed at the Stadium and shall be subject to update in the Club's absolute discretion.

Section 9: COVID-19 Supporter Code of Conduct

This COVID-19 Supporter Code of Conduct forms part of the terms and conditions and expected behaviour which are applicable to your attendance at the King Power Stadium. It may be updated at short notice, as circumstances change in respect of the COVID-19 pandemic.

YOU MUST READ AND AGREE TO FOLLOW THIS CODE AT ALL TIMES. IF YOU ARE ATTENDING WITH OTHER MEMBERS OF YOUR SOCIAL BUBBLE, PLEASE MAKE SURE THEY HAVE ALSO READ THIS CODE OF CONDUCT, AND PLEASE MAKE SURE THAT THEY COMPLY WITH IT AT ALL TIMES.

THIS CODE IS DESIGNED TO HELP CREATE A SAFE AND ENJOYABLE ENVIRONMENT AND TO PROTECT YOU AND YOUR FELLOW SUPPORTERS. TO ASSIST OUR STAFF AND STEWARDS PLEASE TAKE THE TIME TO KNOW WHAT IS EXPECTED OF YOU. IF YOU DO NOT COMPLY WITH THIS CODE, YOU MAY BE DENIED ENTRY OR ASKED TO LEAVE THE STADIUM AND MAY SUFFER FURTHER SANCTIONS AT THE SOLE DISCRETION OF THE CLUB.

Before purchasing a ticket, and again before attending a match, it is your responsibility to decide whether it is appropriate for you to attend the match, taking account of the associated risks and your vulnerability status. This will include careful consideration based on your own personal circumstances and those of your social bubble (including your age, group size and make up, health status and susceptibility to infection).

The Club cannot eliminate the risk of COVID-19. Therefore, if, based on your own health status and/or that of those in your family and/or social bubble, you feel uncomfortable with the risk, you should not attend a match.

Tickets will be available for purchase by, and entry to the Stadium will be granted to, home supporters only. A section of the stadium may be dedicated to supporters of the away team – the Club will abide by the Government and Premier League regulations in place at the time of the fixture.

Any group booking of tickets must only be used by people within the same social bubble, as the seats allocated to your group will not be socially distanced from each other.

You MUST NOT attend a match if:

- you or anyone else you are attending with has any COVID-19 symptoms (a temperature of 37.8 degrees or above, a new continuous cough, a loss of sense of taste/smell, or any other symptoms officially recognised as being symptoms of COVID-19), and/or is required to self-isolate
- you live in an area where there is a local lockdown in place and/or if local travel restrictions or other COVID-19 restrictions are in place which mean you cannot or should not travel to or attend the Stadium.

Please be aware that:

- you will be required to complete a health questionnaire before you come to a match, which will include a requirement for you to declare that you not suffering from any symptoms of COVID-19 and that you have complied with any applicable Government rules and guidance in relation to any recent travel outside of the UK. If, after you have provided this declaration, any of your circumstances change, such that any of your previously provided responses are no longer accurate, you **MUST** notify the Club, and you **MUST NOT** then travel to the match;
- as a condition of purchasing or being allocated a ticket, you **MUST** also provide your contact details and those of all others in your party to support and assist NHS Test and Trace. You (or the other members of your party) **MUST NOT** attend the match if you do not provide these details and you must inform the Club if, at any point prior to Stadium entry, your details change.
- You may be required to undergo a non-invasive temperature check prior to your entry into the Stadium on match day.

Please read the Club's Data Protection Notice at www.lcfc.com/terms relating to this use of your personal information.

Supporters' Behaviour

We can all help to keep each other as safe as possible by respecting social distancing and by avoiding acting in a way that might risk the health of other spectators and staff.

Naturally, we will expect you to comply with all current laws, government and public health authority guidelines and regulations when attending the Stadium, including those relating to COVID-19, in the interests of everyone's safety.

In addition, you MUST:

- Bring a face-covering, which must be worn at all times on entry to, exit from and in all areas inside the Stadium grounds (unless you are exempt in line with Government guidance and have contacted the Club in advance to this effect). This includes while seated in the Stadium bowl, within concourses, queues, and toilets. Face coverings may be only removed temporarily while eating/drinking. Where possible, please also bring a spare.
- Plan your journey in advance and, if using public transport to make your way to and from the Stadium, wear a face covering.
- Ensure your ticket is loaded on to your smartphone and can be displayed. Arrangements will be made for print-at-home for those without smartphones – your entry will still be contactless.
- Arrive in good time. Make sure in advance that you know where your entry point is, as this may differ to your usual entry point, and make sure you are at your entry point by any entry time which may be specified on your ticket, in order to go through all the necessary entry procedures in and around the Stadium.
- Bring Photo ID, as this may be requested on entry in order to prove you are the named ticket holder to gain entry to the Stadium. Tickets are non-transferable under any circumstances.
- Follow any instructions or requests given to you by stewards or other Stadium staff to ensure that the Stadium is carefully managed, for everyone's safety.
- At all times, and in all parts of the Stadium, observe social distancing and, wherever possible, stay within your social bubble. Avoid hugs, high-fives and any other form of close contact with others who are not in your social bubble and remain aware of the movements of others at all times.
- Supervise any children attending with you and ensure that they (and any others attending with you) comply with social distancing and this Supporter Code of Conduct at all times.
- To maintain social distancing, only sit in the seat with the seat number that matches your ticket.
- King Power Stadium is an all seater stadium and standing is not permitted to watch the match.
- If you do need to leave your allocated seat, wait for a time when the gangway is clear and always follow the signs indicating which way to go. Please listen to the safety stewards - they are there to help!
- When moving past other supporters in seated areas, please turn your back as you pass, in order to avoid close face-to-face contact.
- When using the Stadium's amenities, such as food and drink outlets, or concessions, follow relevant signage, and avoid queues wherever possible. Where this is not possible, you must follow social distancing guidelines. All payments at King Power Stadium will be contactless. Check online prior to match day for further information about these facilities as it may not be possible for the Club to open food and drink outlets on a matchday.
- Toilet facilities will be subject to COVID-19 distancing guidelines. Please comply with instructions given by Stewards when queuing for and entering the toilet areas.

- Maintain good hand hygiene – wash or sanitise your hands regularly using the sanitiser dispensers provided, and avoid touching your face, or other commonly touched surfaces such as handles, railings etc, whenever possible. Supporters are also encouraged to bring their own hand sanitiser, in bottles no larger than 50ml.
- Please observe respiratory etiquette and respect those fellow supporters and others within and outside of your social bubble – always ensure your mouth remains covered if needing to cough or sneeze, using your face covering, a tissue and/or the crook of your elbow as appropriate. Tissues should be disposed of carefully and safely, and you should ensure you wash or sanitise your hands appropriately.
- Raise any cleaning issues you may identify with the nearest steward, so they can be dealt with quickly. The Club has an increased cleaning regime in place, in line with government guidance.
- Avoid excessive shouting, singing, or celebrating, given the risk of transmission of COVID-19, and take a respectful and responsible approach at all times to fellow supporters and others in your vicinity.
- When exiting the Stadium, please follow social distancing and adhere to all signage and steward guidance to all exit routes.

You MUST NOT:

- Gather outside of the Stadium before or after the match in a way that breaches social distancing rules.
- Engage in any conduct that is intended to transmit the COVID-19 virus to another person or any conduct that can be reasonably construed to be intending to transmit the COVID-19 virus to another person. If you do, you will be ejected from the Stadium, the Police will be contacted and you will be subject to the Club's sanction tariff, including but not limited to a lifetime ban.

If you feel ill or develop any COVID-19 symptoms while at the match please contact your nearest steward, who will direct you to the appropriate medical facility.

All other terms and conditions and Ground Regulations will continue to apply to your attendance at the Stadium, and you must continue to comply with them.

Section 10 – LCFC Supporters with a Disability – Additional Terms and Conditions

1. The following additional terms and conditions shall apply to any Supporter with a Disability that has been registered with the Club. A Supporter with a Disability shall mean any supporter of the Club who has a physical or mental disability that has a "substantial" and "long term" negative effect on their ability to do normal daily activities.
2. Supporters with a Disability who can provide the Club with any of the following as proof of their disability shall be entitled to purchase a Hospitality Package under the applicable criteria. This Hospitality Package shall include the opportunity to purchase a free personal assistant ticket for each Match attended by the Supporter with a Disability (provided that all other elements of the Hospitality Package (including the provision of food and drink) are to be paid at the full prevailing rate) – i.e. the cost is for a full package less the ticket price within such package). The qualifying criteria is as follows (or as otherwise determined at the discretion of the Club):
 - Enhanced rate of Personal Independent Payment (PIP) for mobility;
 - Receipt of the Disability Living Allowance at Middle/Higher Rate;
 - Receipt of the Attendance Allowance;
 - Receipt of the Severe Disablement Allowance;
 - Blind or partially sighted registration certificate, CredAbility Access Card; and/or
 - Any other special documentation at the discretion of the Club.

There are no concession prices within the Club's hospitality area.

Proof of disability must be provided to the Club at least four (4) weeks prior to the start of the Season for Seasonal Packages and as directed by the Club for Match Day Packages. Where such proof is not provided, the Club reserves the rights to cancel the Hospitality Package and/or personal assistant ticket.

3. Any ticket (of whatever nature) provided for a personal assistant for a Supporter with a Disability is provided in order for the personal assistant to care for Supporter with a Disability and is only valid when the personal assistant is accompanying the Supporter with a Disability.
4. Any abuse of these Terms and Conditions by any personal assistant may result in ejection from the Stadium and cancellation of the Hospitality Package without refund. For the avoidance of doubt all personal companions/carers are required to comply with these Terms and Conditions, including the Conditions of Entry.
5. The personal assistant should sit with the Supporter with a Disability to assist them and whilst the Club accept that the personal assistant may be another Supporter with a Disability or a young person, the Club requests that the personal assistant is fully capable of meeting the needs of the Supporter with a Disability. It should also be noted that when entering the Stadium, the personal assistant must enter at the same time as the Supporter with a Disability. Although a Supporter with a Disability can enter the Stadium on their own, the personal assistant will not be admitted without being in the presence of the Supporter with a Disability.
6. Personal assistant tickets are transferable, however the Ticket for the Supporter with a Disability is not. Should any Supporters with a Disability or personal assistant be found to be abusing these Terms and Conditions or any other policy relevant to Supporters with a Disability, the Club reserves the right to deny entry or to take further action (which may include the suspension and/or cancellation of the assistant tickets/Hospitality Package).
7. The Ticket for the Supporter with a Disability can only be used by the named individual and is not transferable and details of the personal assistant must be provided to the Club.
8. The Club will make every effort to allocate the personal assistant with a seat adjacent to the Supporter with a Disability, however, if this is not possible, the Club will allocate the closest available seat in proximity to the Supporter with a Disability.
9. Please note that stewards and members of staff may carry out checks on all Purchasers and/or ticket holders. Any abuse of the scheme for Supporters with a Disability will be dealt with severely and will

result in the loss of the applicable Hospitality Package and the right to eject the individuals from the Stadium.