



**LEICESTER CITY FOOTBALL CLUB**

**HOSPITALITY 2023/2024**

**TERMS AND CONDITIONS**

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## 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 2023/2024 Season referred to in Section 7 of this document;
- viii) if applicable, any COVID-19 Supplemental Seasonal Hospitality Terms and Conditions as published from time to time as a result of the COVID-19 pandemic (Section 8 of this document);
- ix) if applicable, any COVID-19 Supporter Code of Conduct as published from time to time as a result of the COVID-19 pandemic (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.

When purchasing a Leicester City Women Football Club ("**LCWFC**") hospitality package, these Hospitality Terms and Conditions shall apply, save that all references to: (i) the Club shall include LCWFC; (ii) the Team shall be read and construed as LCWFC's first team squad; and (iii) the Premier League and/or the English Football League shall be read and construed as The Football Association and/or the Women's Super League (as applicable). Please note that not all hospitality packages described in these Hospitality Terms and Conditions may be available for purchase for LCWFC fixtures. Confirmation of the hospitality package purchased will be as set on the Agreed Order Form.

**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 Hospitality 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 3.1 of Section 2 of these General Terms and Conditions;

**"Applicable Data Protection Law"** means all applicable data protection and privacy legislation in force from time to time in the UK including without limitation the UK GDPR; the Data Protection Act 2018 (and regulations made thereunder) (DPA 2018); the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended, and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications);

**"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 (as applicable) the Football Laws, the Ground Regulations, the PL Commitment and any COVID-19 Supporter Code of Conduct;

**"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 spectators are granted entry to the Stadium, a copy of any such code of conduct to be communicated to the Purchaser and displayed at the Stadium and on the Website;

**"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 English Football League, UEFA, FIFA and/or any other league, governing body or competition of which the Club is a member or participant now or in the future: (i) any and all statutes, rules, regulations, directives, codes of practice and/or equivalent with which the Club is requested to comply 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 the Club is requested to comply 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 (including for the avoidance of doubt the COVID-19 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 will be available on the Website and which form Section 7 of these Hospitality Terms and Conditions;

**"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 fixture 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 issued by the Club to the Purchaser containing details of the Purchaser's order in respect of the purchase of a Hospitality Package;

**"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 Website, and can be provided upon written request to the Club);

**"Purchaser"** means the purchaser of a Hospitality Package;

**"Season"** means the 2023/2024 football season;

**"Seasonal Package"** means a hospitality package for use for more than one Premier League/English Football League Match during the 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 and/or multiple seasons;

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

**"Supporter with a Disability"** means 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;

**"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](http://www.lcfc.com).

## **2 General Regulations**

2.1 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 Purchaser and/or Guest 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 Purchaser and/or Guest 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 Purchaser's Hospitality Package without reimbursement. In addition, such 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 and/or any Guest fails to comply with any of the Club's Ground Regulations, these Hospitality Terms and Conditions, the Conditions of Entry or any other requirements that the Club may reasonably impose in relation to admission at the Stadium from time to time; or (b) the Purchaser and/or any Guest is prohibited (by law or otherwise) from attending the Stadium or any other sporting venue anywhere in the world; or (c) the Purchaser's and/or any Guest'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 Purchaser and/or any Guest engages in any abusive, dangerous or other unacceptable behaviour (including but not limited to that listed in Condition 2.1 above) whether 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. Purchasers and Guests 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 Hospitality Packages and/or Tickets being revoked without reimbursement or in any of the other sanctions outlined in this Condition. Where a Ticket is withdrawn or cancelled following a determination that a 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.
- 2.4 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, withdrawal of any Hospitality Package(s) and/or Ticket(s) without reimbursement).
- 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.

### **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 (or a link thereto) 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 the Club 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 Subject to the LCFC Supporters with a Disability Additional Terms and Conditions below (Section 10), 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 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 cancel any Hospitality Packages and/or Tickets in advance of a Match where the Club reasonably suspects such may be used by a visiting supporter, and/or 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, without reimbursement. Additionally, such behaviour shall be deemed to be a breach of these Hospitality Terms and Conditions, and the Club reserves the right to impose on the relevant Purchaser and/or Guest(s) such sanction as it considers appropriate in the circumstances.

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(s).

#### **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 (including any activity in contravention of the Conditions of Entry). 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, 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, but not limited to, any 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); or
  - f) bring into the Stadium any large luggage items (except 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 5.3 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 into 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 that an 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 Match(es) 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. If a person entering the Stadium is not 18 years old or over, their parent(s) and/or guardian(s) and/or the relevant Purchaser (as applicable) shall, in addition to the person under the age of 18, be responsible for their actions, conduct and compliance with these Hospitality Terms and

Conditions. Should any person under the age of 18 breach these Hospitality Terms and Conditions and/or the Conditions of Entry, the Club shall be entitled to impose on the person, and/or their parents and/or legal guardian(s) and/or the relevant Purchaser (as applicable), such sanction(s) as it considers appropriate in the circumstances.

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 and/or their Guests for a period of time;
- b) immediately eject from the Stadium any Purchaser and/or their Guests;
- c) impose any sanction it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or the removal of any Club benefits; and/or
- d) 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 Subject to Condition 15 (COVID-19), 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 Subject to Condition 15 (COVID-19), 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 Tickets will be emailed to Purchasers approximately two (2) weeks 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 and 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.
- 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 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: a lost or damaged Ticket in respect of a Seasonal Package may be replaced for a fee of £10.00 in the first instance, with subsequent reissues charged at £30.00; the issue of a replacement Ticket to permit entry to a single Match 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 of 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 selling (including offering or exposing for sale), 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 omissions 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 may 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, information about the offence and about ticket purchases (including payment details)) with the police, the Premier League, the English Football 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 "**Car Park Pass**") is sold and used by Purchasers and their Guests subject to the Club's Car Park Terms and Conditions below (Section 6). A Car Park 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 Car Park Pass which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Car Park 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 Car Park Pass is lost or stolen. No replacement will be issued.

9.3 Vehicles are parked at the Car Park 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 Car Park 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, Car Park 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 but without prejudice to Condition 15 (COVID-19), 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, Car Park Pass and/or replacements of the same due to the acts or omissions of any third-party (including any postal service provider);
- d) restrictions to the view of the Match caused by virtue of the actions of other spectators;
- e) any indirect or consequential loss or damage of whatever nature;
- f) 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 collected, processed, stored, used and transferred by the Club 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 be used, by way of example and without limitation, in televised coverage of Matches and/or for promotional or marketing purposes by the Club, the Premier League, the English Football League, Club partners, other football governing bodies, other third parties (such as event promoters) and/or accredited media organisations, and use of a 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. 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 and/or the Conditions of Entry. Information about the Club's use of a Ticket holder's personal data will be brought to 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). Ticket holders should contact the Club for further information.

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.

## **12 Force Majeure**

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**

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, the English Football League and/or the Club (or any other relevant governing body, as directed by 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, the English Football League and/or the Club (as applicable) or any 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 COVID-19**

15.1 The Club reserves the right to amend these Hospitality Terms and Conditions (and/or the basis on which the Club provides any hospitality packages) 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.

15.2 By way of example only, it is possible that the future progression of the COVID-19 pandemic may require that the capacity of the Stadium is restricted for particular Match(es) and/or that certain Match(es) are played behind closed doors. In such circumstances, the Club will contact Purchasers to inform them of the relevant amendments which the Club is making in order to reflect such requirements, and of the impact of those amendments on Purchasers which may, for example, include the Club introducing a ballot or other process to determine those Purchasers who will be entitled to attend any Matches with limited capacity, and/or the Club determining the basis on which any refunds and/or credits will be offered to Purchasers for any Matches which they are not entitled to attend.

15.3 For the avoidance of doubt, all 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 15.4 below). This includes the strict requirement that 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.

15.4 Without prejudice to the foregoing, the Club may from time to time elect to implement a COVID-19 Supporter Code of Conduct and/or to introduce other supplemental hospitality terms which are applicable in respect of the COVID-19 pandemic. Any such COVID-19 Supporter Code of Conduct and/or supplemental terms will be 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.

## **16 General**

16.1 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.

16.2 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.

16.3 Without prejudice to Condition 15.1, the Club reserves the right to make other 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 Website.

16.4 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.

16.5 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.

16.6 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.

16.7 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 Hospitality Terms and Conditions. Nothing in these terms or 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.

16.8 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.

16.9 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.

16.10 These Hospitality 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 Hospitality Terms and Conditions (including in relation to any non-contractual disputes or claims).



### 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 they have read, understood, and agree 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 5.3 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) Champions Club;
  - 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 complementary bar in The Gallery shall be subject to fair use and a 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 but not limited to 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 and/or 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/English Football 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 they have read, understood and agree 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 5.3 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) Champions Club;
  - 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 a 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 the relevant Match (such classification to be determined at the Club's sole and absolute discretion).
- 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 etc.) ("**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 the 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 agree 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 availability and 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

The Club has available for purchase a number of parking spaces (including both standard and accessible spaces) at the Club's parking facilities for use prior to and during Matches held at the Stadium (the "**Car Park(s)**"). The following terms and conditions shall apply to all purchases of a Seasonal Car Park Pass as well as a single Match Day Car Park Pass at the Stadium: -

1. Car Park Passes may be purchased at the prices published by the Club from time to time. Car Park Passes are sold subject to availability. The Club reserves the right to refuse to sell any Car Park Pass to any person, including to persons who are or have been ejected or banned from entering the Stadium or who have been subject to the suspension of their Hospitality Package.
2. All vehicles are left at the owner's risk in the Car Park(s) and a Car Park Pass holder will be responsible for any loss, theft, injury or damage to either the vehicle or any articles left or displayed in the vehicle. Use of the Car Park(s) is subject to compliance with the Club's Ground Regulations at all times.
3. The Club accepts no liability for any loss or damage to anyone using the Stadium (Car Park A and B), Raw Dykes Road (Car Park C), Filbert Street (Car Park D) or Car Park E Car Parks.
4. Seasonal Car Park Passes are valid for first team home league matches only and may only be purchased by Hospitality Package holders. For any other fixtures, including domestic and European Cup fixtures, Development Squad and Academy fixtures, pre-season friendlies or any other additional fixtures staged at the Stadium, a charge will be payable, as advertised in advance by the Club on the Website and/or via social media. Supporters will be required to purchase a Car Park Pass **in advance** of any such fixtures in order to secure parking.
5. Cars must be parked at least one (1) hour prior to kick-off. **Car Park Pass holders will NOT be allowed into Car Parks after this time.** No refunds are available under any circumstances should supporters fail to arrive prior to these deadlines. Please also be advised that in line with safety regulations, you will NOT be allowed to exit the Car Park any earlier than one (1) hour AFTER the final whistle, or as directed by Club officials to ensure public safety.
6. Drivers must adhere to the 10mph speed limit in place on all Car Parks. Drivers are expected to drive in an appropriate manner at all times and should adhere to instructions given by Club officials. Failure to adhere to these instructions may lead to the withdrawal of a Car Park Pass without refund.
7. Car Park Passes are for standard vehicles only, e.g., no minibuses or coaches.
8. Car Park spaces are clearly marked out and all cars should be parked inside a designated space. The Club reserves the right to tow away vehicles that are parked in an inappropriate manner and a release fee will be payable.
9. A Seasonal Car Park Pass cannot be refunded or cancelled by the supporter during the course of the Season unless on exceptional or compassionate grounds, on a case-by-case basis, and would in any event be subject to a £30.00 cancellation charge.
10. A Car Park Pass is personal to the Hospitality Package holder and is non-transferrable. Subject to Condition 13 of these Car Parking Terms and Conditions, no refund shall be given on any cancellation of any Seasonal Car Park Pass or Match Day Car Park Pass and no partial refund shall be given in respect of any Matches for which a Seasonal Car Park Pass is not used.
11. The Club cannot accept any responsibility for Car Park Passes which are either lost or damaged beyond use. No replacements are permitted for lost or stolen Car Park Passes.
12. A Seasonal Car Park Pass is purchased in conjunction with a Hospitality Package. The Club reserves the right to cancel or rescind a Seasonal Car Park Season Pass if your Hospitality Package is cancelled or withdrawn for any reason.

13. The Club reserves the right to vary these Car Parking Terms and Conditions in order to ensure an appropriate and fair approach in respect of any circumstances arising from the COVID-19 pandemic. By way of example only, it is possible that the future progression of the COVID-19 pandemic may require that the capacity of the Stadium is restricted for particular Match(es) and/or that certain Match(es) are played behind closed doors. If, as a result of such restrictions, a Seasonal Car Park Pass holder is not eligible to attend a Match (or Matches) and use their Seasonal Car Park Pass, then, at the end of the Season, the Club will issue a pro rata refund to the Seasonal Car Park Pass holder based on the number of Matches that the Seasonal Car Park Pass holder was not eligible to attend. Alternatively, the Seasonal Car Park Pass holder may elect to have any refund due to them under this Condition applied to the cost of a Seasonal Car Park Pass for the following season.
14. Without prejudice to Condition 13, the Club reserves the right to make other variations to its Car Parking Terms and Conditions from time to time. Any variations will be advertised via the Club's communication channels including the Website and the social media channels and/or in the press.
15. The Club reserves the right to relocate you to another nominated Club Car Park from time to time.
16. Your Car Park Pass must be clearly displayed inside your vehicle.
17. If the conditions of issue are not accepted, your Seasonal Car Park Pass should be returned immediately to the City Sales Centre at the Stadium within fourteen (14) days of purchase provided it has not been used.
18. Car Park spaces for Supporters with a Disability – Seasonal and Match Day Car Park Passes for accessible spaces in the Car Park are available to purchase (subject to availability). Individuals who wish to purchase a Car Park Pass for an accessible space should apply to the Club and may be required to provide supporting evidence of their requirement for an accessible space. No vehicle may be parked within an accessible space unless it has a suitable Car Park Pass (and displays the requisite accessibility accreditation if required).
19. Car Park Pass holders acknowledge and agree that the personal data provided by them to the Club in the purchase of a Car Park Pass shall be collected, stored and used by the Club in accordance with the Applicable Data Protection Law and the Club's privacy policy (available on the Website).
20. The Purchaser (and their passengers and/or Guests, if applicable) acknowledge and agree to the use and operation of CCTV at all times.

## Section 7 - Ground Regulations (Season 2023/2024)

**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 (if any). The Ground Regulations incorporate the Club's Customer Charter (if any) and the Premier League's Commitment Regarding Abusive and Discriminatory Conduct (where applicable). Entry to the Ground shall constitute acceptance of the Ground Regulations.

In these Ground Regulations, the following words and phrases shall have the following meanings (unless stated otherwise):

**"Club"** means this football club.

**"Discrimination Commitment"** means the Commitment Regarding Abusive and Discriminatory Conduct to be adhered to by all those attending the Ground (which can separately be found on or accessed via the Premier League's website or (where applicable) the Club's website, and can be provided upon written request to the Club).

**"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.

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

**"Illegal Substance"** means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

**"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.

**"Supporter Code of Conduct"** means the code of conduct to be adhered to by all those attending the Ground 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 Discrimination Commitment 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:
  - 2.1 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or
  - 2.2 who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended); or
  - 2.3 who is the subject of a current sanction under the Discrimination Commitment (as amended from time to time) and/or the Club's sanctions policy.



- 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 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 Ground. Children under the age of 16 must be accompanied by a person over the age of 18 when attending a Match at the Ground, for their own safety and the safety of the Club's supporters.
- 7 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.
- 8 The following articles must not be brought within the Ground – Illegal Substances, 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.
- 9 Further, you may not bring into the Ground:
  - 9.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;
  - 9.2 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;
  - 9.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature,without the express written approval of the Club's management.
- 10 The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground:
  - 10.1 use of threatening behaviour, foul or abusive language;
  - 10.2 attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal Substance; and/or
  - 10.3 being in possession of an Illegal Substance when entering the Ground or inside the Ground.
- 11 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground.
- 12 The following acts constitute prohibited activity under the Discrimination Commitment:
  - 12.1 Any conduct, act or statement, whether express or implied, that is abusive insulting, intimidating or offensive; or

12.2 Any conduct, act or statement, whether express or implied, that is discriminatory by means of race, religion or belief, gender, sexual orientation, disability, colour or national or ethnic origin; or

12.3 Any other activity in contravention of the Discrimination Commitment.

Any individual found to have engaged in prohibited activity under the Discrimination Commitment may be subject to a ban from all Matches and all other association football match (or any part or aspect of such a match) taking place at all other Premier League stadia in accordance with the Discrimination Commitment.

13 The following acts are offences under the Football (Offences) Act 1991 (as amended):

13.1 The throwing of any object within the Ground without lawful authority or excuse.

13.2 The chanting of anything of an indecent or racist nature.

13.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made. The Club shall be entitled to impose on any supporter found to have committed any of the above acts 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 Ticket and/or Hospitality Package without reimbursement.

14 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.

15 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.

16 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.

17 The Ground is smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

18 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.

19 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:

19.1 Attempting to enter the Ground or being inside the Ground whilst drunk; and/or

19.2 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.

- 20 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.
- 21 Save as set out in paragraph 18 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.
- 22 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 21 above, or pursuant to paragraph 18 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, the Premier League and/or the English Football League (as applicable). You further agree (if and whenever required to do so by the Club, the Premier League and/or the English Football League (as applicable)) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club, the Premier League and/or the English Football League (as applicable) absolutely and with full title guarantee.
- 23 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.
- 24 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.
- 25 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 10, 11 and 12. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings. Please read the Club's privacy policy (available on the Club's website) for more information on this use of your personal information.
- 26 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.
- 27 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, the English Football 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.

- 28 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.
- 29 Further to paragraph 27, 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.
- 30 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 Club's website relating to this use of your personal information.
- 31 **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 and/or Hospitality Package (without reimbursement), Club membership and other benefits. Please read the applicable Terms & Conditions of Entry.**

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

The Club may publish supplemental terms from time to time if required to deal with the ongoing management of the COVID-19 pandemic.

## **Section 9 - COVID-19 Supporter Code of Conduct**

The Club may publish a COVID-19 Supporter Code of Conduct from time to time if required to deal with the ongoing management of the COVID-19 pandemic.

## 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):
  - 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.

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.

Where the relevant proof of disability documentation expires during the Season, updated documentation must be provided to the Club within one (1) month of its expiry. If such updated documentation is not provided to the Club within the required one (1) month period, the Club reserves the right to freeze the Ticket(s) for the relevant Hospitality Package until such time as updated documentation is provided to the Club. In the event that updated documentation is not provided to the Club within three (3) months of its expiry, the Club reserves the right to cancel the Hospitality Package(s) immediately without reimbursement and/or require the payment of an upgrade price.

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 assistants are required to comply with these Terms and Conditions, including the Conditions of Entry.
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.

6. Should any Supporter 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 Ticket/Hospitality Package).
7. The Ticket for the Supporter with a Disability can only be used by the named individual and is not transferable. Details of the personal assistant must be provided to the Club. Should the Supporter with a Disability wish to change their personal assistant, they must contact the Club's Access Team by email to [disability@lcf.co.uk](mailto:disability@lcf.co.uk) or by phoning 0344 815 5000 option 2.
8. 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(s) and the right to eject the individuals from the Stadium.