



ARSENAL WOMEN SEASON TICKET TERMS AND CONDITIONS

FOR SEASON 2024-2025

Who do these Arsenal Women Season Ticket Terms and Conditions apply to?

These Terms and Conditions apply to any Arsenal Women Season Ticket holder for Arsenal Women's First Team Barclays Women's Super League Matches held at Emirates Stadium, Meadow Park, or any other stadium determined by the Club during the 2024-2025 season.

Key Terms

You should take your time to familiarise yourself with all terms and conditions applicable to your Arsenal Women Season Ticket. In particular, you should note:

- Your Season Ticket grants you access to all eleven (11) Barclays Women's Super League Matches.
- Subject to availability, you will receive priority access to home match tickets not included in your Season Ticket and priority access to away match tickets for the Women's First Team.
- If a Match is relocated from Emirates Stadium to Meadow Park at the Club's discretion, the Club will offer you an alternative ticket for Meadow Park and will refund the price difference if the new ticket is in a lower pricing category.
- If a Match is relocated from Meadow Park to Emirates Stadium at the Club's discretion, the Club will offer you an alternative ticket at Emirates Stadium, and you can choose to upgrade to a higher pricing category by paying the price difference.
- To be eligible to renew your Season Ticket for the 2025-2026 season, you must have used your Season Ticket for at least seven (7) matches during the 2024-2025 season, either by attending in person, transferring your ticket with the recipient attending, or listing it for sale via Ticket Exchange.
- The issue of a matchday ticket issued as part of your Season Ticket and subsequent access to Emirates Stadium or Meadow Park is subject to the Terms and Conditions of Entry (as may be amended from time to time).
- By purchasing, accepting, holding, and/or using a matchday ticket issued as part of your Season Ticket, you agree not to engage in or encourage directly or indirectly 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, towards any Club employee (including consultants, contractors and temporary matchday staff, such as stewards), player, match official or other individual attending a Match whether you are within the Stadium or remotely, via any electronic communication, social media or otherwise.
- The Club will not provide you with a refund if you are not allowed entry into or are removed from the Stadium, or if your ticket is suspended or cancelled.
- If the Terms and Conditions are breached by anyone using your ticket, you may be held responsible, either individually or jointly with that User. Legal or disciplinary actions could be taken against you as a result of the User's breach.
- Each ticket is exclusively assigned to and intended for the personal use of the ticket holder, and its transfer is permissible only under the conditions stated in clause 4.3.
- Ticket holders can transfer tickets using Ticket Transfer, provided they comply with specific conditions such as not selling tickets above the ticket's face value and adhering to all Terms and Conditions, bearing responsibility for any breaches of those whom you have transferred tickets.
- Ticket holders can sell their tickets for individual Matches via Ticket Exchange.



- The unauthorised sale or disposal of a ticket may amount to a criminal offence and lead to police involvement, charges, and potential Club sanctions. Misuse of tickets, especially involving ticket touting, may result in suspension or cancellation of tickets.
- Use of automated software or systems to obtain tickets is prohibited and may result in ticket cancellations.
- The Club may issue an indefinite ban and cancel or suspend future tickets if we have reasonable grounds to suspect you have touted your tickets, or if we have reasonable grounds that the person you've transferred your ticket to is suspected of the offence.
- It is your responsibility to ensure that the email address the Club has for you is always kept up to date.
- You do not have the right to cancel your Season Ticket, and the Season Ticket price is non-refundable. However, nothing in these Terms and Conditions will affect your legal rights.
- The Club will not provide any refunds if a Match is rescheduled.
- The Club may hold Matches behind closed doors or with reduced capacity due to legal or regulatory requirements, impacting your attendance and entitlements, but may offer refunds or partial refunds for such affected Matches.

The full terms and conditions, including more detailed information on each point mentioned, are contained in the Terms and Conditions provided below.

Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.

Any words following the terms “including”, “include”, “in particular”, “for example” or any similar expression shall be interpreted as illustrative and shall not limit the sense of the words preceding those terms.

A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1. Issue of a ticket

- 1.1 The issue of a ticket and subsequent access to the Stadium is subject to the Terms and Conditions of Entry (as may be amended from time to time), which can be found on or accessed via the Website and can also be provided upon written request.
- 1.2 The Club, acting as a selling agent for and on behalf of ASMCL, licenses you to use the ticket issued under these Terms and Conditions. As a result, ASMCL will hold all rights and obligations of the Club under these Terms and Conditions, and your rights and obligations shall apply solely against ASMCL.
- 1.3 If you are a consumer, references in these Terms and Conditions to “you” are to the individual purchasing a Season Ticket from the Club for private and non-commercial purposes.
- 1.4 If you are a business, references in these Terms and Conditions to “you” are to the business on whose behalf you are purchasing the Season Tickets and you confirm that you have authority to bind that business in respect of the purchase of the Season Tickets.



1.5 These Terms and Conditions, including all rights granted to you and the obligations of the Club herein, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Football Regulation. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Applicable Football Regulation, the relevant Applicable Law or Applicable Football Regulation shall prevail. The Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of any such Applicable Law or Applicable Football Regulation.

2. Benefits of Arsenal Women Season Ticket

2.1 Each Season Ticket holder shall be entitled to the following benefits during the Season:

- (A) attendance at eleven (11) Matches played by the Women's First Team as the "home team" during the Season at the Stadium, consisting of eleven (11) Matches in The Barclays Women's Super League and to occupy the seat or, where applicable, safe standing area indicated by the Club in writing to you for such Matches, save that:
 - (i) if the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Behind Closed Doors Matches during the relevant Season, there is no guarantee that you will be able to attend any such Behind Closed Doors Matches. However, you will be entitled to a refund for the relevant Match or a partial refund of the relevant Season Ticket fee;
 - (ii) if the Club is required by Applicable Law and/or Applicable Football Regulation or decides to hold any Reduced Capacity Matches during the relevant Season, there is no guarantee that you will be able to attend any such Reduced Capacity Matches, in which case the Club shall refund you for such Matches in accordance with the Terms and Conditions of Entry. The number of tickets available (if any) in respect of any such Reduced Capacity Matches will be determined in the Club's absolute discretion.

For clarity, the Club intends for each Match to be played at Emirates Stadium or Meadow Park, which will be determined in the Club's absolute discretion. Your Season Ticket and these Terms and Conditions shall apply to all Matches regardless of the stadium in which such Match is played.

- (B) subject to availability, priority access to ticket sales for all home matches played by the Women's First Team during the Season at the Stadium which are not included as part of your Season Ticket (the terms of such priority access, including the time period and number of tickets available for priority purchase, to be determined by the Club in its sole discretion); and
 - (C) subject to availability, priority access to ticket sales for all away matches played by the Women's First Team during the Season and which are made available for sale by the Club (the terms of such priority access, including the time period and number of tickets available for priority purchase, to be determined by the Club in its sole discretion).
- 2.2 Nothing in these Terms and Conditions shall constitute or imply that you have any guarantee of entitlement to any ticket, seat or access to any area of the Stadium (or any other ground or stadium) for any match.



- 2.3 The Club will notify you from time to time, via notices in the matchday programme or on the Website, about the availability of any home matchday tickets for purchase and also the manner or system which must be followed by you in order to purchase any such tickets. The Club may impose any limitations or restrictions on the means of purchase of any such tickets as it may, in its sole discretion, determine, whether for any particular match or otherwise.
- 2.4 The Club reserves the right to:
- (A) vary the benefits provided to you and the priority, manner or system by which Match tickets are allocated and/or sold. The Club will use reasonable endeavours to provide advance notice to you in the matchday programme or through the Website or by email relating to changes to the priority, manner or system by which Match tickets are allocated and/or sold;
 - (B) (save as otherwise expressly provided in these Terms and Conditions) substitute items or other benefits listed on the Website which are unavailable with similar items of equivalent value as the Club may from time to time decide in its sole discretion; and/or
 - (C) restructure, change and/or withdraw any level and/or type and/or priority of the Season Ticket scheme and/or the associated benefits from season to season. Purchase of a particular Season Ticket for one (1) season does not guarantee that such Season Ticket and any associated benefits will be available in the following season.
- 2.5 Any tickets purchased or used in relation to any Season Ticket, shall be used subject to the Terms and Conditions of Entry relevant to that ticket which can be located at: <https://www.arsenal.com/ticket-membership-terms>.
- 2.6 Whilst the Club tries to ensure that pricing and ticketing information on the Website is correct, errors may occasionally occur. If the Club discovers an error in the price or nature of the ticket you have ordered, the Club will inform you as soon as reasonably practicable and give you the option to reconfirm your order at the correct price/specification or to cancel it. If the Club is unable to contact you, it will unfortunately have to treat the order as cancelled. If the order is cancelled, the Club will provide you with a full refund. Please note that it is your responsibility to check the relevant ticket delivery method and ticket prices, as these may change on a match-by-match basis.
- 2.7 The Club reserves the right, in its absolute discretion, to stage any:
- (A) Match; and/or
 - (B) matches played by the Women's First Team during the Season which are not included as part of your Season Ticket,
- at Meadow Park or any other stadium during the Season.
- 2.8 If any Match was originally scheduled to be played at Emirates Stadium and is relocated to be played at Meadow Park (which the Club shall be entitled to determine in its absolute discretion), the Club reserves the right to offer you an alternative ticket at Meadow Park (which may be in a lower pricing category, in which case, you will be entitled to a refund of the difference between the face value of your original ticket and the face value of the alternative ticket allocated to you).



- 2.9 If any Match was originally scheduled to be played at Meadow Park and is relocated to be played at Emirates Stadium (which the Club shall be entitled to determine in its absolute discretion), the Club reserves the right to offer you an alternative ticket at Emirates Stadium. If the alternative ticket is in a higher pricing category, you will have the option to upgrade to the higher category by paying the difference between the face value of your original ticket and the upgraded ticket.

3. Issue of Arsenal Women Season Ticket

- 3.1 You shall pay the Fee to the Club (or as otherwise directed by the Club) on an annual basis. If you fail to pay the Fee when due, the Club (or such other entity as the Club shall direct) shall be entitled to charge you an administration charge and any bank charges incurred by the Club.
- 3.2 Your Season Ticket shall commence on the date of receipt of payment of the appropriate Fee. Your Season Ticket is valid for the Season (unless terminated earlier in accordance with these Terms and Conditions), after which it will expire (unless renewed).
- 3.3 Provided your access to your Season Ticket has commenced in accordance with [clause 3.2](#), the Club will email your matchday ticket for each Match at the Stadium referred to in [clause 2.1\(A\)](#) to the email address registered to your account connected to your Season Ticket not less than one (1) working day prior to the relevant Match. It is your responsibility to ensure that the email address registered to your account is always kept up to date. You can contact the Club to update your email address using the contact details in [clause 10](#).
- 3.4 You may not be invited to renew your Season Ticket for the 2025-2026 football season unless you have used your Season Ticket for at least seven (7) Matches at the Stadium during the 2024-2025 football season as referred to in [clause 2.1\(A\)](#) above. For the purposes of this [clause 3.4](#), “used” in respect of a Match shall mean: (i) your attendance in person; (ii) your use of Ticket Transfer to transfer your ticket for the Match provided that the recipient attends the relevant Match in person; and/or (iii) posting your ticket for the relevant Match for sale via Ticket Exchange (whether or not your ticket is sold).

4. Use of Arsenal Women Season Ticket

- 4.1 Save as provided in [clause 4.2](#) and [clause 4.3](#) below, the Season Ticket (and all associated rights and benefits) is issued for your personal use and you shall not, nor shall you attempt or take preparatory steps to, sell, dispose of, assign, transfer, loan or otherwise deal with the Season Ticket (or any ticket issued to you as part of your Season Ticket) or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Season Ticket for any commercial purpose, unless you are NOT a consumer, and are using it for corporate hospitality purposes that do not constitute a business activity of that business. The reference to selling the Season Ticket includes where, in the Club’s reasonable opinion, a User: (a) offers, attempts or takes preparatory steps, to sell the Season Ticket (or any ticket issued to you as part of the Season Ticket) including, via any website or online auction site; (b) exposes, attempts or takes preparatory steps, to expose a Season Ticket (or any ticket issued to you as part of the Season Ticket) for sale; (c) makes, attempts or takes preparatory steps, to expose a Season Ticket (or any ticket issued to you as part of the Season Ticket) available for sale by another person; and/or (d) advertises that a Season Ticket (or any ticket issued to you as part of the Season Ticket) is available for purchase.
- 4.2 The Season Ticket (or any ticket issued to you as part of your Season Ticket) may not be: (a) offered as a prize in any promotion or competition or transferred, assigned, lent or sold to any third party as part of a hospitality or travel package, other than (if you are NOT a consumer) for



corporate hospitality which is not itself a business activity of that business; (b) given (or offered to be given) to a person who pays or agrees to pay for another good or service; or (c) used for any other commercial purpose, all save as expressly authorised by the Football Association or the Club.

4.3 If you are unable to use your matchday ticket issued as part of your Season Ticket for a particular Match, the ticket may be transferred to another person solely for their personal use, provided that:

- (A) such transfer is only made via 'Ticket Transfer' (and not by any other means);
- (B) such transfer does not take place in return for any payment or benefit in excess of the face value of the ticket for that Match;
- (C) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business other than, in each case, (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business; and
- (D) such transfer will be subject to the Terms and Conditions of Entry (including any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time) which will (save for any rights to transfer the ticket under [clause 4.2](#) and [clause 4.3](#) or save for any rights to a refund) apply to and bind the recipient or the User as if they were the original purchaser of the ticket for that Match only and you must inform the recipient or User of this. You will be held liable if the person to whom you transfer your ticket breaches the Terms and Conditions of Entry. For example, if the Club has reasonable grounds to suspect that any such person has sold or transferred, or attempted or taken preparatory steps to sell or transfer your Season Ticket or your matchday ticket for the relevant Match to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry; and
- (E) you will provide the name, address, and contact details of your User when asked to do so by any official, steward or employee of the Club and/or any police officer.

4.4 You may offer for sale, sell, or resell your ticket issued as part of your Season Ticket in respect of a particular Match to another supporter via Ticket Exchange (or via any other mechanism for the resale of tickets that the Club may put in place from time to time).

4.5 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities the Club incurs as a result of any breach by a User of the Terms and Conditions of Entry. If any User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach and the Club's cancellation and suspension rights in [clause 8](#) shall apply.

OR

If you are a consumer, you shall be responsible for any breach by any User of the Terms and Conditions of Entry. If the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.



- 4.6 The Season Ticket will remain the property of the Club at all times and must be produced together with photographic evidence of the User's identity or the transferee of the Season Ticket via Ticket Transfer if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to de-activate any digital pass issued to you as part of your ticket at any time and/or require the immediate return of any such physical card, ticket or pass at any time. Any digital ticket must only be downloaded onto your personal mobile device and the Club is not responsible for any such digital pass which is downloaded onto a third-party device or located on a lost or stolen device. If you have purchased a ticket, the Club reserves the right to require the immediate return of the ticket at any time.
- 4.7 Any ticket which is obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such ticket shall be nullified. Anyone attempting to use a ticket in breach of the Terms and Conditions of Entry to gain entry to the Stadium or remain at a Match may be considered to be a trespasser and will be refused entry to, or ejected from, the Stadium in respect of a particular Match and/or will have their Season Ticket suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this [clause 4.7](#) no refund shall be payable to the holder in respect of any unused or unexpired portion of their Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.
- 4.8 You agree to conduct yourself in a manner befitting a representative of the Club and will not engage in, or cause others to engage in, any conduct that might bring the Club's name or reputation into disrepute. This includes, but is not limited to, conduct at any Match, men's first team match, or under-23s and academy teams matches; all Club and Club Group Company events; while travelling to and from any Club-related match or event; and conduct relating to or in connection with the Club and any Club Group Company, its opponents and its on-field and off-field activities on social media.
- 4.9 Any Season Ticket holder, acting alone or with others, whose conduct, or incitement of others, results in disciplinary action being taken against the Club by any Football Authority or any relevant law enforcement authorities, shall be both individually responsible and liable, and collectively responsible and liable with you, to the Club for any loss the Club thereby suffers. The User shall also be both individually responsible and liable and collectively responsible and liable with you to the Club for any resulting to the Club as a result of the behaviour of a third party gaining access to a Match using the ticket with the User's permission. The Club reserves the right to exercise its cancellation and suspension rights under [clause 8](#) on you or any User of your ticket if any User breaches these Terms and Conditions.
- 4.10 The unauthorised sale or disposal of a Match ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police if it has reasonable grounds to suspect that a Match ticket has been sold or disposed of illegally and will press for charges to be brought against those breaking the law. We may also notify the Football Association regarding any ticket touting activities associated with you; they may, in turn, notify other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities We may also notify other football clubs directly. If you are convicted of a ticket touting offence, or we have reasonable



grounds to suspect you have committed such an offence, or we have reasonable grounds to suspect that the person to whom you have transferred your ticket, in accordance with [clause 4.3](#), has committed such an offence, the Club reserves the right, through its Sanctions Policy, to issue an indefinite ban and in accordance with [clause 8](#), to cancel or suspend any tickets purchased for future Matches, without payment of any refund. Similarly, the Club may receive information from the police, the Football Association and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information about how we handle personal data and your rights, please refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.

- 4.11 By entering the Stadium, all persons 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 him/her/them and may also be used, by way of example and in televised coverage of the game, or by the Club, any other Club Group Company and/or any Football Authority or others (including commercial partners and accredited media organisations), in perpetuity, by way of any present or future media, for marketing, editorial, training, or promotional purposes or for any other purpose deemed reasonable by the Club. All 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 a third party, such as a law enforcement body) to identify him/her/them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions of Entry. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.
- 4.12 Save as provided in [clause 4.13](#) below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material related to the Match, any players, or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or 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. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the Premier League and/or the Club. The Club reserves the right to eject you from the Ground where you breach this [clause 4.12](#).
- 4.13 Mobile telephones and other similar mobile devices are permitted within the Ground provided that: (a) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing or any other communication of any Material for any commercial purposes); and (b) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including via social networking sites.



- 4.14 Save for official Club merchandise and/or other football-related clothing worn in good faith, you and any User shall not bring into, use, wear or display within the Stadium any sponsorship, promotional or marketing materials.
- 4.15 All persons attending Matches acknowledge that the Matches are public events. The appearance and actions of the persons attending inside and in the perimeter of the Stadium are public in nature and all persons attending agree that they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Matches.
- 4.16 Further to [clause 4.12](#) above, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying him/her/them into the Stadium shall be deemed to have provided consent on his/her/their behalf.
- 4.17 If a User is under 16 years old, their parent and/or guardian are also responsible for the User's actions, conduct and compliance with these Terms and Conditions and may face sanctions for any breach or non-compliance of these Terms and Conditions.

5. Lost or Stolen Matchday Tickets

The Club is not responsible for any matchday ticket which is lost, stolen, defaced, damaged or destroyed. The Club reserves the right to withdraw this duplicate ticket facility without notice. Please note that it is your responsibility to contact the Club and/or visit the Club's matchday ticket office on a matchday if you do not have access to your matchday ticket for that Match.

6. Changes to dates, refunds and exchanges

- 6.1 The Club does not guarantee that a Match will occur at a specific time, date, or spectator capacity. The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances. For up-to-date information, please visit the Website or telephone Arsenal Fan Services (Tel: +44 (0) 20 7619 5000). No refunds shall be paid in respect of any Matches which are rescheduled and to which the ticket entitled the User to attend but which the User did not attend.
- 6.2 In addition, there are certain circumstances where the Club may be required by Applicable Law or Applicable Football Regulation, or may decide itself, to hold Behind Closed Doors Matches and/or Reduced Capacity Matches during a Season. In such instances the Club reserves the right, without liability save as expressly provided otherwise in these Terms and Conditions, to reschedule any Match or, if necessary, play the Match out of view of the public or reduce the spectator capacity for the Match. If a Match is rescheduled, your Season Ticket will enable you to attend the re-arranged Match, unless the Match is to be played out of view of the public or the spectator capacity is reduced and you are not offered the right to attend the Match (in which case, you will be entitled to a refund for the relevant Match in accordance with the Terms and Conditions of Entry).
- 6.3 The Club does not guarantee that the team for any particular Match will necessarily be selected from the regular Women's First Team players. The Women's First Team manager may consider it desirable, on occasions, to omit regular Women's First Team players and select the team from the full playing squad.

7. Concessionary Tickets

- 7.1 Concessionary tickets may only be used by persons that qualify for such tickets, as follows:



- (A) “Junior” tickets are restricted to persons who will be under the age of eighteen (18) on 31 August of the relevant Season.
- (B) “Young Adult” tickets are restricted to persons who will be aged between eighteen (18) to twenty-four (24) (inclusive) on 31 August of the relevant Season.
- (C) “Senior” tickets are restricted to persons who will be aged sixty-six (66) or over on 31 August of the relevant Season.
- (D) “Disability Access” tickets are restricted to persons who are registered with the Club as members with disability access.

7.2 You are not permitted to sell or transfer a concessionary ticket to someone who is not entitled to such concession as set out above. All proven abuses of concessionary tickets will be dealt with severely. If any person enters or seeks to enter the Stadium with a concessionary ticket in circumstances where you are not entitled to such concession as set out above, that person will be refused entry to, or ejected from, the Stadium and will have the relevant ticket issued as part of your Season Ticket withdrawn. In such case, no refund will be given to you (including in respect of any games remaining in the Season if you are a Season Ticket holder) and it may result in criminal prosecution.

7.3 If you hold a concessionary Season Ticket and wish to transfer or sell a concessionary ticket for a specific Match via Ticket Transfer or Ticket Exchange, the purchaser or transferee will be required to pay the difference between the concessionary rate and the adult rate based on the relevant match-by-match member ticket prices for that particular Match, rather than the discounted Season Ticket rate. Any additional charges will be clearly communicated to members prior to payment. For transfers or sales within the same category (concession to concession or adult to adult) via Ticket Transfer or Ticket Exchange, additional upgrade charges will not apply. Refunds will not be issued if a transfer or sale via Ticket Transfer or Ticket Exchange results in a downgrade from an adult ticket to someone eligible for a concession ticket.

8. Suspension or Cancellation of Arsenal Women Season Ticket

8.1 The Club may remove you and/or any User from the Stadium and take any of the actions outlined in [clause 8.2](#) whom it, acting reasonably:

- (A) believes to be the subject of a banning or other order prohibiting them from entering the Stadium or any other stadium;
- (B) considers to have used any rude, foul, obscene, threatening, abusive, racial, homophobic, sexist, transphobic, or otherwise discriminatory language, gestures or behaviour towards any contractor, employee or agent of the Club, or any other spectator or official, in-person or remotely, via any electronic communication, social media or otherwise. This includes any language, gesture or behaviour relating to an individual's or group's race, nationality, ethnic or national origins, gender, sexual orientation, marital status, religion, age or disability and/or so-called “tragedy chanting” that reference disasters and/or fatalities;



- (C) believes to be behaving in such a manner as will, or is likely to, cause a hazard to safety or security, or cause any contravention by such person or the Club of: (a) any laws or regulations, including the terms of any health and safety, operating or other certificate, licence, consent, permit, approval or other authorisation, applicable to such person or entity or the Stadium; or (b) any restrictions imposed by the police or any other relevant authority in relation to any Match from time to time; or
- (D) fails or refuses to provide photographic proof of identity when requested by any official, steward or employee of the Club or any police officer.

8.2 Without limiting any other remedies it may have, the Club shall have the right in its absolute discretion to:

- (A) suspend for a period determined by the Club, withdraw indefinitely or cancel any Season Ticket (including use of the ticket and all other related benefits);
- (B) exclude (indefinitely or for a period determined by the Club) a User from using and/or applying to purchase any tickets (including any associated benefits) for any future matches at the Stadium; and/or
- (C) provide the police and any other relevant authorities including FIFA, UEFA, the Football Association and/or any other football clubs with relevant information,

in any of the following circumstances:

- (i) any serious or persistent breach by a User of these Terms and Conditions or the Terms and Conditions of Entry or the Club has reasonable grounds to suspect such breach; and/or
- (ii) the Club reasonably suspects that entry into the Stadium by the User will result in a serious breach of these Terms and Conditions, the Terms and Conditions of Entry or the terms and conditions of any other Club-related scheme.

8.3 Without limiting the general nature of [clause 8.2](#), the following actions shall constitute a serious breach of the Terms and Conditions of Entry by a User and shall enable the Club to exercise its rights as described in [clause 8.1](#) and/or [clause 8.2](#) above:

- (A) smoking (including the use of electronic cigarettes or vaporisers);
- (B) being (or appearing to be) drunk or intoxicated;
- (C) persistent standing in seated areas whilst the Match is in progress;
- (D) the Club has reasonable grounds to suspect that the unauthorised sale or transfer, or any attempt or preparatory steps in respect of the unauthorised sale or transfer, of a ticket or any other product or service to any person, has taken place;
- (E) the deliberate misuse of a ticket;



- (F) the possession of any banner or flag bearing offensive, obscene, abusive, racist, sexist, homophobic, transphobic or otherwise discriminatory material or slogans;
 - (G) the throwing of any object within the Stadium that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
 - (H) whether at the Stadium, or travelling to or from a Match fighting, engaging in, inciting, and/or threatening violence;
 - (I) bringing any of the following into the Stadium (or using them within the Stadium): alcohol; illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; drones; bottles; glass vessels or any item that might be used as a weapon or compromise public safety or any other item prohibited from time to time under the Ground Regulations;
 - (J) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - (K) the supply of any misleading or incorrect information in any application;
 - (L) any breach of clauses 4.7, 4.8, 4.9, 4.12 and/or 4.14 above;
 - (M) any breach of the requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club;
 - (N) any failure to pay when due any sums owed to the Club (or any third party) in respect of any Season Ticket or any failure to pay when due any other amount payable under these Terms and Conditions or any other agreement between you and Club;
 - (O) (being a body corporate) there is a change of control of you (within the meaning of section 840 of the Income and Corporation Taxes Act 1988), or application for an order is made, or resolution passed, for the winding up of you, application for an administration order is made, a provisional liquidator, receiver or administrative receiver or administrator is appointed, or a voluntary arrangement is proposed, in each case, in respect of you (or over any of your assets);
 - (P) (being a partnership) you are dissolved or any event analogous to a dissolution occurs in any jurisdiction;
 - (Q) a bankruptcy petition is presented against you; and/or
 - (R) any event analogous to [clause 8.3](#) (O), (P), or (Q) occurs in respect of you in any jurisdiction.
- 8.4 The Club may conduct security searches where it has reason to believe that any of the breaches set down in [clause 8.1](#), [clause 8.2](#) or [clause 8.3](#) have either occurred or may occur.
- 8.5 Your Season Ticket may also be suspended, withdrawn and/or cancelled without the payment of any refund to you, in the event that:



- (A) the User is under investigation by the police, charged, cautioned or found guilty of any football related offence anywhere in the world;
 - (B) prior to or whilst the User is using the Season Ticket, the User is under investigation by the police, charged, cautioned or found guilty of any football related offence anywhere in the world; or
 - (C) the Club has reasonable grounds to suspect that you have searched for, reserved, bought, sold, transferred or otherwise obtained a ticket, or have attempted or taken preparatory steps to do so with the intention of selling or transferring the ticket in breach of these Terms and Conditions.
- 8.6 The User must immediately surrender any physical or digital card, ticket or pass issued as part of the Season Ticket upon request by a Club official or a police officer.
- 8.7 In the event that your Season Ticket is withdrawn or cancelled or suspended in accordance with this clause 8:
- (A) no refund shall be payable to you and/or a User in respect of any (i) unexpired portion of any Season Ticket or (ii) period of suspension. The Club further reserves its right to take any legal and/or disciplinary action against any persons as it sees fit in connection with such matters including a claim for an account of profits made from an unauthorised use of the Season Ticket;
 - (B) the Club reserves the right to exclude you and/or any User from any Club membership scheme and/or to disqualify you and/or any User from applying for any match-by-match ticket or Season Ticket at its sole discretion and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason for such exclusion and/or disqualification);
 - (C) the Club reserves the right to sell the seat associated with the relevant Season Ticket to a third party immediately (i) following the cancellation or withdrawal of the Season Ticket, or (ii) for the period of suspension of the Season Ticket; and
 - (D) you and/or the User shall not be permitted to join any Season Ticket waiting list (whether or not using the same or different contact details and/or payment card details as any suspended or cancelled Season Ticket) during the period in which you are banned from attending matches at the Stadium.

9. Right to Cancel

You do not have a right to cancel your Season Ticket under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Other than as set out in these Terms and Conditions, the price of the Season Ticket is non-refundable. However, if you are a consumer, you have legal rights if the Club does not comply with its obligations in these Terms and Conditions with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.



10. Contact

- 10.1 The Club can be contacted via our [Online Contact Form](#) or by post, addressed to Arsenal Women, Arsenal Football Club, Highbury House, 75 Drayton Park, London N5 1BU or by phone on +44 (0)207 619 5000.
- 10.2 You should immediately notify the Club of any change of address or email address using the contact details provided in clause 10.

11. Exclusion of liability

- 11.1 Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, neither the Club nor any Club Group Company shall have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of your Season Ticket and these Terms and Conditions, including admitting you and/or any other User to the Stadium for a particular Match, caused by any circumstances outside the Club's reasonable control including, (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation; and/or (ii) the exercise of any discretion by the Club in respect of the number, availability, prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation.
- 11.2 Notwithstanding any provision in these Terms and Conditions, neither the Club nor any Club Group Company seeks to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by the negligence of the Club or any Club Group Company or the negligence of any of their officers, employees or agents; or (c) under section 2(3) of the Consumer Protection Act 1987; or (d) for any other matter for which it is not possible to exclude or limit liability by law.

12. General

- 12.1 Each User acknowledges that the Club will hold and process data relating to them, which may include personal data, for administrative, health and safety and legal purposes (including under Applicable Law and/or Applicable Football Regulation). In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs, any Football Authority, and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at Matches, including racial, homophobic, sexist, transphobic or other discriminatory abuse, chanting or harassment (including any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability). We may also share your data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. Each User's personal data provided to the Club shall be processed, stored and transferred in accordance with the Club's privacy policy available on the Website.
- 12.2 The Club reserves the right to amend these Terms and Conditions from time to time and will notify you of any changes that materially affect your consumer rights. The Club will notify you of any such changes through the Website.



- 12.3 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of these Terms and Conditions would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 12.4 You acknowledge that the Club may fulfil any of its obligations under these Terms and Conditions by procuring such fulfilment from another Club Group Company. Each Club Group Company may benefit from the rights granted to the Club under these Terms and Conditions. Other than the foregoing, and except each Football Authority, no other person has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 12.5 The Terms and Conditions of Entry together with (i) any information provided as part of any online or telephone ticket purchase process; and/or (ii) information provided to an individual attending the box office constitute the entire agreement between the Club and you in respect of the subject matter and neither the Club nor you shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the subject matter which is not set out therein. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in these Terms and Conditions.
- 12.6 The Terms and Conditions of Entry are between you and the Club. 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 the Terms and Conditions of Entry. Nothing in the Terms and Conditions of Entry shall affect any right or remedy of a third party that exists or is available other than as a result of that Act.
- 12.7 If you are a consumer, you have legal rights in relation to goods that are not fit for purpose and services that are not carried out with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.
- 12.8 If you are a consumer, please note that these Terms and Conditions are governed by English law, meaning that any dispute or claim arising out of or in connection with it (including in relation to any non-contractual disputes or claims) will be governed by English law. You and the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.
- 12.9 If you are a business, these Terms and Conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law. You and we both irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions or their subject matter or formation (including non-contractual disputes or claims).
- 12.10 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions, the documents referenced herein or by law shall not constitute a waiver of that right, power or remedy.

13. Definitions



In these Terms and Conditions:

“Applicable Football Regulation” means in respect of any Football Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or you are required to comply with from time to time.

“Applicable Law” means all laws, statutes, regulations, edicts, byelaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or you are subject and which is relevant to the Club and/or your rights or obligations under these Terms and Conditions.

“ASMCL” means Arsenal Stadium Management Company Limited.

“Behind Closed Doors Match” means a Match which the Club holds at the Stadium without any spectators in attendance.

“Club” means Arsenal Women Football Club Limited, a company registered in England and Wales under company number 3013967, with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU.

“Club Group Company” means, in respect of The Arsenal Women Football Club Limited, its holding companies and subsidiaries of its holding companies, and **“holding company”** and **“subsidiary”** have the meanings given to them in section 1159 of the Companies Act 2006 and **“Club Group Companies”** shall be construed accordingly.

“Fee” means the relevant amount payable on an annual basis by you for your Season Ticket as detailed in the application form and on the Website.

“Football Authority” means The Football Association, FIFA, UEFA, and/or any other relevant governing body of association football, and **“Football Authorities”** shall be construed accordingly.

“Ground Regulations” means those ground regulations issued by the Club and/or relevant stadium owner (if applicable) from time to time that set out the terms and conditions upon which spectators are granted entry to the relevant Stadium (copies of which are on display at the relevant Stadium and on the Website) including any guidelines and/or codes of conduct issued by the Club and/or relevant stadium owner (if applicable) from time to time.

“Match” and **“Matches”** refer to the eleven (11) Matches in The Barclays Women’s Super League played by the Women’s First Team as the home team during the Season at the Stadium.

“Material” means any audio, visual, or audio-visual content, or any related information or data.

“Reduced Capacity Match” means a Match which the Club holds at the Stadium with reduced spectator capacity.

“Sanctions Policy” means the Club’s policy on determining sanctions for offences committed online or in/around Emirates Stadium, which can be accessed via the Website at <https://www.arsenal.com/ticket-membership-terms>.

“Season” means the 2024-2025 football season ending at the end of the day of the final match of the 2024-2025 football season.

“Season Ticket” means your Arsenal Women Season Ticket which grants you the benefits listed in [clause 2](#) of these Terms and Conditions.



“Stadium” means Emirates Stadium, London N7 7AJ or such other ground at which Arsenal Women play any of their home matches from time to time, including Meadow Park, WD6 5AL, also known as Mangata Pay UK Stadium.

“Terms and Conditions” means these terms and conditions governing the Season Ticket, including the issue and use of the physical or digital entry card, ticket or pass entitling you admission to certain matches played by the Women’s First Team at the Stadium in accordance with the relevant Terms and Conditions of Entry. The Ground Regulations shall be incorporated in, and form part of, these Terms and Conditions.

“Terms and Conditions of Entry” means the “Arsenal Women Home Ticket Terms and Conditions Season 2024-2025”, the rules and regulations of each Football Authority, and the Ground Regulations, each as may be amended from time to time.

“Ticket Exchange” means the Club’s authorised ticket resale facility made available by the Club from time to time, which provides an online secure service for holders of Season Tickets to exchange tickets to games played by the Women’s First Team with other supporters of the Club.

“Ticket Transfer” means the Club’s authorised ticket transfer service made available by the Club from time to time, which provides an online secure service for holders of Season Tickets to forward their Match tickets to any person within their network who is registered with an Online Box Office account.

“User” means: (i) you (including any of your representatives (e.g. employees, directors and/or other agents and guests thereof), if you are NOT a consumer); or (ii) any person who uses the matchday ticket issued as part of the Season Ticket.

“Website” means the Club’s official website currently located at www.arsenal.com.

“Women’s First Team” means the Club’s women’s first XI.