



ARSENAL WOMEN HOME MATCH TICKET
TERMS AND CONDITIONS
SEASON 2024-2025

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

These Terms and Conditions apply to any Arsenal Women home match-by-match Ticket holder for Arsenal Women's First Team Barclays Women's Super League Matches, The Adobe Women's FA Cup Matches, the FA Women's League Cup Matches or the UEFA Women's Champions League Matches, held at either Emirates Stadium or 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 Ticket. In particular, you should note:

- The issue of a 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 Ticket issued, 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 alone or together with that User. Legal or disciplinary actions could be taken against you as a result of the User's breach.
- 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 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 a right to cancel your Ticket, and the price of the Ticket is non-refundable. However, nothing in these Terms and Conditions will affect your legal rights.
- 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.



Definitions

In these Terms and Conditions, the following words and phrases shall have the following meanings:

“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 and/or a Guest is 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 and/or any Guest is subject and which is relevant to the Club’s and/or your and/or the Guest’s rights or obligations under these Terms and Conditions (as the case may be).

“ASMCL” means Arsenal Stadium Management Company Limited.

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

“Club” means: (a) in relation to matches played at Meadow Park, Arsenal Women Football Club Limited, a company registered in England and Wales under company number 03013967 with its registered office at Highbury House, 75 Drayton Park, London, N5 1BU; and (b) in relation to matches played at Emirates Stadium, The Arsenal Football Club Limited, a company registered in England and Wales under company number 00109244 with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU.

“Club Group Company” means, in respect of 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.

“Emirates Stadium” means Emirates football stadium, London N7 7AJ.

“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” means Meadow Park, Emirates Stadium, or any other ground where Arsenal Women’s First Team plays home matches from time to time.

“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 Ground (copies of which are on display at the Ground and on the Website) including without limitation any guidelines and/or codes of conduct issued by the Club and/or relevant stadium owner (if applicable) from time to time.



“Guest” means a relative, friend, colleague and/or, companion to disabled supporters who has been transferred a Ticket in accordance with the Terms and Conditions of Entry.

“Home Advantage Pack” means the official Arsenal Women home advantage pack scheme, which provides the User with Tickets to Home Advantage Pack Matches, the terms and conditions of which are available on the Website at <https://www.arsenal.com/ticket-terms-conditions-womens>.

“Home Advantage Pack +” means the official Arsenal Women home advantage pack + scheme, which provides the User with Tickets to Home Advantage Pack + Matches, the terms and conditions of which are available on the Website at <https://www.arsenal.com/ticket-terms-conditions-womens>.

“Home Advantage Pack Match” the five (5) Barclays Women’s Super League matches played by the Women’s First Team during the Season at Emirates Stadium, such matches shall be chosen by the Club in its absolute discretion.

“Home Advantage Pack + Match” the eight (8) Barclays Women’s Super League matches played by the Women’s First Team during the Season at Emirates Stadium, such matches shall be chosen by the Club in its absolute discretion.

“Match” and **“Matches”** means each football match at the Ground played by the Women’s Team during the Season to which these Terms and Conditions Apply, including Season Ticket Matches, Home Advantage Pack Matches, Home Advantage Pack + Matches and Relevant Cup Matches.

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

“Meadow Park” means Meadow Park football ground, Hertfordshire WD6 5AL, also currently known as Mangata Pay UK Stadium.

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

“Relevant Cup Match” means a home match in any of the following competitions played by the Women’s Team at the Ground during the Season: The Adobe Women’s FA Cup, the FA Women’s League Cup or the UEFA Women’s Champions League.

“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 the official Arsenal Women season ticket scheme, the terms and conditions of which are available on the Website at <https://www.arsenal.com/ticket-terms-conditions-womens>.

“Season Ticket Match” means, subject to the Arsenal Women Season Ticket Terms and Conditions, eleven (11) matches played by the Women’s Team during the Season at the Ground.



“Terms and Conditions” means these terms and conditions governing the issue and use of a Ticket.

“Terms and Conditions of Entry” means each of the rules and regulations of each Football Authority, the Ground Regulations and these Terms and Conditions, each as may be amended from time to time. Any amendments to the Terms and Conditions of Entry will be notified to you by being put on display at the Ground and through the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.

“Ticket” means the physical or digital entry card, ticket or pass entitling you to admission to the relevant Match at the Ground and includes any alternative card, ticket or pass issued 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 Arsenal Women Season Tickets or the Home Advantage Pack or the Home Advantage Pack + to exchange Tickets to games played by the Women’s First Team with other Members of the Club and, where permitted by the Club from time to time, 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 Arsenal Women Season Tickets or Home Advantage Packs or Home Advantage + Packs to forward their Tickets to any person within their network who is registered with an Online Box Office account.

“User” means: (i) you; or (ii) any person who uses the Ticket in accordance with clause 3.3 or 3.4.

“Visiting Club” means the football club playing against the Club in respect of the Match.

“Website” means the Club’s website, currently www.arsenal.com.

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

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 Tickets

- 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 or can be provided upon written request to the Club.
- 1.2 The Club, as selling agent for and on behalf of ASMCL, licenses you to use the Ticket issued to you pursuant to these Terms and Conditions. As a result, ASMCL will have all the rights and obligations of the Club under these Terms and Conditions. Your rights and obligations under these Terms and Conditions shall lie solely against ASMCL.
- 1.3 If you are a consumer, references in these Terms and Conditions to “**you**” are to the individual using the Ticket for private and non-commercial purposes.
- 1.4 If you are NOT a consumer, references in these Terms and Conditions to “**you**” are to the business on whose behalf you are purchasing the Tickets and you confirm that you have authority to bind that business in respect of the purchase of the Tickets.
- 1.5 These Terms and Conditions, including all rights granted to you and the obligations of the Club hereunder, 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. Admission to the Ground

- 2.1 By purchasing, accepting and/or holding and/or using a Ticket to gain access to the Ground, you certify that you have read, understood, and accepted, and agree to be bound by and comply with, the Terms and Conditions of Entry from time to time and you and any Guest will comply with all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club.
- 2.2 The Ticket shall only entitle the User to gain admission to the Ground after it has been validated by the control readers located at the appropriate turnstiles. The Ground access steward will refuse admission to any person whose Ticket is not so validated by the turnstile control readers. You are responsible for ensuring your mobile phone is functional and able to display the Ticket. Once the Ticket has been scanned by the access control readers at the Ground and entry granted to you for the relevant Match, any subsequent attempts to enter the Ground for the same Match using the same Ticket will be denied.
- 2.3 All persons (including children) must have a valid Ticket in their possession when entering the Ground. The Club will not allow children (or any other person) to be carried into the Ground without a valid Ticket for the relevant Match.



- 2.4 Save as set out in clause 2.5 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into or use within the Ground any equipment or technology, or assist another person to use such 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 Football Association and/or the Club.
- 2.5 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, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 2.6 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 2.4 above, or pursuant to clause 2.5 above, or otherwise) is hereby assigned to The Football Association and the Club, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by The Football Association and/or the Club) to promptly execute all instruments and do all things necessary to vest the right, title, and interest in such rights to The Football Association and the Club absolutely and with full title guarantee.
- 2.7 Save for official Club merchandise and/or other football-related clothing worn in good faith, you shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 2.8 You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.7 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.9 You shall not bring or attempt to bring into the Ground any of the following: (i) bottled or canned foods or beverages; (ii) any other foodstuffs; and/or (iii) any alcoholic beverage whatsoever. Subject to Applicable Law and Applicable Football Regulation, refreshment facilities will be made available at the Ground.



- 2.10 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms and Conditions of Entry (including, without limitation, any requirements and/or supporter code of conduct issued by the Club from time to time).
- 2.11 In the event the Club restricts the sale of Tickets for a particular Match to supporters of the Club, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Visiting Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat or standing location will be offered.

3. Use of Tickets

- 3.1 Save as provided in clauses 3.3 and 3.4 below, the Ticket (and all associated rights and benefits) is issued for your sole use and you shall not, nor shall you attempt and/or take preparatory steps to, sell, dispose of, assign, transfer, lend or otherwise deal with the Ticket or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Ticket for any commercial purpose (other than, if you are NOT a consumer, only for corporate hospitality which is not itself a business activity of that business). The reference to selling the Ticket includes where, in the Club's reasonable opinion, a User: (a) offers, or attempts and/or takes preparatory steps, to sell a Ticket (including, without limitation, via any website or online auction site); (b) exposes or attempts and/or takes preparatory steps, to expose a Ticket for sale; (c) makes or attempts and/or takes preparatory steps, to make a Ticket available for sale by another person; and (d) advertises that a Ticket is available for purchase.
- 3.2 The 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; (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.
- 3.3 If you are unable to use your Season Ticket or Home Advantage Pack or Home Advantage Pack + for a particular Match, any Ticket issued to you may be transferred to another person for their personal use only, 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;
 - (D) such transfer to any Guest will be subject to the Terms and Conditions of Entry (including, without limitation, all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club) which will apply to and bind each Guest as if he/she/they was the original purchaser of the Ticket for that Match only (save that the recipient will not have any rights to transfer under this clause 3.3 and clause 3.4 or any



rights to a refund under clause 9 and you must inform the Guest of this and procure that he/she/they shall comply with the Terms and Conditions of Entry). You will be held liable if the person to whom you transfer any 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, the physical or digital pass issued to you as part of your Season Ticket or Home Advantage Pack or Home Advantage Pack + 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 Guest when asked to do so by any official, steward or employee of the Club and/or any police officer.

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

3.5 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities suffered or incurred by it as a result of any breach by a User of the Terms and Conditions of Entry. If the User breaches the Terms and Conditions of Entry, you and the User may each be held liable for such breach.

OR

If you are a consumer, you shall be responsible for any breach by a 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.

3.6 Any digital card, ticket or pass issued to you as part of the Ticket will remain the property of the Club at all times and must be produced together with photographic evidence of your identity or the transferee of the Season Ticket or Home Advantage Pack or Home Advantage Pack + via Ticket Transfer (as the case may be) if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of any such card, ticket or pass at any time.

3.7 Any Ticket obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Ticket shall be nullified. Any person seeking to use a Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her/their Season Ticket or Home Advantage Pack or Home Advantage Pack + suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this clause 3.7 no refund shall be payable to the holder in respect of their Ticket or (if applicable) any unexpired portion of their Season Ticket or Home Advantage Pack or Home Advantage Pack +. 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 Ticket.

- 3.8 You agree to conduct yourself in a manner befitting a representative of the Club and will not do anything or procure that anything be done which might bring the name or reputation of the Club into disrepute. This includes, but is not restricted to, conduct at any Match, any men's first team match, and any 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.
- 3.9 Any User, acting alone or with others, whose conduct, or incitement of others, results in disciplinary or legal action 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 loss the Club suffers as a result of the behaviour of a third party gaining access to a Match using the Ticket with the User's permission.
- 3.10 The unauthorised sale or disposal of a 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 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 about ticket touting activities relating to you, who 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 3.3, has committed such an offence, the Club reserves the right, through its Sanctions Policy, to issue an indefinite ban and in accordance with clause 11, 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 you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.
- 3.11 If the Club finds that (i) your Ticket Transfer network includes individuals suspected of ticket touting, or (ii) the original purchaser of your Ticket, or any individual to whom you have transferred or assigned your Ticket via Ticket Transfer or Ticket Exchange, has been identified by the Club as participating in ticket touting, or (iii) there is evidence suggesting your Membership account is used by someone else in an unauthorised manner (as indicated by payment card



details, email addresses, phone numbers, or IP addresses used for Ticket purchases or Ballot entries), and/or the Club has reasonable grounds to suspect your involvement in a ticket touting offence, or someone else's involvement in a ticket touting offence whilst using your Membership account, the Club reserves the right to temporarily suspend your Membership account and any Tickets purchased for future Matches while the Club conducts an investigation into the activity associated with your Membership account. Following its investigation, if the Club determines there are sufficient grounds to believe you are implicated in a ticket touting offence or if your Membership account is implicated in a ticket touting offence, the Club shall issue an indefinite ban, through its Sanctions Policy, and cancel or suspend any Tickets purchased for future Matches in accordance with clause 11, without payment of any refund.

- 3.12 The (i) use of any automated software or computer systems, (ii) generation of multiple email addresses via "alias" email address software or the use of any "hide my email" software, or (iii) employment of a virtual private network to conceal an IP address from the Club, to search for, reserve, manage, buy or otherwise obtain Tickets is strictly prohibited. This includes sending information from your computer to another computer where such software or system is active. If the Club reasonably believes that you have searched for, reserved, managed, bought or otherwise obtained Tickets using, or with the assistance of, all software referenced in this clause 3.12 the Club may cancel your Tickets (and any subsequent Tickets purchased by you) without payment of any refund. If you have any queries about this, you may contact the Arsenal box office. The use of such software to search for, reserve, buy or otherwise obtain Tickets may amount to a criminal offence under the Computer Misuse Act 1990 or the Breaching of Limits on Ticket Sales Regulations 2018 and the Club reserves the right to inform the police if it reasonably believes that a Ticket has been purchased using such software.
- 3.13 By entering the Ground, 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 them and may also be used, by way of example and without limitation, 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 by a third party, such as a law enforcement body) to identify 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.
- 3.14 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 Ground are public in nature and all persons attending agree that he/she/they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Matches.
- 3.15 Further to clause 3.14 above, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying him/her/them into the Ground shall be deemed to have provided consent on his/her/their behalf.



- 3.16 If a User is not 16 years old or over, his/her/their parent and/or guardian are also responsible for his/her/their actions, conduct and compliance with these Terms and Conditions.

4. Members with Disabled Access

- 4.1 This clause 4 applies to you if you have a Ticket and are registered with the Club as a Disability Access Member.

- 4.2 In order to become a Member with Disability Access, you will be required to submit an Access Requirement Form (which can be found at <https://www.arsenal.com/disabilityaccessmembership>) outlining your disability requirements, together with such supporting documentation as required by the Club, to apply to be registered with the Club as a Member with Disability Access. You will then be contacted by a member of the Disability Liaison Team so that we can better understand your access requirements. All applications will be considered by the Disability Liaison Team on a case-by-case basis. The decision of the Disability Liaison Team regarding your eligibility for Disability Access is final.

- 4.1 If you are registered with the Club as a Member with Disability Access, your continued eligibility for Disability Access shall be subject to periodic review as and when required by the Club.

- 4.2 Members with Disability Access must bring their Ticket with them, and a form of photographic identification, when attending a Match. If you will be attending a Match with a personal assistant, your personal assistant must also bring their personal assistant ticket with them.

- 4.3 If you will be attending a Match with a personal assistant, your personal assistant is responsible for providing you with the support you require for attending the Match and they must be at least 10 years of age, provided you are at least 18 years old. If you are below 18 years of age, your personal assistant must be at least 18 years of age. If the Club reasonably considers that your personal assistant is not providing you with the support you require for attending the Match or is not able to, the Club reserves the right to eject you and your personal assistant from the Ground without refund.

- 4.4 If you have a personal assistant, your personal assistant must not attend Matches on their own or with any non-disabled person.

- 4.5 If you are unable to attend a Match, please notify the Disability Liaison Team as soon as possible so that we can help you to sell, transfer or donate, via the Disability Liaison Team, your Ticket to another disabled supporter, a charity or local disability organisation.

- 4.6 Please note that stewards and Club staff will be carrying out checks of Tickets. All proven abuses of the disabled supporter's concessionary scheme will be dealt with severely and will result in the loss of your Ticket. It may also result in criminal prosecution.

- 4.7 Contact details for the Disability Liaison Team are as follows (and may be updated from time to time on the Website):

- Telephone: +44 (0)20 7619 5000 (9.30am to 5pm Monday to Friday and matchdays)



- Online: Submit an enquiry at <https://arsenalfc.freshdesk.com/support/tickets/new>

5. Unavailability of seats or safe standing area

5.1 If the Club has allocated you a seat or safe standing area, the Club reserves the right, in its sole discretion, to allocate to you, on a temporary basis, an alternative seat or standing area anywhere in the Ground, including (but without limiting the circumstances when that discretion may be exercised):

- (A) when the part of the Ground in which the seat or standing area is located is closed for repairs, maintenance or re-building;
- (B) to comply with health and safety requirements, Applicable Law, Applicable Football Regulation and/or the Terms and Conditions of Entry;
- (C) when the Visiting Club is allocated the entire or any part of area at the Ground usually occupied by you;
- (D) when the Club, the police or any other relevant authority or Football Authority otherwise considers it desirable in the interests of safety, crowd control or other Club requirements to re-allocate the seat or safe standing area; or
- (E) any other circumstances at the Club's discretion.

Where the Club is not able to provide you with an alternative seat in such circumstances, you will be entitled to a refund in respect of the relevant Match, or to a credit against the renewal of your Season Tickets or Home Advantage Pack or Home Advantage Pack +, the amount of such refund or credit, and the form and timing thereof, to be determined by the Club acting reasonably.

6. Repairs and maintenance

6.1 The Club and/or other stadium owner (if applicable) will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to the Ground provided that the Club will not accept liability for, and shall not be in breach of its obligations by reason of, any breakages or defects to any part of the Ground which are not the result of fair wear and tear or are caused by the acts or omissions of any User or any other person in possession of a Ticket. Notwithstanding the foregoing, the Club will not be liable for and will not be in breach of its obligations by reason of any breakages in, or defects to, any part of the Ground if, pursuant to clause 5 or otherwise, it provides you with an alternative seat (or seats) or safe standing area at the Ground or any other stadium where the Women's Team plays its home football matches in any competition.

6.2 The Club has the right to charge you for the cost of repairs, maintenance, replacement or cleaning of any part of the Ground to which you (or any other User) have access, or any fixtures or fittings therein, resulting from any act or omission of you (or any other User) other than as a result of fair wear and tear.



- 6.3 The Club and/or other stadium owner (if applicable) and each of its/their employees, agents or contractors shall have the right at any time to carry out emergency repairs to any part of the Ground to which you (or any other User) have access, or any fixtures or fittings therein, or any adjoining property of the Club, and to suspend access to such areas of the Ground as necessary.

7. Pricing and ticket information

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 of reconfirming your order at the correct price/specification or cancelling 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 (including booking fees). Please note that it is your responsibility to check the relevant ticket delivery method and the relevant prices, as these may change on a match-by-match basis.

8. Changes to dates, refunds, and exchanges

- 8.1 No guarantees are given by the Club that a Match will take place at a particular time, date, Ground 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 Supporter Services (Tel: +44 (0) 20 7619 5000).

- 8.2 No refunds shall be paid in respect of any Matches to which the Ticket entitled the User to attend but which the User did not attend.

- 8.3 The Club reserves the right, without notice and 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.

- 8.4 If you have purchased a Ticket from the Club for a Match that is postponed:

- (A) if you are a holder of a Season Ticket, Home Advantage Pack or Home Advantage Pack + and the Match in question is a Season Ticket Match, Home Advantage Pack Match or Home Advantage Pack + Match (whichever is applicable), you will receive an equivalent ticket for the re-arranged Match; or
- (B) if clause 8.4(A) does not apply, you have the option to either receive an equivalent ticket for the re-arranged Match or a refund for the original Match, provided you comply with the deadline notified to you on the Website,

unless, in either case, the postponed Match is required to be played out of the view of the public or the spectator capacity is reduced (in which case the provisions of clause 8.5 below will apply).

- 8.5 If you have purchased a Ticket from the Club for a Match that is abandoned, held as a Behind Closed Doors Match, and/or held as a Reduced Capacity Match which you are not offered the



right to attend (including, without limitation, in circumstances where your Ticket is cancelled by the Club), you will be entitled to a refund in respect of the relevant Match, the amount of such refund, and the form and timing thereof, to be determined by the Club acting reasonably.

- 8.6 The Club does not guarantee that the team for any particular Match will necessarily only be selected from the Club's 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.

9. Use of concessionary tickets

- 9.1 Concessionary priced Tickets may only be used by persons that qualify for such Tickets, as follows:

- (A) "Junior" tickets may only be used by persons who will be under the age of eighteen (18) on the day of the relevant Match.
- (B) "Young Adult" tickets may only be used by persons who will be aged between eighteen (18) and twenty-four (24) (inclusive) on the day of the relevant Match.
- (C) "Senior" tickets may only be used by persons who will be aged sixty-six (66) or over on the day of the relevant Match.
- (D) "Disability Access" tickets may only be used by or for the benefit of persons who are registered with the Club as a Member with disability access.

- 9.2 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 Ground with a concessionary ticket in circumstances where that person is not entitled to such concession as set out above, that person will be refused entry to, or ejected from, the Ground and the person who sold or transferred their concessionary Match Ticket to that person will have their relevant Membership withdrawn. In such case, no refund will be given to you and it may result in criminal prosecution.

- 9.3 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. For transfers or sales within the same category (concession to concession or adult to adult) via Ticket Transfer or Ticket Exchange, no additional upgrade charges will apply.

10. Any lost or stolen Tickets

- 10.1 In order to gain admission to the Ground for a Match, the Ticket must be presented in its entirety.
- 10.2 The Club is not responsible for any Ticket which is lost, stolen, defaced, damaged, or destroyed. If the Ticket is lost, stolen, defaced, damaged, or destroyed, the Club may, subject to these



Terms and Conditions, and in its sole discretion, issue a replacement Ticket to you. The Club reserves the right to require photographic proof of identity when issuing a replacement Ticket to you without notice.

- 10.3 In the event any Ticket issued to you under these Terms and Conditions is lost or stolen, you must inform the Club immediately. 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 Ticket for that match.

11. Cancellation and withdrawal of Ticket

- 11.1 The Club may remove you and/or any User from the Ground and take any of the actions against you or such User as set out in clause 11.2 whom it, acting reasonably:

- (A) believes to be the subject of a banning or other order prohibiting them from entering the Ground 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 Ground; 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.

- 11.2 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 (in the case of Season Ticket, Home Advantage Pack or Home Advantage Pack + holders), withdraw indefinitely or cancel any Ticket associated with a User's Membership (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 Ground; 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 Ground 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.

11.3 Without limiting the general nature of clause 11.2, 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 clauses 11.1 and/or 11.2 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 to any person has taken place;
- (E) the deliberate misuse of a Ticket;
- (F) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, racist or homophobic, sexist, transphobic or otherwise discriminatory (including, without limitation, any such language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability);
- (G) the throwing of any object within the Ground that may cause injury, distress, annoyance or damage to people or property without lawful authority or excuse;
- (H) whether at the Ground, or travelling to or from a Match fighting, or engaging in, inciting and/or threatening violence;
- (I) bringing any of the following into the Ground (or using them within the Ground): 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) breach of the terms of any Season Ticket, Home Advantage Pack or Home Advantage Pack + (if applicable);
 - (M) any breach of clause 2.4, 2.7, 2.9, 2.11, 3.7, 3.8 and/or 3.9 above; and/or
 - (N) any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket or Home Advantage Pack or Home Advantage Pack +.
- 11.4 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 11.1, 11.2 and 11.3 have either occurred or may occur.
- 11.5 The 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 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 it in breach of these Terms and Conditions.
- 11.6 The User must immediately surrender the Ticket upon request by a Club official or a police officer.
- 11.7 In the event of cancellation and withdrawal of any Ticket in accordance with this clause 11:
- (A) no refund shall be payable to you and/or a User (as the case may be) in respect of the Ticket. 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 Ticket;
 - (B) the Club reserves the right to exclude you and/or any User (as the case may be) from the Season Ticket or Home Advantage Pack or Home Advantage Pack + scheme and any other membership scheme of the Club and/or to disqualify you and/or any User (as the case may be) from applying for any match ticket or season ticket or home advantage pack 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); and

- (C) the Club reserves the right to sell the seat associated with the relevant Ticket (if applicable) to a third party immediately following the cancellation or withdrawal of the Ticket.

12. Undertakings

12.1 You shall, and shall procure that any User shall, at all times:

- (A) occupy the seat or standing area (as applicable) and use the Ground in a proper and lawful manner, in accordance with Applicable Law, Applicable Football Regulation and the Terms and Conditions of Entry, and not so as to cause any nuisance, annoyance or inconvenience to the Club or any other person (including any other spectators or visitors to the Ground or local residents) or to render void, either in part or whole, any insurance maintained by the Club and/or other stadium owner (if applicable) in respect of the Ground; and
- (B) ensure that no part of the Ground to which you or any other User may be granted access is damaged (fair wear and tear excepted).

12.2 You shall not make, and will procure that no other User makes, without the prior written consent of the Club, any public statement or announcement linking, or implying any relationship between, or engage in any marketing, advertising or promotional activity which links, or implies any relationship between, you and the Club.

13. Security

Neither the Club nor the relevant stadium owner shall be responsible in any way for the loss of, or damage to, any property of you (or any other User) in the Ground (including, without limitation, any property left behind by you (or any other User) in the Ground). Notwithstanding the foregoing, the Club and/or the relevant stadium owner (if applicable) shall be entitled to dispose of any property left behind by you or any other User in the Ground.

14. Notices

The Club reserves the right to make changes to any of these Terms and Conditions. Such changes will be notified to the User by being put on display on the Website at <https://www.arsenal.com/ticket-terms-conditions-womens>.

15. Exclusion of liability

15.1 If you are a consumer, the following terms shall apply subject to clause 15.3:

- (A) the Club only provides you with use of the Ticket for your domestic and private use and you agree not to use the Ticket for any commercial or business purposes, and the Club



has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity;

- (B) if the Club fails to comply with these Terms and Conditions, the Club is responsible for loss or damage you suffer that is a foreseeable result of the Club's breach of these Terms and Conditions or the Club's negligence, but the Club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you purchased the Ticket;
- (C) the Club shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the location of the seat or safe standing area (as applicable) and/or (ii) the actions of other spectators; and
- (D) except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, the Club shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other User to the Ground for a Match, caused by any circumstances outside the Club's reasonable control including, without limitation (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 availability, prioritisation and/or allocation of tickets for any Reduced Capacity Match (including, without limitation, the number of tickets to be made available for sale or resale, if any).

15.2 If you are NOT a consumer, the following terms shall apply subject to clause 15.3:

- (A) the Club hereby excludes any liability for loss, injury, or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under Applicable Law;
- (B) the Club shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the location of the seat or safe standing area (as applicable) and/or (ii) the actions of other spectators;
- (C) except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, the Club shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other User to the Ground for a Match, caused by any circumstances outside the Club's reasonable control including, without limitation (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 availability, prioritisation and/or allocation of tickets for any Reduced Capacity Match (including, without limitation, the number of tickets to be made available for sale or resale, if any); and



(D) subject to clause 15.3, the Club's total liability in respect of your use of the Ticket or any breach of these Terms and Conditions, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not in any event exceed the amount paid by you to the Club for the Ticket. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage.

15.3 Notwithstanding any provision in these Terms and Conditions, the Club does not seek to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by the Club's negligence or the negligence of any of its 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.

16. General

16.1 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. 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, without limitation, 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 to support 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. The personal data that each User provides to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available at the Website.

16.2 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.

16.3 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 and/or the relevant stadium owner (if applicable). Each Club Group Company and/or relevant stadium owner (if applicable) may benefit from the rights granted to the Club under these Terms and Conditions. Other than the foregoing, and with the exception of each Football Authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these 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.



- 16.4 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.
- 16.5 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.
- 16.6 You do not have a right to cancel your Ticket under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and, other than as set out in these Terms and Conditions, the price of the 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.
- 16.7 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Terms and Conditions shall apply.
- 16.8 If you are NOT a consumer, these Terms and Conditions, and any contractual or non-contractual dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with English law. The parties hereby submit to the exclusive jurisdiction of the courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Terms and Conditions (including in relation to any non-contractual disputes or claims).

OR

If you are a consumer, please note that these Terms and Conditions are governed by English law. This means that your use of the Ticket and 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 we both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

17. Contact

The Club can be contacted by submitting an enquiry online to <https://arsenalfc.freshdesk.com/support/tickets/new> or by post addressed to Arsenal Women, Arsenal Football Club, Highbury House, 75 Drayton Park, London N5 1BU or by phone on +44 (0)20 7619 5000. In addition, if you are a consumer, you can obtain further guidance and advice from Citizens Advice (www.adviceguide.co.uk). Alternatively, you can contact The Independent Football Ombudsman at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.