



CLUB SANCTIONS GUIDANCE

The following guidance is used by Arsenal Football Club to determine sanctions for offences committed online or in/around Emirates Stadium and away venues.

The guidance is divided into three sections: (1) General Offences, (2) Stadium-only Offences and (3) Ticket Touting Offences.

General Offences

The following offences are generally applicable whether committed online or in/around Emirates Stadium or away venues on a match day.

Offence	Recommended Sanction - 1st Offence	Recommended Sanction - 2nd Offence	Recommended Sanction - 3rd Offence
Any language or behaviour that is discriminatory by means of race, religion, gender, sexuality, colour or national or ethnic origin	3-year ban	Membership cancelled / permanent ban (subject to review after 5 years)	N/A
Any language or behaviour related to "tragedy-chanting" that reference disasters and/or fatalities	3-year ban	Membership cancelled / permanent ban (subject to review after 5 years)	N/A
Any language or behaviour that does not fall into the above category but is otherwise abusive, aggressive, insulting, intimidating or offensive (or incites such behaviour)	Minimum 1-year ban	Minimum 3-year ban	Membership cancelled / permanent ban (subject to review after 5 years)
Breaching the club's safeguarding requirements	Reviewed on an individual basis		
Any behaviour that could bring the club into disrepute	Reviewed on an individual basis		
Any other breach of the Ground Regulations or applicable T&Cs	Reviewed on an individual basis		
Other criminal offences, including assault-related offences or those leading to football banning orders	Reviewed on an individual basis		



Stadium-only Offences

The following offences are applicable when committed in/around Emirates Stadium or away venues on a match day.

Offence	Recommended Sanction - 1st Offence	Recommended Sanction - 2nd Offence	Recommended Sanction - 3rd Offence
Smoking (including e-cigarettes)	Ejection and 3-match ban	Minimum 10-match ban	Reviewed on an individual basis
Refusing to comply with steward requests	Ejection and written warning	Minimum 3-match ban	Reviewed on an individual basis
Misuse of discounted ticket (e.g. adult entering on a Junior Gunner or Senior Citizen ticket)	Ejection and written warning	Minimum 3-match ban	Reviewed on an individual basis
Damaging property of the club	Covering the cost of repairing or replacing damaged property, with a minimum 3-match ban, or a 10-match ban if you refuse to pay for the damage.	Reviewed on an individual basis	
Passing or transferring your ticket to someone who breaches the Ground Regulations or applicable T&Cs	Reviewed on an individual basis		
Possession of or use of an article that compromises public safety	Reviewed on an individual basis		
Consuming alcohol in view of the pitch and/or being intoxicated within the stadium or on the club's property.	Reviewed on an individual basis		
Use or possession of drugs	Reviewed on an individual basis		
Missile throwing:	Reviewed on an individual basis		
- Any object that can cause harm	3 year ban	Reviewed on an individual basis	
- Other objects	Reviewed on an individual basis		



Pitch incursion:		
- Entering the field of play	3 year ban	Reviewed on an individual basis
- Other acts of trespass	Reviewed on an individual basis	
Use or possession of pyrotechnics and/or smokebombs	3 year ban	Reviewed on an individual basis

Ticket Touting Offences

The following offences are generally applicable whether committed online or in/around Emirates Stadium or away venues on a match day.

Category of Membership	Offence	Recommended Sanction - 1st Offence	Recommended Sanction - 2nd Offence	Recommended Sanction - 3rd Offence
Red, Silver, JG and Cannon Members	<p>Selling tickets on a third-party website / social media</p> <p>Advertising tickets for sale</p> <p>Selling / transferring tickets in an unauthorised manner</p> <p>Failing to collect tickets held for collection following suspicious activity</p> <p>Using bots or automated software to purchase tickets or enter the ballot</p> <p>Association with accounts banned following suspicious activity</p>	Membership cancelled	N/A	N/A
Season Ticket Holders	<p>Selling tickets on a third-party website / social media</p> <p>Advertising tickets for sale</p>	1-year ban	Membership cancelled	N/A



<p>Season Ticket Holders (continued)</p>	<p>Selling / transferring tickets in an unauthorised manner</p> <p>Failing to collect tickets held for collection following suspicious activity</p> <p>Using bots or automated software to purchase tickets or enter the ballot</p> <p>Association with accounts banned following suspicious activity</p>	<p>1-year ban</p>	<p>Membership cancelled</p>	<p>N/A</p>
<p>Away Ticket Holders & Travel Club Members</p>	<p>Failing to (i) collect away ticket when held for collection or (ii) scan away ticket at turnstile of hosting club's ground resulting in ticket not being used</p>	<p>Deduction of 1 away loyalty point from Membership</p>	<p>Deduction of 10 away loyalty points from Membership</p>	<p>Deduction of all remaining away loyalty points from Membership</p>

Guidance Notes:

1. The above sanctions are guidelines. The club reserves its full and sole discretion to deviate from these guidelines as it considers reasonable, necessary and/or proportionate in determining what sanctions to apply and when to apply them.
2. Where the guidance recommends a minimum banning period, or provides a range of possibilities, then the club will review the offence on a case-by-case basis and use its discretion to impose an appropriate sanction.
3. If not already stated in the guidance, it is likely that an individual who has committed an offence will also be refused entry to, or be ejected from, the stadium. In addition, depending on the nature of the offence, the individual may be subject to sanctions from the Police or other relevant authorities.
4. Any individual subject to a ban of 12 months or more can appeal the club's decision in writing within 21 days of the date of the decision. The appellant must submit his/her appeal in writing by email to appeals@arsenal.co.uk, including the reason(s) for the appeal and attaching any documents that he/she wishes the Club to consider. The appeals committee, comprising of senior members of staff at the club, will meet within 30 days of receiving the appeal and communicate its decision within 14 days of that meeting. The decision of the appeals committee could be to increase as well as decrease the sanction. The decision of the appeals committee will be final.
5. The club may make changes to the guidance at any time and without notice.