

July 2023



LEICESTER CITY FOOTBALL CLUB

HOME MATCH TICKET 2023/2024

TERMS AND CONDITIONS

Definitions

In these Home Match Ticket Terms and Conditions, the following words and phrases shall have the following meanings (unless stated otherwise):

"Club" means Leicester City Football Club.

"COVID-19 Supporter Code of Conduct" means such (if any) COVID-19 supporter code of conduct issued by the Club from time to time which may set out certain terms and conditions (in addition to the Ground Regulations) as a consequence of the COVID-19 pandemic and upon which supporters are granted entry to the Stadium, a copy of any such code of conduct to be communicated to the purchaser, available on the Club website and displayed at the Stadium.

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

"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.

"Home Match Ticket" means a digital ticket or any other form of ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to the Match.

"Match" means that first team football match in which the Club participates and that takes place at the Stadium during Season 2023/2024 as designated upon the ticket to which these Home Match Ticket Terms and Conditions apply.

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

"PL Commitment" means the Premier League's Commitment regarding abusive and discriminatory conduct (which can separately be found on or accessed via the Premier League's website or (where applicable) the Club's website at www.lcfc.com/terms, and can be provided upon written request to the Club).

"Stadium" means King Power Stadium, Filbert Way, Leicester LE2 7FL and all other locations owned, occupied or utilised by the Club.

"Terms and Conditions of Entry" means (as applicable) each of the rules and regulations of any Football Authority, the Ground Regulations, the PL Commitment, any COVID-19 Supporter Code of Conduct, these Home Match Ticket Terms and Conditions, and any other relevant terms and conditions of the Club (including but not limited to the Club's Season Ticket Terms and Conditions and Membership Terms and Conditions).

"Visiting Club" means the football club playing against the Club at the Stadium.

1. Issue of Home Match Ticket

- 1.1. The issue of a Home Match Ticket and subsequent access to the Stadium is subject to the Terms and Conditions of Entry (as amended from time to time).
- 1.2. Tickets in the Home Section (being the area of seating at the Stadium which is designated for use by supporters of the Club) are available for purchase by supporters of the Club only. Tickets in the Away Section (being the section of the Stadium which is designated for use by supporters of the Visiting Club) are available for purchase by supporters of the Visiting Club only. By applying to purchase one or a number of Home Match Tickets, you hereby warrant and represent that you are either (i) a supporter of the Club, if the seat purchased under your Home Match Ticket is located in the Home Section; or (ii) a supporter of the Visiting Club, if the seat purchased under your Home Match Ticket is located in the Away Section; and (iii)

that the personal details you have provided are true and accurate. The Club reserves the right to liaise with Visiting Clubs in respect of the identities of supporters. If the Club becomes aware that you are a supporter of the Visiting Club and you have purchased a Home Match Ticket in the Home Section, the Club reserves the right to cancel your Home Match Ticket without any reimbursement to you.

- 1.3. The Club celebrates diversity and works to create an experience on matchdays and non-matchdays that is safe and enjoyable for all. The Club welcomes all to the Stadium, regardless of age, disability, gender, race, faith, sexual orientation or any other protected characteristic. The Club will not tolerate behaviour (whether verbal, physical, written or otherwise) that is anti-social, discriminatory, offensive, racist, homophobic, threatening, abusive or otherwise targets someone because of their protected characteristic. If the Club finds any supporter committing any of the above offences or behaviours at, around or on the journey to/from the Stadium, any other Club premises or any other football stadium, or via online media or any other media, the Club shall be entitled to impose on the supporter such sanction as it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal of the supporter's Home Match Ticket(s) without reimbursement and/or the removal of any Club benefits (including but not limited to priority points). In addition, such supporter could face arrest and prosecution by the police.
- 1.4. 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).
- 1.5. The Club reserves the right, at its absolute discretion, to (i) eject any person, including a Home Match Ticket holder, from the Stadium, (ii) refuse entry to the Stadium, (iii) suspend any person, including a Home Match Ticket holder, for a period of time as determined by the Club, or (iv) withdraw any Home Match Ticket(s) (including any associated benefits, such as priority points) without reimbursement, if (a) the supporter fails to comply with any of the Terms and Conditions of Entry; or (b) the supporter is prohibited (by law or otherwise) from attending the Stadium or any other sporting venue anywhere in the world; or (c) the supporter's 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 supporter (or any person in possession of the relevant Home Match Ticket) engages in any abusive, dangerous or other unacceptable behaviour (including but not limited to that listed in Condition 1.3 above) in, around or on the journey to/from the Stadium, any other Club premises or any other sporting venue anywhere in the world, or via online media or any other media. Supporters are expected to show respect to all staff, supporters and other members of the public; behaviour that falls below the Club's expectations in this regard could result in Home Match Tickets being revoked without reimbursement or in any of the other sanctions outlined in this Condition. Where a Home Match Ticket is withdrawn or cancelled following a determination that a Home Match Ticket holder engaged in prohibited activity under the PL Commitment, the Club will also notify the Premier League which will in turn notify all football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.
- 1.6. Persistent standing is not permitted within the Stadium during play, as it may compromise supporter safety, disrupt the view of fellow supporters and endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter found to be persistently standing in the view of the Club may immediately be ejected and the Club reserves the right to impose such sanction as it considers appropriate in the circumstances (which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal

of the supporter's Home Match Tickets for future Matches without reimbursement and/or the removal of any Club benefits (including but not limited to priority points)).

- 1.7. In order to preserve the safety of supporters and fans, **the Club does not permit children under the age of two to attend matches at the Stadium.**
- 1.8. Children under the age of 16 must be accompanied by a person over the age of 18 when attending a Match at the Stadium, for their own safety and the safety of the Club's supporters.
- 1.9. By attending any Match, you hereby acknowledge and agree that your attendance at the Match is at your 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.

2. Admission to the Stadium

- 2.1 By purchasing and/or accepting and/or holding a Home Match Ticket and/or using a Home Match Ticket to gain access to the Stadium, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms and Conditions of Entry.
- 2.2 All persons (including children) must have a valid Home Match Ticket when entering the Stadium. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid card or Home Match Ticket, and any other relevant supporting information and/or documents relating to the Home Match Ticket.
- 2.3 A Home Match Ticket permits you to gain access to the Stadium, attend the Match and occupy the seat indicated on the Home Match Ticket or such other alternative seat of equivalent value as the Club may allocate to you at its reasonable discretion. All access to the Stadium pursuant to a Home Match Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 2.4 Nothing in these Home Match Ticket Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Home Match Ticket in any subsequent Match or season.
- 2.5 Save as set out in Condition 2.6 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Stadium and/or the Stadium, nor may you bring into the Stadium or use within the Stadium (or provide to, facilitate or otherwise assist another person to use within the Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the relevant Football Authority (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 and to all Material that you produce at the Stadium in relation to a Match, any players or other persons present in the Stadium and/or the Stadium (whether produced in breach of this Condition 2.5 or pursuant to Condition 2.6 below, or otherwise) is hereby assigned to the relevant Football Authority (or other relevant governing body, as directed by the Club) and/or the Club, including by way of present assignment of future copyright pursuant to Section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the relevant Football Authority (or other relevant governing body, as directed by the Club) and/or the Club) to promptly execute all

instruments and do all things necessary to vest the right, title and interest in such rights to the relevant Football Authority (or other relevant governing body, as directed by the Club) and/or the Club absolutely and with full title guarantee.

- 2.6 Mobile telephones and other mobile devices are permitted within the Stadium PROVIDED THAT (a) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (b) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published nor otherwise made available to any third parties including, without limitation, via social networking sites.
- 2.7 Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use, wear, or display within the Stadium any sponsorship, promotional or marketing materials.
- 2.8 You shall not offer or distribute (either free or for sale by any person) within the Stadium any consumer article or commercial product of any nature.
- 2.9 The Club reserves the right to refuse admission to, or eject from, the Stadium any person who fails to comply with the Terms and Conditions of Entry.
- 2.10 Without prejudice to the representation at Condition 1.2 above, and in light of the Club's supporters being grouped together in designated areas, any attempt to gain access to the Home Section of the Stadium wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Visiting Club, may result in admission being refused or you being ejected from the Stadium and in such circumstances no refund or alternative seat will be offered. The Club also reserves the right to cancel any tickets in advance of a Match where the Club reasonably suspects such tickets may be used by a visiting supporter and/or eject from the Stadium any visiting supporters sitting in the areas reserved for home supporters, without reimbursement, and to impose on the relevant purchaser such sanction as it considers appropriate in the circumstances.
- 2.11 Home Match Ticket holders 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.

3. Use of Home Match Ticket

- 3.1 The Home Match Ticket is issued for your sole use, and you shall not sell, dispose of, assign, transfer or otherwise deal with the Home Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Home Match Ticket for any commercial purpose. The Club reserves the right to ask you for identification when using a Home Match Ticket.
- 3.2 The unauthorised sale or disposal of a Home Match Ticket 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. This includes but is not limited to:
 - a) offering to sell a Home Match Ticket (including, without limitation, via any website or online auction site);
 - b) exposing a Home Match Ticket for sale;
 - c) making a Home Match Ticket available for sale by another person;

- d) advertising that a Home Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that a Home Match Ticket may not be offered as a prize in any promotion or competition;
- e) transferring, lending or selling a Home Match Ticket to any third party as part of a hospitality or travel package; and
- f) giving (or offering to give) a Home Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so);

all save as expressly authorised by the relevant Football Authority or the Club.

- 3.3 The Club may inform the police as soon as it becomes aware that a Home Match Ticket is being or has been sold or disposed of illegally. If you are convicted of a ticket touting offence, or the Club reasonably suspects you have committed such an offence anywhere in the world, the Club reserves its right to impose any of the sanctions outlined in condition 1.5 above and to notify the relevant Football Authority who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that the Club shares may include your personal data, including name, contact details, information about the offence and information about ticket purchases (including payment details). You acknowledge that the Club will process your personal data in accordance with the Club's Privacy Policy, which can be found at LCFC.com/terms. The Club will use this data to identify and prevent ticket touting offences and disorder at matches. If you suspect that ticket touting is taking place in or around the Stadium, the Club requests that you promptly report your suspicions to the Club and the police.
- 3.4 The Home Match Ticket will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Home Match Ticket at any time. The Club reserves the right to carry out spot checks in and around the vicinity of the Stadium to verify the use of any Home Match Tickets is in compliance with these Home Match Ticket Terms and Conditions.
- 3.5 Any Home Match Ticket obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Home Match Ticket shall be nullified. Any person seeking to use a Home Match Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Stadium or remain at a Match will be considered to be a trespasser and may be refused entry to, or ejected from, the Stadium in respect of a particular Match and/or may have their Home Match Ticket(s) cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this Condition 3.5, no refund shall be payable. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including but not limited to imposing a ban on such supporter for future home and/or away matches, the removal of any further right or ability to purchase Home Match Tickets and/or away match tickets, and/or the removal of any Club benefits (including but not limited to priority points).
- 3.6 If a Match Ticket holder suspects that ticket touting is taking place in or around the Stadium or online, the Club requests that such suspicions are promptly reported to the Club and the police.

4. The Family Area

- 4.1 The designated Family Area is comprised of certain sections of blocks P2 and P3 in the North Stand.
- 4.2 The conditions of purchasing Home Match Tickets for, and sitting in, the Family Area, are that adults must be seated with at least one Under-18 as part of their party and at a ratio of a

maximum of two adults per junior concession (Under-8s/10s/12s/16s/18s) e.g. two adults and five children are allowed in one party, whereas five adults and two children are not allowed in one party. A maximum of four adults are allowed with two children. The party must purchase their Home Match Tickets in the same transaction and always enter the Stadium together.

- 4.3 All Family Area Home Match Ticket holders who form part of the same party must enter the Stadium together, i.e. with children. The Club reserves the right to relocate or refuse entry to any ticket holders where the adult to child ratio does not meet the criteria described in Condition 4.2. Any upgrades or relocations may be subject to a price increase.

5. Changes to Dates, No Refunds and Exchanges

- 5.1 No guarantees can be given by the Club that the Match will take place at a particular time or on a particular date. Match dates may be subject to change from time to time due to reasons beyond the Club's control (including, without limitation, television scheduling, cup competitions, participation in European tournaments by other clubs, or postponement due to adverse weather conditions). The Club reserves the right to reschedule any Match without notice and without any liability. Changes will be announced on the Club's social media channels.
- 5.2 Subject to Conditions 11.1-11.3 (COVID-19) below, in the event of the postponement or abandonment of the Match (or if the Match has, for any reason, to be played out of view of the public or with limited/restricted attendance with the result that you are unable to use the relevant Home Match Ticket), you will be entitled to receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates from time to time. The Club will have no further liability whatsoever.
- 5.3 Subject to Conditions 11.1-11.3 (COVID-19) below, Home Match Tickets are non-refundable and non-transferable if you are unable to attend a fixture for any reason. Refunds will only be considered in exceptional circumstances and any refunds will be solely at the Club's discretion. In all cases, the Club's decision is final. Where any Home Match Tickets are purchased from a reseller (and not the Club), the Club shall not be liable for any refunds of Home Match Tickets purchased under any circumstances whatsoever.
- 5.4 Home Match Tickets cannot be downgraded for any supporter who would qualify for a lower concession price.

6. Forgotten, Lost, Stolen or Damaged Home Match Tickets

- 6.1 In order to gain admission to the Stadium, the Home Match Ticket must be presented (in its entirety) at the Match.
- 6.2 The Club shall not be obliged to issue any replacement for a forgotten, lost, stolen or damaged Home Match Ticket. Where the Club agrees, at its discretion, to issue a replacement for a forgotten, lost, stolen or damaged Home Match Ticket, this shall be subject to a non-refundable reissuing charge of £5.
- 6.3 Where the Club agrees to issue a replacement Home Match Ticket in accordance with Condition 6.2, the Club will request the presentation of photographic ID (and in the event that the supporter is below the age of 18, written permission from a supporter who is over the age of 18 and who will accompany the supporter to the Home Match) before the Home Match Ticket can be reprinted and/or reissued. Please note, in the event that such proof of identification and/or written permission is not presented to the Club on request, the Club cannot guarantee that a replacement Home Match Ticket will be issued. In such cases, the Club's decision is final.

7. Cancellation and Withdrawal of Home Match Tickets

7.1 The Club may remove any person, including any Home Match Ticket holder, from the Stadium whom it, acting reasonably:

7.1.1 believes to be the subject of a banning or other order prohibiting them from entering the Stadium or any other Stadium;

7.1.2 considers to be using, or have used, through any means (including in person, via social media, via any messages and/or via any telephone calls) any rude, threatening or abusive language or behaviour to, or in respect of, any contractor, employee or agent of the Club, or any other spectator (including, without limitation, any language or behaviour relating to an individual's or group's colour, race, nationality, ethnic or national origins, sex, marital status, religion, age, disability and/or other characteristics);

7.1.3 considers to be in breach, be likely to breach, or have breached, any other provision of the Terms and Conditions of Entry; or

7.1.4 believes to be behaving in such a manner as will, or is likely to, cause a hazard to safety or security, or cause any contravention by such person or the Club of:

7.1.4.1 any laws or regulations, including the terms of any health and safety, operating or other certificate, licence, consent, permit, approval or other authorisation, applicable to such person or entity or the Stadium; or

7.1.4.2 any restrictions imposed by the police or any other relevant authority in relation to the Match from time to time.

7.2 Without prejudice to any other remedies it may have, the Club shall have the right, at its absolute discretion, in the case of any serious or persistent breach of the Terms and Conditions of Entry to cancel and withdraw any Home Match Ticket issued to you. In the event of such cancellation, no refund will be paid. Without prejudice to the general nature of the above, examples of a serious breach of the Terms and Conditions of Entry include but are not limited to the following:

7.2.1 smoking or vaping in designated non-smoking areas;

7.2.2 being (or appearing to be) drunk or intoxicated;

7.2.3 persistent standing in seated areas whilst the Match is in progress;

7.2.4 the sale or transfer (save as permitted) of a Home Match Ticket to any person;

7.2.5 the deliberate misuse of a Home Match Ticket;

7.2.6 any misrepresentation in relation to Condition 1.2 above;

7.2.7 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

7.2.8 the throwing of any object within the Stadium that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;

7.2.9 whether at the Stadium or travelling to a Match:

7.2.9.1 the use of foul, obscene, abusive, and/or racist language and/or gestures;

7.2.9.2 the chanting of anything of an indecent, threatening, abusive or racist nature;

- 7.2.9.3 fighting, or engaging in and/or inciting violence;
- 7.2.10 bringing any of the following into the Stadium (or using them within the Stadium): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
- 7.2.11 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 7.2.12 the supply of any misleading or incorrect information in any application;
- 7.2.13 any prohibited activity as defined in the PL Commitment or any other activity in contravention of the PL Commitment;
- 7.2.14 any breach of Conditions 2.5, 2.6 or 2.7 above; and/or
- 7.2.15 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Home Match Ticket.
- 7.3 The Club may conduct security searches where it has reason to believe that any of the breaches set out in Condition 7.2 has either occurred or may occur.
- 7.4 In the event that your Home Match Ticket is withdrawn or cancelled for any reason whatsoever, the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any match ticket or season card/ticket at its discretion and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).
- 7.5 In the event of any cancellation and withdrawal in accordance with this Condition 7, no refund shall be payable to you in respect of any Home Match Ticket(s). The Club further reserves the right to take any legal and/or disciplinary action against any persons as it sees fit in connection with such matters including a claim for an account of profits made from an unauthorised use of the Home Match Ticket.
- 7.6 If a person entering the Stadium is not 18 years old or over, their parent(s) and/or guardian(s) and/or ticket purchaser (as applicable) shall, in addition to the person under the age of 18 themselves, be responsible for their actions, conduct and compliance with these Home Match Ticket Terms and Conditions and the Terms and Conditions of Entry. Should any Home Match Ticket holder under the age of 18 breach these Home Match Ticket Terms and Conditions and/or the Terms and Conditions of Entry, the Club shall be entitled to impose on the Home Match Ticket holder and/or their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) such sanction(s) as it considers appropriate in the circumstances.

8. Data Protection, Filming and Photography

- 8.1 All Home Match Ticket holders who enter the Stadium acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club and/or others (including the relevant Football Authority, commercial partners and accredited media organisations), and use of a Home Match Ticket to enter the Stadium constitutes consent to such use, in perpetuity, by way of any present or future media, for any purpose deemed reasonable by the Club. 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 Home Match Ticket Terms and Conditions or the Terms and Conditions of Entry. Information about the Club's use of personal data will be brought to Home Match Ticket holders' attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the Stadium). Home Match Ticket holders should contact the Club for further information.

- 8.2 Further to Condition 8.1 above, if such person is under 18 years of age, 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.
- 8.3 All Home Match Ticket holders agree that the matches for which Home Match Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Stadium 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.

9. Pricing and Ticket Information

The Club always tries to ensure that pricing and ticketing information on the Club website and in other Club literature is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Home Match Ticket which has been purchased, the Club will endeavour to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the purchaser with the option of reconfirming the order at the correct price/description or cancelling the order. If the Club is unable to contact the purchaser having made reasonable attempts to do so, the Club will treat the order as cancelled. If the order is cancelled or treated as cancelled, the Club will provide a full refund to the purchaser using the payment details provided. If valid payment details have not been provided, no further action will be taken by the Club.

10. LCFC Supporters with a Disability - Additional Terms and Conditions

- 10.1 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.
- 10.2 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 Home Match Ticket under the applicable criteria at a prevailing disability price as set by the Club for its qualifying Supporters with a Disability. This Home Match Ticket shall include the opportunity to purchase a free personal assistant ticket for each match attended by the Supporter with a Disability. The qualifying criteria is as follows (or as otherwise determined at the discretion of the Club):
- Standard or 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 Employment & Support Allowance (ESA);
 - Blind or partially sighted registration certificate, CredAbility Access Card; and/or
 - Any other special documentation at the discretion of the Club.

Proof of disability must be provided to the Club in advance of the relevant Match. Where such proof is not provided, the Club reserves the right to (i) cancel the Home Match Ticket and personal assistant ticket, and/or (ii) not apply any concessionary prices and cancel the personal assistant ticket.

- 10.3 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. Any abuse of these Home Match Ticket Terms and Conditions by any personal assistant may result in ejection from the Stadium and cancellation of the Home Match Ticket(s) without refund. For the avoidance of doubt all personal assistants are required to comply with these Conditions, including the Terms and Conditions of Entry.
- 10.4 Should the personal assistant wish to attend a Match without the Supporter with a Disability, the personal assistant shall be required to purchase a Home Match Ticket and shall be subject to the Club's normal application process.
- 10.5 The personal assistant must sit with the Supporter with a Disability to assist them and whilst the Club accepts 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.
- 10.6 Should any Supporter with a Disability or personal assistant be found to be abusing these Home Match Ticket 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 Home Match Tickets/personal assistant tickets).
- 10.7 The Home Match 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. Should the Supporter with a Disability wish to change the personal assistant they have registered with the Club, they must contact the Club's Access Team by email to disability@lcfcl.co.uk or by phoning **0344 815 5000 (Option 2)**.
- 10.8 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.
- 10.9 Please note that stewards and members of staff may carry out checks on all Home Match Ticket holders. Any abuse of the concessionary scheme for Supporters with a Disability will be dealt with severely and will result in the right to eject the individuals from the Stadium without reimbursement.

11. COVID-19

- 11.1. The Club reserves the right to amend these Home Match Ticket Terms and Conditions as it determines, in order to retain the appropriate flexibility to ensure an appropriate and fair approach in respect of any circumstances arising from the COVID-19 pandemic. This may include, without limitation, the Club making any such amendments as are required or recommended in order to comply with applicable laws, regulations or guidance.
- 11.2. For the avoidance of doubt, all Home Match Ticket holders are required in connection with their attendance at the Stadium to comply with all applicable laws/regulations, Government guidance and the Club's directions (including any applicable COVID-19 Supporter Code of Conduct from time to time, as described in Condition 11.3 below). This includes the strict requirement that Home Match Ticket holders must not attend the Stadium if they are restricted from doing so as a result of any COVID-19-related laws and/or regulations from time to time, whether due to self-isolation requirements, local travel restrictions, or otherwise. No refunds shall be due in such circumstances, unless the Club determines otherwise in its absolute discretion.

- 11.3. Without prejudice to the foregoing, the Club may from time to time elect to implement a COVID-19 Supporter Code of Conduct which is applicable in respect of the COVID-19 pandemic. Any such COVID-19 Supporter Code of Conduct will be binding upon all Home Match Ticket holders, will be communicated to Home Match Ticket holders and displayed at the Stadium, and shall be subject to update in the Club's absolute discretion.

12. Exclusion of Liability

- 12.1. The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Stadium except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.
- 12.2. The Club shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 12.3. Subject to Conditions 11.1-11.3 (COVID-19) above, the Club expressly excludes all liability resulting from:
- a) any failure or delay by the Club in carrying out any of its obligations under these Home Match Ticket Terms and Conditions;
 - b) the alteration of the dates and times of Matches;
 - c) the abandonment, postponement or cancellation of Matches or Matches being played behind closed doors or with limited/restricted attendance; and
 - d) any failure to obtain a Home Match Ticket and/or replacements of the same due to the acts or omissions of any third party (including any postal service provider).
- 12.4. The Club shall have no liability whatsoever to any Home Match Ticket holder or purchaser for:
- a) any indirect or consequential loss or damage of whatever nature; or
 - b) 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 Home Match Ticket being used for commercial purposes (i.e. where the Home Match Ticket is not being purchased and used by a consumer).
- 12.5. The Club's liability under and/or in connection with these Home Match Ticket Terms and Conditions shall be limited to the price of the Home Match Ticket(s) purchased in connection with these Home Match Ticket Terms and Conditions.
- 12.6. For the avoidance of doubt, nothing in these Home Match Ticket Terms and Conditions shall exclude or limit the Club's liability for:
- a) death or personal injury caused by the negligence of the Club or its employees during the course of their employment; or
 - b) fraud or fraudulent misrepresentation by the Club; or
 - c) any liability which may not be excluded or limited as a matter of English law.

13. General

- 13.1. Without prejudice to Conditions 11.1-11.3 (COVID-19) above, the Club reserves the right to make further changes to these Home Match Ticket Terms and Conditions from time to time,

and shall notify you of such changes if they materially affect your rights as a consumer. Any variations will be advertised on the Club's website hosted at www.lcfc.com.

- 13.2. You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available on the Club's official website.
- 13.3. The invalidity or partial invalidity of any provision of these Home Match Ticket Terms and Conditions shall not prejudice or affect the remainder of these Home Match Ticket Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 13.4. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Home Match Ticket Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
- 13.5. The Terms and Conditions of Entry constitute the entire agreement between the Club and the Home Match Ticket holder in relation to the subject matter contained herein and neither the Club nor the Home Match Ticket holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms and Conditions of Entry which is not set out therein.
- 13.6. Notwithstanding any other provision in these Home Match Ticket 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 Home Match Ticket Terms and Conditions. Nothing in these Home Match Ticket Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 13.7. These Home Match Ticket Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Home Match Ticket Terms and Conditions (including in relation to any non-contractual disputes or claims).