

## FOXES HUB TERMS AND CONDITIONS

There are various Foxes Hub digital content services, some of which require payment to access (Foxes Hub UK Game-By-Game Pass, Foxes Hub International Game-By-Game Pass, Foxes Hub International Monthly Game Pass, Foxes Hub International Seasonal Game Pass, Foxes Hub International Half-Season Game Pass, Foxes Hub Monthly Listen Live Pass and Foxes Hub Seasonal Listen Live Pass are known individually as a "**Foxes Hub Package**" and together as the "**Foxes Hub Packages**").

Reference to Foxes Hub includes all Foxes Hub Packages unless otherwise stated.

This is a legal agreement and it sets out the rights and obligations of you and the Club in respect of your use of Foxes Hub.

Please read these terms and conditions ("**Terms**") carefully before submitting your order and/or accessing a Foxes Hub Package. These terms tell you who we are, how we will provide the digital content to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

If you think there is a mistake in these terms, please contact us to discuss.

The Terms apply to Foxes Hub which is accessed through Leicester City Football Club Limited's (company number 04593477) ("**Club**", "**we**", "**us**", "**our**") official website or any other site operated by the Club (individually and together the "**Site**").

These Terms apply to all use and access of Foxes Hub Packages whether paid or provided on a free or promotional basis.

Access to Foxes Hub is provided to you, the subscriber ("**you**", "**your**") on the basis that you pay (where applicable) the relevant Fee (as per the methods detailed below) and accept the Terms.

Please note that your access to Foxes Hub will also be subject to the Terms of Use (when accessing Foxes Hub through the Site), the applicable Privacy Policy and ticketing terms available at [lfc.com/terms](http://lfc.com/terms) (when access is provided to you as part of a another product you have purchased from the Club) all of which (as updated over time) are incorporated into these Terms and form the agreement between you and us. Where these Terms conflict with the Terms of Use then these Terms take priority.

### 1. Submitting your order and registering for Foxes Hub

- 1.1. Once you have submitted your order to us, if it is accepted by us then we will email you to confirm such acceptance, at which point the contract between you and us will be formed. Your order may not be accepted because (i) there has been a pricing error (ii), you failed to provide required information (see condition 1.5 below), (iii) you have tried to order a subscription package which is not available in your territory or for which you are otherwise not eligible, (iv) your payment has not been successful, (v) Foxes Hub cannot be made available in whole or part due to an unforeseen event, and/or (vi) because of unexpected limits on our resources which we could not reasonably plan for.
- 1.2. We may reasonably refuse any offer to purchase at our discretion.
- 1.3. By submitting an order to us you confirm that:
  - 1.3.1. you are at least 18 years old or if under 18 years of age you have the consent of your parent / legal guardian to submit such an order (no under 16's are permitted to submit an order for Foxes Hub Packages);

- 1.3.2. you are solely resident in the correct territory for your chosen subscription package. Please note content included in some subscription packages is only available in certain territories due to rights restrictions. If you change the territory in which you are located, this may affect availability of certain content available to you on Foxes Hub; and
    - 1.3.3. the information which you provide is true, accurate and complete at that time. You must notify us immediately of any changes to your information during your subscription. This can be done by updating the details in the My Account page on lcfc.com or contacting LCFC Help.
  - 1.4. Some of the facilities or functions that may be accessible through our Site (including without limitation, betting) are not intended to be accessible by, or actively advertised to, minors. All minors must have the permission of their parent or legal guardian before submitting or requesting any content or information to/from us, our commercial partners or other third parties, or before buying anything through our Site. If a minor purchases anything through our Site or breaches these terms, it is the responsibility of the minor's parent or legal guardian for such breach and to pay for any relevant purchase. We reserve the right to withdraw your access to our Site if we reasonably believe you are below 16 years of age and that you do not have the consent of your parent/legal guardian to access/use our Site.
  - 1.5. If you provide incorrect or inadequate information, your order may not be accepted and/or we may ask you to provide additional information or update the information you have already provided. If you fail to do so within a reasonable time, we may reject your order or end the contract (in the case of incomplete information/an error with your information being uncovered after we have already accepted your order, please see condition 8 below). We will not be responsible for delay or failure in providing you access to all or part of Foxes Hub if this is caused by you failing to provide us with the information needed and/or updating us of material changes to your information.
  - 1.6. As part of the registration process you will be asked to submit a username and password to create an LCFC account (or if you are an existing LCFC Digital members, you can use your current login details). Your LCFC account username and password will be used to access Foxes Hub, and should be kept secure by you and not disclosed to any other person. You are responsible for the security and proper use of your username and password. If you know or suspect that your password has become known by a third party or otherwise compromised, you must tell us immediately and you must change your password (as applicable) as soon as possible. We are not liable for any loss or damage arising from your failure to comply with this obligation. If we believe there has been, or is likely to be a breach of security we may suspend your username and password and require you to change them, we may also restrict your access to Foxes Hub until you do so.
  - 1.7. From time to time the Site may integrate with other services or platforms (whether offered by us or third parties). We may offer single sign on facility so that you can use the Site and certain services offered through our it more easily. Not all content and services accessed through Foxes Hub will require a subscription and/or payment. However, Foxes Hub and the content accessed through Foxes Hub will only be able to be accessed by you if you have a single sign on account with the Club.

## **2. Use of the Service**

- 2.1. We provide you with access to various types of digital content within Foxes Hub as set out in the package you selected on your order. Your access is not exclusive (others can access the content too), may be suspended and/or terminated in accordance with these Terms, and may depend on the territory in which you are located or other applicable eligibility criteria set out in the order process.
- 2.2. Foxes Hub content includes certain video and audio footage, photographs, text images, statistics, logos and other media and intellectual property related to the Club, English Football League, Premier League, The Football Association and the respective content licensees of those parties. All such content, design, text, graphics, footage, materials and their selection or arrangement are the intellectual property rights (including, amongst other things copyright) of the Club, the above parties and/or the respective licensees. You will not own any of the content. You will not, and you will not assist or facilitate any third party to, copy, reproduce, transmit, distribute, frame, commercially exploit or create derivative works of such content. If you become aware of any such distribution or commercial exploitation, you agree to notify us immediately.
- 2.3. Please note, for match footage shown on a live basis (certain geographical territories only) not all Club matches will be available for viewing on a "live" basis. This is due to, amongst other things, restrictions with television broadcasters and the territory you are located in. Please see condition 4.2 for further information.
- 2.4. Foxes Hub is a content access service only. We are not providing, and are not responsible for, any problems caused by your computer hardware, computer operating systems, internet connection or other software installed on your computer (and/or any supplier you engage with in respect of such resources), and no refunds will be issued where such problems occur that affect your ability to access and/or use Foxes Hub.
- 2.5. Foxes Hub is not and has not been developed to meet your individual needs. Please check that facilities and functions of Foxes Hub meet your requirements.
- 2.6. Your right to use Foxes Hub is personal to you and is limited to viewing on one device at any time.
- 2.7. You agree to follow our reasonable instructions concerning your use of Foxes Hub.
- 2.8. We may require you to reimburse us for any reasonable and foreseeable losses, costs and expenses which we incur as a direct result of the misuse of Foxes Hub or any content accessed through Foxes Hub by you or anyone you have allowed to use Foxes Hub and/or the content accessed through Foxes Hub.
- 2.9. You must ensure that your device meets the minimum hardware, software and system requirements as set out in these Terms (as may be updated from time to time in accordance with condition 4). For security reasons and to protect content on Foxes Hub, Foxes Hub may not be supported on a device where limitation included within the device operating system have been removed or tampered with. We are not responsible or liable to you if you are unable to access Foxes Hub due to you not having the required hardware, software or systems in place.
- 2.10. In order to access and use Foxes Hub, you will need to:
  - 2.10.1. provide all necessary equipment including a computer or mobile device, and network and/or telephone connection; and

- 2.10.2. access to the internet, and you are responsible for any service fees associated with such access. You will require a WIFI or broadband internet connection (DSL/cable or higher) with a minimum download speed of at least 1.2mbps with latency not exceeding 100ms for SD and 4mbps with latency not exceeding 50ms for HD.
- 2.11. If access to Foxes Hub or any content accessed through Foxes Hub is suspended, interrupted or not available to you due to mobile network and/or internet connection interruptions, we will not be responsible.
- 2.12. You are responsible for ensuring you have paid any and all costs payable to third parties necessary to use Foxes Hub and access the content on Foxes Hub (including any mobile network and/or internet service provider charges in relation to the provision of the mobile network coverage and/or internet connection necessary to access Foxes Hub and/or content on Foxes Hub).
- 2.13. For use of Foxes Hub your device needs to comply with the following minimum system requirements (as may be updated occasionally, for which see condition 4 below):
  - 2.13.1. Processor: 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks;
  - 2.13.2. Memory: 2GB (1GB for netbooks) 128MB of graphics memory.
  - 2.13.3. Operating Systems: Windows 8.1 or later, Mac 9+
  - 2.13.4. Browsers: latest versions of Microsoft Edge, Mozilla Firefox and Google Chrome, Safari; 512MB of RAM (1GB of RAM recommended for netbooks)
  - 2.13.5. Mobiles & Tablets: Operating System: Android 6+, iOS 9+
- 2.14. You must not (nor authorise or permit any other person to):
  - 2.14.1. use Foxes Hub contrary to this contract, including use for any unlawful purpose contrary to any applicable laws and regulations, including in the country from which you have accessed Foxes Hub;
  - 2.14.2. use Foxes Hub contrary to our reasonable instructions and requirements in relation to how you use Foxes Hub and the content provided through Foxes Hub;
  - 2.14.3. use Foxes Hub for any improper purpose;
  - 2.14.4. use Foxes Hub other than for private and domestic purposes. Under no circumstances must Foxes Hub nor any content be accessed or used for commercial or business purposes (this includes showing Foxes Hub and/or any content or any part of the content in public to an audience, even if no direct or indirect charge is made), without our prior written consent;
  - 2.14.5. transmit any computer viruses or any other disruptive or harmful contaminants through Foxes Hub or the technology on which they rely;
  - 2.14.6. use Foxes Hub in a way that may cause it and/or any equipment used by us (or our technology partners appointed to help provide Foxes Hub) to be

interrupted, damaged, rendered less efficient or impaired, nor try to gain unauthorised access to any of systems through which Foxes Hub is delivered;

- 2.14.7. use Foxes Hub in any manner which violates or infringes the rights of any person, firm or company (including, amongst other things, rights of intellectual property, confidentiality or privacy);
- 2.14.8. forward, record, copy, reproduce, store, transfer, modify, post, distribute or publish any of the content of Foxes Hub without our prior written permission (unless otherwise specifically permitted by law);
- 2.14.9. sell, assign, transfer or delegate all or any of your rights and obligations in this contract to another person or organisation, or share use of or access to your Foxes Hub account or any content contained or accessed within it;
- 2.14.10. alter, disassemble, decompile or reverse engineer any part of Foxes Hub;
- 2.14.11. access, view or use Foxes Hub in circumstances where members of the public can view the content accessible via your account (whether simultaneously or not) or authorise any other person to do so; or
- 2.14.12. use a VPN (Virtual Private Network) service or similar to mask or otherwise hide your location for the purposes of watching content in a country or territory where it is blocked for rights reasons.

### 3. Payment

- 3.1. Not all services/content require payment to access such services/content. Where a Fee applies, all our Fees are set out on the Site, and these may change from time to time. We may increase the price of any of our offerings/subscriptions at any time and where we do so, we will give you notice in accordance with these Terms. For example, we may increase prices where our cost of providing the content on Foxes Hub increases or to reflect that new content/services are introduced to Foxes Hub. As Foxes Hub is provided on an ongoing basis we cannot foresee all changes that may be required in the future, which may mean we have to increase prices for reasons not set out in these Terms.
- 3.2. You must pay the one-off fee (if any) for the one-off content or Foxes Hub Package requested or the monthly subscription fee (if any) applicable to the time period (and Foxes Hub Package) you have subscribed for ("**Subscription Period**"), as notified to you at the time of purchase and confirmed in our acceptance email sent to you (the "**Fee**").
- 3.3. Except in the case of obvious error, the Fee is as set out on the Site at the time of your application for a Foxes Hub subscription. If we accept and process your order where a price error is obvious and unmistakable and could reasonably have been recognised as such by you, we may end the contract and refund you any sums paid.
- 3.4. Unless otherwise stated, all Fees are inclusive of VAT or other similar sales tax in your territory.
- 3.5. You are responsible for any other additional local taxes or duties applicable to the territory in which you reside or otherwise access Foxes Hub from.
- 3.6. All payments must be in UK pounds sterling.
- 3.7. You may pay the Fee in a number of ways:

- 3.7.1. Credit/Debit card. The Fee will be automatically billed against the credit/debit card number that you provide in the registration form. Payment may be made by any of the following credit, debit or prepaid cards: Visa, Mastercard or American Express.
- 3.7.2. Direct Debit. If you elected to pay by direct debit (only where we have expressly offered this as a payment option during your subscription order process, or as part of any subsequent renewal notice) we will debit the bank account which you provided the details for.
- 3.7.3. Voucher code. From time to time, the Club may issue voucher codes which will provide access to Foxes Hub. Any additional terms and conditions applicable to the access provided by the voucher will be set out on the voucher. In the event of conflict with these Terms, the terms of the voucher will take priority.
- 3.8. Unless as a result of our direct fault, we do not accept any responsibility for payments which are not received by us or accepted by your bank/payment provider.
- 3.9. We have contracted with Stream AMG to provide the streaming services that provide you (the subscriber who pays a Fee) with the ability to access and view our content. The payment processing relating to the ability to view the content will also be provided by Stream AMG on our behalf. Payment for the ability to view our content is made to Stream AMG on our behalf, based upon the Fee that applies to the package that you order. The Fees will be processed through Stream AMG and will be processed in a secure manner by a third-party payment services provider retained by Stream AMG. If applicable, Stream AMG or their third-party payment service provider will make available to you their terms and conditions and relevant privacy policies.

#### **4. Changes & Updates**

- 4.1. We may change Foxes Hub and/or these Terms without giving you notice in order to:
  - 4.1.1. reflect changes in relevant laws or regulatory requirements;
  - 4.1.2. implement minor or emergency technical adjustments, for example to address a security threat;
  - 4.1.3. alter or improve the presentation of the user interface, or increase functionality (where this does not increase the price payable by you for your current subscription period);
  - 4.1.4. change the way we structure our services and or the way we provide Foxes Hub and any content on Foxes Hub;
  - 4.1.5. implement and reflect planned changes we have prominently and specifically drawn to your attention when or before you submitted your order, or (in relation to any renewal) as part of your renewal reminder, referred to in condition 5;
  - 4.1.6. implement other minor changes which would not reasonably be likely to cause you a material detriment in your use of Foxes Hub nor increase the price payable by you in your current subscription, or which we reasonably believe to be for the benefit of users; or
  - 4.1.7. removal of outdated or redundant features from Foxes Hub; or

- 4.1.8. reorganise the way we structure our business and/or services.
- 4.2. For more significant planned changes to Foxes Hub and/or these Terms, or changes that are not listed in condition 4.1 above due to the ongoing basis of Foxes Hub, you will be provided with reasonable notice of the planned change. For example, this may include detrimental changes to the nature of or locations in which certain types of content relevant to your Foxes Hub subscription are available. In the event of such changes, please note that you will not be entitled to a refund.
- 4.3. After receiving such notice, you may then contact us before the change is implemented to end your subscription if you do not wish to be bound by the change, in which case your subscription will end on expiry of your current Subscription Period. If you do not contact us to unsubscribe before the change is implemented, you will be deemed to have agreed to the change.
- 4.4. We may update the underlying software relating to Foxes Hub, or require you to implement updates from time to time to continue accessing Foxes Hub. For example, as time goes on you may need to ensure your system remains compatible with any technical requirements to use Foxes Hub (see condition 2).
- 4.5. The most up to date version of the Terms will be available on the Site. We recommend you print out the latest set of Terms for your reference. Save for as set out in condition 4.2, your continued use of Foxes Hub after such changes have been made will be your deemed acceptance of the new terms. If any change to these Terms or changes carried out in accordance with them is found invalid, void or for any reason unenforceable, only that change will be disregarded and it will not affect the validity and enforceability of any remaining changes or Terms.
5. Automatic Renewal
- 5.1. **This condition 5 applies to Foxes Hub International Monthly Game Pass and Foxes Hub Monthly Listen Live Pass packages only and does not apply to (i) Foxes Hub UK Game-By-Game Pass, Foxes Hub International Game-By-Game Pass, Foxes Hub International Seasonal (and Half-Season) Game Passes, and Foxes Hub Seasonal Listen Live Pass packages and/or (ii) any other one-off event purchase.**
- 5.2. Your subscription is for the Subscription Period you select to purchase and will, unless we notify you otherwise, be automatically renewed at the end of the previous Subscription Period for a further equivalent period using the same payment details/method that you purchased your subscription through. Where such details are out of date, we will contact you to arrange alternative payment method.
- 5.3. We will not normally send you reminders of renewal for monthly subscriptions, unless there are changes in your subscription that you need to be aware of (see condition 4 above). You can unsubscribe from your Foxes Hub International Monthly Game Pass or Foxes Hub Monthly Listen Live Pass package with effect from the end of your monthly Subscription Period by contacting us at [leicestertvsupport@streamamg.com](mailto:leicestertvsupport@streamamg.com) not less than 5 days prior to the date of renewal (i.e. the end date of your current Subscription Period). If you contact us to unsubscribe pursuant to this clause 5.3, your subscription will continue until expiry of the Subscription Period in which you notify us in accordance with this condition, and you will continue to be charged for that Subscription Period.
- 5.4. Unless you have opted to unsubscribe from your Foxes Hub International Monthly Game Pass or Foxes Hub Monthly Listen Live Pass package not less than 5 days prior to the date

of renewal, your subscription will be automatically renewed. You will be deemed to have accepted the renewal on the same terms as your previous subscription (unless we have issued a reminder and/or notified you in advance of any changes, in which case you will be deemed to have accepted the new terms contained with such reminder or notice). You will be charged in accordance with the same timings applicable to your immediately preceding Subscription Period, unless otherwise notified to you.

- 5.5. If you have unsubscribed from your Foxes Hub International Monthly Game Pass or Foxes Hub Monthly Listen Live Pass package rather than renewing and you previously paid by direct debit, you are responsible for ensuring that you cancel your direct debit through your bank in order to prevent any future payments being taken by us. Save for returning payments received by us in error on request from you, we will not accept any liability for payments taken from your bank account as a result of your failure to cancel the direct debit instruction at your bank, including (for example only) interest charges and other fees.
- 5.6. When you acquire a subscription subject to this condition 5, you acknowledge and agree to the auto-renewal of your subscription under these Terms save for where your subscription is cancelled or brought to an end earlier under these Terms, any other terms that apply to provision of the relevant subscription and/or any right under law.

## **6. Cancellation and Refunds**

- 6.1. By purchasing a Foxes Hub Package, you expressly acknowledge that the content purchased and any subscription benefits as part of that package (if any) will be provided immediately as you will have immediate access to the digital content supplied on Foxes Hub, and as such you have expressly agreed to waive your cancellation rights unless permitted to do so in these Terms and/or under any law. This does not affect any other rights you may have at law, including where we are at fault.
- 6.2. Where you are having technical issues whilst viewing or attempting to view a match, please notify us of the problem to [leicestertvsupport@streamamg.com](mailto:leicestertvsupport@streamamg.com) during the relevant match with details of the problem, screenshots if possible and information about the devices and browsers you are using. If we are notified during the relevant match, we can make attempts to investigate and rectify the problem. Issues reported after the match will not qualify for a refund. Where you choose not to view content then no refund will be issued. Where you have purchased a one-off match stream (video/audio) and you have complied with this condition and these Terms, if you are unable to view the game due to a technical error that is caused directly by the Club or our providers for more than 40 minutes you will be eligible for a pro-rated refund.

## **7. Disclaimers and Liability**

- 7.1. Save for condition 7.6, the Club or any of its staff or other representatives will not be responsible or liable to you for any loss, damage, or inability to access and/or use Foxes Hub which:
  - 7.1.1. is due to any use you make of Foxes Hub, other than that we permit under this agreement;
  - 7.1.2. suspension, restriction or cancellation to your Foxes Hub access in accordance with condition 8 or any failure, interruption or cancellation of your use of Foxes Hub or any content on Foxes Hub caused by events outside our reasonable control. For example (and amongst other things) this may include fire, floods, severe weather, terrorist activity or civil disruption;



- 7.1.3. is due to incompatibility of your devices or systems with the compatibility and technical requirements we have informed you of from time to time (see condition 2 above);
- 7.1.4. is caused by viruses, errors, bugs, trojans, worms or other harmful data not caused by us or attributable to an error or problem with Foxes Hub, any platform that Foxes Hub is accessed through or lcfc.com;
- 7.1.5. is caused by your failure to follow any reasonable instructions we have made known to you relating to your use of Foxes Hub;
- 7.1.6. is caused by any delay or failure to access Foxes Hub (or any part of it) caused by a change made by a third-party supplier that is outside our reasonable control or any other event outside our control;
- 7.1.7. is caused by any content provided by or originating from third parties as part of Foxes Hub or for any product or service advertised, promoted, offered or sold by third parties on or via Foxes Hub;
- 7.1.8. concerns loss or damage:
- 7.1.9. which is not a foreseeable result of our breach of these Terms (though we will be responsible for loss or damage directly caused by us which is foreseeable). Loss of damage is foreseeable if either it is obvious that it will happen or if, at the time we enter this contract, both you and we knew it might happen; or
- 7.1.10. relating to any business, including (amongst other things) loss of profits, loss of business, loss of opportunity and/or business interruption. Foxes Hub is made available for private and domestic purposes only.
- 7.2. We are not responsible for or liable for any loss, damage or harm you suffer as a result of using any third-party apps, services, adverts or websites, the content you access through them and any failure of them to function properly.
- 7.3. We do not endorse and shall not be held responsible for or liable for any content, advertising, products or services on or available from any third-party apps, services, advertising or websites.
- 7.4. Any dealings between you and any third-party advertisers or merchants found or accessed via Foxes Hub, including payment for and delivery of any products, services and any other terms, conditions, warranties or representations associated with such dealings are made between you and the relevant advertiser or merchant. We are not responsible or liable for any loss or damage of any kind incurred as a result of any such dealings.
- 7.5. Whilst we make reasonable effort to ensure the information and content provided in Foxes Hub is accurate, we do not accept any liability and make no representations or warranties in relation to the accuracy or completeness of such information.
- 7.6. We do not limit or exclude in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury resulting from our negligence; fraud; fraudulent misrepresentation or for breach of your mandatory legal rights that

cannot be excluded. You should seek your own legal advice in relation to any such rights at law.

## **8. Suspension, Restriction and Cancellation**

- 8.1. We make no commitment to continue supporting or providing access to Foxes Hub on an ongoing basis.
- 8.2. We may suspend, restrict or cancel your access to all or part of Foxes Hub at any time without refunding or offering compensation if:
  - 8.2.1. you do not make payment to us when such payment is due (or your chosen payment method has failed or has been refused by your payment service provider);
  - 8.2.2. we are unable to verify any or all information you have provided to us, or where you have provided incomplete information and you do not, within a reasonable time of us asking for it, provide us with required information that is necessary for us to start or continue making all or part of Foxes Hub available to you;
  - 8.2.3. you use Foxes Hub or the content accessed through Foxes Hub for anything other than personal domestic use;
  - 8.2.4. you breach these Terms or any other terms that apply to your use of Foxes Hub, in the case of a minor breach (to be interpreted by the Club acting reasonably) we will first give you the opportunity to fix the minor breach within 7 days of us notifying you of such breach and requiring you fix it;
  - 8.2.5. your use of Foxes Hub is reasonably considered abusive, excessive, or against the interests of other subscribers or persons;
  - 8.2.6. we suspect or believe you are using a VPN to access Foxes Hub;
  - 8.2.7. where it is not reasonably avoidable due to technical or operational reasons which are beyond our reasonable control;
  - 8.2.8. you or anyone representing you has acted towards our staff or agents in a way which we reasonably consider to be inappropriate or unacceptable and sufficiently serious to justify restricting or ending your use of Foxes Hub;
  - 8.2.9. we suspect or believe that you have committed or may be committing any fraudulent activity against us or against any other person or organisation through your or their use of Foxes Hub.
- 8.3. In addition we may close Foxes Hub on providing not less than 30 days' notice. If this occurs part way through your subscription, you will receive a pro-rata refund of any Fees you have already paid relating to the period of your current Subscription Period remaining as at the date of termination.

## **9. Maintenance**

- 9.1. From time to time, Foxes Hub may be taken down and your access to all or part of it suspended in order for work to be carried out relating to changes required by law or regulatory requirements, the upgrading and/or maintenance as necessary for the provision of Foxes Hub. We shall give as much notice as is reasonable in the circumstances and shall endeavour to ensure that such works are carried out as quickly

as possible and at times which minimise inconvenience to you. This may not be possible in cases of emergency to rectify significant faults, prevent further risk to you, other users or Foxes Hub technology.

## **10. General**

- 10.1. Any notices we send will be sent electronically (including via the Site, Foxes Hub, the Club's social media channels or email to the email address registered to your LCFC account). Please ensure that your contact details are kept up to date by logging in to your account at [lcfc.com](http://lcfc.com) as we take no responsibility for you failing to receive a notice where incorrect or out of date details are held by the Club in respect of you. We ask that any notices you send to us are sent by email to [lcfchelp@lcfc.co.uk](mailto:lcfchelp@lcfc.co.uk). Notices will be deemed to have been delivered on the day they are sent, provided we have not received a failed delivery notice, in which case we will send notice via Foxes Hub, the Site and/or the Club's social media channels. Notifications given via Foxes Hub, the Site and the Club's social media channels will be deemed delivered the day after they appear on such. You should regularly check Foxes Hub, the Site and the Club's social media channels, and we recommend that you print out for your records any notices and the latest edition of these Terms.
- 10.2. If we fail or delay to exercise or enforce any right we have under these Terms such failure or delay will not be deemed to be a waiver of that right nor will it prevent us exercising or enforcing that right on a later occasion.
- 10.3. This contract is personal between you and us. No third party will have any rights to enforce the Terms.
- 10.4. We may transfer our rights and obligations under this agreement to another organisation. We will always let you know if this happens. Please note you need our consent to transfer your rights and obligations under this contract to anyone else.
- 10.5. These terms are governed by English law and the parties submit to the exclusive jurisdiction of the English courts.

## **11. Complaints**

- 11.1. If you have any questions or complaints about Foxes Hub, please contact us at [leicestertvsupport@streamamg.com](mailto:leicestertvsupport@streamamg.com).