



### Who do these Home Ticket Terms and Conditions apply to?

These Home Ticket Terms and Conditions apply to any Ticket holder attending any Arsenal Men’s First Team match held at the Emirates Stadium during the 2024-2025 season. Depending on the type of Ticket you hold, different parts of these Terms and Conditions will apply to you. The Home Ticket Terms and Conditions apply to all Ticket holders. Before you attend a Match, you should read and understand these Terms and Conditions. In addition to the Home Ticket Terms and Conditions, you will also be subject to specific terms and conditions that apply to the type of Ticket you hold, as outlined in the table below. Please also take your time to read and understand those Sections that apply to you.

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## **HOME TICKET TERMS AND CONDITIONS 2024/2025**

### **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 the Ground is subject to the Terms and Conditions of Entry (as may be amended from time to time). The Terms and Conditions of Entry incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.
- By purchasing, accepting, holding and/or using a 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 Ground or remotely, via any electronic communication, social media or otherwise.
- 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 a failure to comply with either of the bullet points above and any requirements and/or supporter codes of conduct issued by the Club from time to time.
- Tickets are for supporters of the Club only. By purchasing a Ticket and/or using any physical or digital pass issued as part of your Ticket, you confirm that you are a supporter of the Club and/or that you are not a supporter of the Visiting Club.
- The Club will not provide you with a refund if you are not allowed entry into or are removed from the Ground, 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.
- 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 3.3](#).
- Gold Members can transfer their Tickets using Ticket Transfer, while Platinum Members and Avenell Club Members may use Ticket Transfer and Ticket Transfer + (if available), provided they comply with specific conditions, such as not selling Tickets in excess of 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. Diamond Club Members and Avenell Club Members can use a separate ticket resale platform, as notified by their account managers.
- 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 or Memberships, especially involving ticket touting, may result in suspension or cancellation of Tickets and Memberships.
- Use of automated software or systems to obtain Tickets is prohibited and may result in Ticket and Membership 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.
- Gold Members' Season Tickets will automatically renew at the end of each Season if they meet the eligibility criteria, including using the Ticket for a minimum number of Matches, and not having their Ticket suspended. Gold Members can cancel this automatic renewal by a specified deadline, and the Club will inform them in advance about renewal details, including price and criteria for the upcoming Season.
- The Club determines ticket allocation, pricing, and the sales mechanism for Members to purchase Home Match-by-Match Tickets and may change these procedures with reasonable notice provided through various communication channels. In cases where Tickets are allocated by Ballot, the Club will provide pricing details and entry instructions, with Members agreeing to pay for allocated Tickets upon entering the ballot.
- If you are registered with the Club as a Disability Access Member, [clause 4](#) is applicable to you.
- You are required to keep your membership details up to date and to inform the Club of any changes to your contact details used upon purchase a Ticket.
- You do not have a right to cancel your Ticket, and the price of the Season Ticket 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.



**HOME TICKET TERMS AND CONDITIONS**  
**SEASON 2024-2025**

**Definitions**

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

**“Address”** means your address provided to the Club upon application (or such other address notified by you to the Club in accordance with 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 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 and/or you and/or the Guest’s rights or obligations under these Terms and Conditions.

**“ASMCL”** means Arsenal Stadium Management Company Limited.

**“Avenell Club”** means the members’ area of the Ground, known as the “Avenell Club”.

**“Avenell Club Benefits”** means those benefits set out in [Section 5](#) of these Terms and Conditions.

**“Avenell Club Member”** means a member of the Avenell Club, whose Season Ticket Fee includes payment for membership of the Avenell Club.

**“Avenell Club Ticket”** means the physical or digital ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to a Match in the Avenell Club.

**“Avenell Club Ticket Holder”** means any person who is in possession of any Avenell Club Ticket, including any guest of an Avenell Club Member using the Avenell Club Ticket, made available pursuant to these Terms and Conditions.

**“Ballot”** means the ticket allocation process which may be applied by the Club for any Match, subject to availability (determined in the Club’s sole discretion), capacity restrictions, Applicable Law and Applicable Football Regulation.

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

**“Box Level”** means that part of the Stadium known as box level.

**“Box Level Ticket”** means the digital entry ticket, print at home ticket, printed paper ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to Box Level for a Match.

**“Box Licence Agreement”** means the agreement between the Box Licensee and the Club in relation to use of the box to which the Box Level Ticket relates.

**“Box Licence Fee”** means the payment by the Box Licensee to the Club of the licence fee set out in the relevant Box Licence Agreement.



**“Box Licensee”** means the person or entity who has entered into a Box Licence Agreement and has an entitlement to use a box at the Ground.

**“Club”** means The Arsenal Football Club Limited, a company registered in England and Wales under company number 109244, with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU. VAT number: 769 4067 87 GB.

**“Club Area”** means the area of the Ground reserved for holders of Club Season Tickets (and, if you are a WM Member, will be deemed also to incorporate the WM Club). **“Club Group Company”** means, in respect of The Arsenal 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.

**“Club Commercial Partner”** means any person or entity appointed as a sponsor of the Club from time to time whether as a “lead partner”, “official partner”, “regional partner” or otherwise.

**“Club Level Licence Period”** means the period notified to you by the Club prior to your acceptance of these Terms and Conditions, applicable if you are a Club Level Season Ticket holder, whereby during such period you will have use of the Club Area and the Club Seat pursuant to these Terms and Conditions and ending at the end of the day of the final Match of the last Season of the Club Level Licence Period.

**“Club Level Ticket”** means the digital or physical ticket (and/or any rights arising out of or in connection with the foregoing) for admission to see a Match in the Club Area.

**“Club Seat”** means the seat (or seats) in the Club Area to which these Terms and Conditions relate.

**“Commitment”** means the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other> or via the Premier League’s website at <https://www.premierleague.com/publications> or can be provided upon written request to the Club.

**“Competitions”** means the Premier League, the Football League (known as The Championship and Leagues One and Two at the date of these Terms and Conditions), the Football Association Challenge Cup (known as the FA Cup), the English Football League Cup, the UEFA Champions League, the UEFA Europa League and the UEFA Europa Conference League.

**“Diamond Club Area”** means as defined in the Diamond Club Member’s Diamond Club Membership Agreement.

**“Diamond Club Member”** means the person or entity with entitlement to membership of the Diamond Club.

**“Diamond Club Membership Agreement”** means the membership agreement between the Diamond Club Member and the Club.

**“Diamond Club Season Fee”** has the definition given to it in the Diamond Club Member’s Diamond Club Membership Agreement.

**“Diamond Club Ticket”** means the physical or digital ticket, or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to a Match in the Diamond Club Area.

**“Dress Code”** means such dress code as the Club, in its discretion, may reasonably impose from time to time and notify to you by way of notice displayed in the Ground, which dress code as at the date of these Terms and Conditions shall comprise a prohibition on the wearing of shorts, singlets and vests.



**“Fee”** means the relevant amount (if any) payable on an annual basis by you for your appropriate Membership Scheme (whether Red, Red Lite, Silver, Silver Lite, Gold, Junior Gunners, Junior Gunners Lite, Purple, Cannon or Senior Citizen) as notified to you by the Club prior to the renewal of your Membership Scheme and on the Website.

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

**“Ground”** means Emirates Stadium, London N7 7AJ.

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

**“Guest”** means a relative, friend, colleague, personal assistant to Members with Disability Access and/or other individual, who would be in possession of a Ticket.

**“Half-Time”** means the period of time during each Match commencing on the referee’s whistle that signals the end of the first half and finishing on the kick-off of the second half.

**“Home Match-by-Match Ticket”** means the physical or digital ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for general admission to a Match on a match-by-match basis.

**“Hospitality Booking Terms and Conditions”** means the terms and conditions governing the Hospitality Portal, as amended from time to time at the discretion of the Club and available at <https://hospitality.arsenal.com/>

**“Hospitality Portal”** means the service provided by the Club which allows customers to purchase hospitality packages, catering and car parking.

**“Junior Gunner”** means a Member between the ages of 4 and 16.

**“Match”** and **“Matches”** means all home football matches to be played by the Men’s First Team at the Ground during any Season in any of the Competitions. For the avoidance of doubt, a “Match” does not include: (i) any Women’s First Team match played at the Ground; (ii) any semi-final or final (or replay thereof) played at the Ground in any of the Competitions (whether or not the Men’s First Team plays in such match) where the reason that such match is being played at the Ground is that the Ground has been chosen by the relevant football authority organising that Competition as a neutral venue to host that match; or (ii) any other friendly or international matches, whether involving the Men’s First Team, the Women’s First Team or otherwise, (iv) any matches which are specifically excluded for Gold Members, Platinum Members or Avenell Club Members, as set out respectively in [Section 1, paragraph 1.3](#) (Gold Members), [Section 3, Part A, paragraph 1.2](#) (Platinum Members) and [Section 4, Part A, paragraph 1.2](#) (Avenell Club Ticket Holders). If you are a Diamond Club Member, **“Match”** and **“Matches”** means the homes matches at the Ground played by the Men’s First Team as specified in your Diamond Club Membership Agreement.

**“Match-by-Match Dining Booking”** means a dining booking for an individual home Match in a Club Area restaurant (excluding the WM Club).

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



**“Member”** means a person who is registered through “The Arsenal”, the Club’s official Membership Scheme, whether at Red Level (**“Red Members”**); Silver Level (**“Silver Members”**); Gold Level, which shall include general admission Season Ticket holders (**“Gold Members”**); the categories of Junior Gunners set out at clause 13.11.1(A) of these Terms and Conditions (**“Junior Gunners”**); Cannon (**“Cannon Members”**); Senior Citizen (**“Senior Citizen Members”**); or Platinum Level, which shall include Club Level Members and WM Club Members (**“Platinum Members”**), and **“Membership”** shall be construed accordingly.

**“Membership Card”** means a physical or digital ticket issued by the Club to indicate membership of a Membership Scheme.

**“Membership Scheme”** means each of the membership schemes of the Club available to fans from time to time, the terms and conditions of which are available on the Website.

**“Men’s First Team”** means the Club’s men’s first XI.

**“Premier League”** means the Football Association Premier League.

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

**“Relevant Cup Match”** means, subject to [Section 4, Part A, paragraph 1.1\(B\)](#), any home matches in the FA Cup or a UEFA Competition played by the Men’s First Team at the Ground during the Season (including any home replays and any matches in the FA Cup or a UEFA Competition played by the Men’s First Team which are switched from another team’s ground and played at the Ground).

**“Relevant Times”** means two (2) hours prior to the scheduled kick off time for each Match and one (1) hour after the final whistle for each Match. The Club reserves the right to alter the foregoing times, at its discretion.

**“Sanctions Policy”** means the Club’s policy to determine 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>.

**“Seat”** means the seat (or seats) in the Ground which is associated with your Ticket to which these Terms and Conditions relate.

**“Season”** means the relevant football season in which the Ticket is valid, ending at the end of the day of the final Match of the relevant football season.

**“Season Ticket”** means the physical or digital entry ticket entitling you to admission to certain Matches at the Ground and includes any alternative card, ticket or pass or otherwise made available for the purposes of gaining admission to the Ground.

**“Season Ticket Fee”** means the fee which is payable by you, as a Season Ticket holder (including Gold Members, Platinum Members (including as a WM Member), Avenell Club Member and Diamond Club Members), to the Club pursuant to these Terms and Conditions (including, for the avoidance of doubt, any additional fee payable if the Men’s First Team qualify to participate in a UEFA Competition in the Season) as notified to you by the Club prior to your acceptance of these Terms and Conditions.

**“Seasonal Match Dining Membership”** means a dining membership on a seasonal basis in the WM Club.

**“Terms and Conditions”** means these terms and conditions (as amended from time to time) governing the issue and use of a Ticket.



**“Terms and Conditions of Entry”** means each of the rules and regulations of any Football Authority, the Ground Regulations, the Commitment, any requirements and/or supporter code of conduct issued by the Club from time to time, and these Terms and Conditions, each as may be amended from time to time at the sole discretion of the Club, the Diamond Club Membership Agreement if you are a Diamond Club Member and the Box Licence Agreement if you are a Box Licensee. Any amendments to the Terms and Conditions of Entry will be notified to you either through the respective organisation’s website, or by being put on display at the Ground and through the Website.

**“Ticket”** means any physical or digital ticket issued to you as part of your Season Ticket, Club Level Ticket, Home Match-by-Match Ticket, Avenell Club Ticket, Box Level Ticket and/or Diamond Club Ticket.

**“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 Tickets to exchange Tickets to games played by the Club 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 Season Tickets to forward their Tickets to any person within their network who is registered with an Online Box Office account.

**“Ticket Transfer+”** means the Club’s authorised ticket transfer facility made available by the Club from time to time, which provides an online secure service for Platinum Members and Avenell Club Members to forward their Tickets to a third party (such as friends, family or colleagues).

**“UEFA Competition”** means the UEFA Champions League, the UEFA Europa League or the UEFA Europa Conference League.

**“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 Ticket.

**“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](http://www.arsenal.com).

**“WM Benefits”** means those benefits set out in [paragraph 1 of Section 3, Part C](#).

**“WM Club”** means the members’ area of the Ground, known as the “WM Club” presented by Sobha Realty.

**“WM Member”** means a member of the WM Club, whose Season Ticket Fee includes payment for membership of the WM Club.

**“WM Ticket Holder”** means any person who is in possession of any Season Ticket which includes membership of the WM Club, including any guest of the relevant WM Member, issued pursuant to these Terms and Conditions.

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

References made to clauses shall be understood as references to clauses contained within the Home Ticket Terms and Conditions, and references to paragraphs shall be interpreted as references to paragraphs included within the Sections.

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 Ground 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. The Terms and Conditions of Entry incorporate the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct (the “**Commitment**”), which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.
- 1.2 Tickets are for the use of supporters of the Club only. By applying for Ticket and/or using any physical or digital pass issued as part of your Ticket, you hereby warrant and represent that you are a supporter of the Club and/or that you are not a supporter of the Visiting Club.
- 1.3 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 and your rights and obligations under these Terms and Conditions shall lie against ASMCL only.
- 1.4 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.
- 1.5 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.
- 1.6 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 (including the Commitment).
- 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 to ensure 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 If you have purchased a Ticket, you may be required to physically collect the Ticket from the Club's box office on or before the day of a Match, with photographic proof of your identity. A Home Match-by-Match Ticket may be issued to you via your Membership Card (which may take the form of a digital card, ticket or pass issued by the Club) in which case you shall be required, if requested by a Club representative, to show such Membership Card and photographic proof of your identity to gain entry to the Ground and/or at any time when you are inside the Ground.
- 2.4 No refunds shall be paid in respect of any Matches which the Ticket entitled the User to attend but which the User did not attend.
- 2.5 All persons (including children) must have a valid physical or digital Ticket in their possession when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Ticket for the relevant Match.
- 2.6 Whilst your Ticket permits you to occupy the Seat associated with your Ticket at the relevant Match, nothing in these Terms and Conditions shall constitute or imply an entitlement to occupy the same Seat for any future Match or Season and the Club reserves the right, in its absolute discretion, to allocate you and/or any User, on a permanent or temporary basis and subject to availability, an alternative seat of equivalent value in another part of the Ground if required by the relevant Football Authority or in the circumstances set out in [clause 5](#): All access to the Ground pursuant to a Ticket shall be for the purposes of private enjoyment of the relevant Match only, and not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 2.7 Save as set out in [clause 2.8](#) 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 the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. 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 2.7](#).
- 2.8 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.



- 2.9 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 2.7](#) above, or pursuant to [clause 2.8](#) above, or otherwise) is hereby assigned to the Premier League 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 Premier League and/or the Club) to promptly execute all instruments and to do all things necessary to vest the right, title and interest in such rights to the Premier League and the Club absolutely and with full title guarantee.
- 2.10 Save for official Club merchandise and/or other football-related clothing worn in good faith, you and any Guest shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 2.11 You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial products 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 2.10](#) 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.
- 2.12 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 the Commitment, and any requirements and/or supporter code of conduct issued by the Club from time to time).
- 2.13 Any attempt to gain access to the Ground wearing or carrying apparel (including hats and/or scarves) that demonstrates 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 will be offered.
- 2.14 The minimum unaccompanied age for entry to:
- (A) the Diamond Club, Box Level, the Avenell Club and the WM Club is 18 years of age; and
  - (B) all other areas of Emirates Stadium is 14 years of age.
- All persons under the relevant minimum age will be required to attend the relevant area of Emirates Stadium with, and sit in the Stadium bowl adjacent to, an adult (aged 18 or over). If a booking is completed without a Member that is aged 18 or over included in the booking and/or which results in a person under the relevant minimum age sitting in the Stadium bowl otherwise than adjacent to the accompanying adult, the Club reserves the right to cancel any such booking(s). Any refunds will be payable in accordance with these Terms and Conditions.
- 2.15 For safety reasons, any person attending Emirates Stadium on a matchday aged three and under are not permitted to sit in: (i) rows 1 to 20 (inclusive) of the lower tier; and (ii) the first row of Club Area, Box Level or the upper tier.
- 2.16 By purchasing, accepting, holding and/or using a Ticket to gain access to the Ground, you and any Guest will comply with all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club.

### **3. Use of Ticket**



- 3.1 Save as provided in [clauses 3.3 to 3.4](#) (inclusive) below, the Ticket (and all associated rights and benefits) is issued for your personal use and you shall not, and you shall not attempt or take preparatory steps to sell, dispose of, assign, transfer, loan 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, save where you are NOT a consumer and you are using it for corporate hospitality purposes, 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, attempts or takes preparatory steps, to sell a Ticket including via any website or online auction site; (b) exposes, attempts or takes preparatory steps, to expose a Ticket for sale; (c) makes, attempts or takes preparatory steps, to expose a Ticket available for sale by another person; and/or (d) advertises that a Ticket is available for purchase.
- 3.2 No Ticket may 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 Premier League or the Club.
- 3.3 Save for Diamond Club Ticket or Box Level Ticket holders, if you are a Season Ticket holder and are unable to use a Ticket for a particular match (as applicable), you may transfer the Ticket to another person for their personal use provided that:
- (A) such transfer is only made via 'Ticket Transfer' or '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 [clauses 3.3 and 3.4](#) or save for any rights to a refund) apply to and bind the recipient or the Guest as if they were the original purchaser of the Ticket for that Match only and you must inform the recipient or the Guest 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 that any such person has sold or transferred or attempted or taken preparatory steps to sell or transfer, your Ticket to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry.
- 3.4 Save for Avenell Club Members and Diamond Club Members, you may offer for sale, sell, or resell your Ticket for an individual 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). If you are a WM Club Member, you are only permitted to use Ticket Exchange to offer for sale, sell, or resell the Seat associated with your Season Ticket and you shall not be permitted to sell a WM dining package. For Avenell Club



Members and Diamond Club Members, you may offer for sale, sell, or resell your Season Ticket for an individual Match using the ticket resale platform that has been communicated to you by your account manager in advance.

- 3.5 If you are a Season Ticket holder and you pass away, the Club will issue your estate with a pro-rata refund of the unexpired portion of your Season Ticket (with effect from the date on which the Club is provided with a copy of your death certificate, or the Club will, if requested, transfer your Season Ticket to someone whom the Club is satisfied is a close relative of yours. In order to consider any such request the Club will require the following information: (i) a copy of the death certificate of the deceased Season Ticket holder; (ii) the name, any existing Membership number, address, email, contact telephone number and date of birth of the family member to which the Season Ticket is to be transferred; and (iii) proof of the family relationship between the deceased Season Ticket holder and the person the Season Ticket is to be transferred to. Should the Club discover that you are using a Season Ticket belonging to a deceased family member without prior notification to the Club, the Club may cancel your Season Tickets without payment of any refund.
- 3.6 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 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 10](#) shall apply.

OR

If you are a consumer, you shall be responsible for 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.

- 3.7 The 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 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 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.
- 3.8 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. Any person seeking to use a Ticket in breach of the Terms and Conditions of Entry to gain entry to the Ground or remain at a Match may 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 will have their Ticket suspended, cancelled, or withdrawn. Save for Avenell Club Ticket Holders or Diamond Club Ticket holders, in the event of any suspension, cancellation, or withdrawal in accordance with this [clause 3.8](#) no refund shall be payable, including, where you are a Season Ticket holder in respect of any unused or unexpired portion of the 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 Ticket.

- 3.9 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 women'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.
- 3.10 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. The Club shall use its cancellation and suspension rights in [clause 10](#) on you or any User of your Ticket in the event that any User breaches these Terms and Conditions.
- 3.11 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 Premier League 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 10](#), 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 Premier League 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](mailto:dpo@arsenal.co.uk).
- 3.12 If the Club finds that (i) your Ticket Transfer network includes individuals suspected of ticket touting, or (ii) you have acquired multiple Tickets using different Membership accounts for a single Match, or (iii) 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 (iv) 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 10](#), without payment of any refund.

- 3.13 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](#) 3.13, the Club may cancel your Tickets (and any subsequent Tickets purchased by you) without payment of any refund. The Club may also cancel your Membership (and all associated benefits) without payment of any refund of the Fee to you. 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.
- 3.14 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 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](mailto:dpo@arsenal.co.uk).
- 3.15 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 Ground 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.
- 3.16 Further to [clause](#) 3.15 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.
- 3.17 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 (including the





Commitment) and will be sanctioned in respect of any breach or non-compliance of these Terms and Conditions by the User younger than 16 years old.

#### **4. Members with Disability 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 Disability Liaison Team's decision as to your eligibility for Disability Access shall be final. If you are renewing your Membership or Season Ticket with Disability Access, you may be required to provide updated supporting documentation as required by the Club.

4.3 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.

4.4 You must bring your current Ticket with you, 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 Ticket with them.

4.5 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.

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

4.7 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.

4.8 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 Season Ticket. It may also result in criminal prosecution.

4.9 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

5.1 If the Club determines that all or any relevant part of the Ground, is unavailable for a Match due to:

- (A) health and safety requirements, Applicable Law, Applicable Football Regulation and/or the Terms and Conditions or Entry;
- (B) when the stand or part of the stand in which the Seat allocated is located is closed for repairs, maintenance or re-building;
- (C) when the visiting club is allocated the entire or any part of the stand 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
- (E) any other circumstances at the Club's discretion,

the Club will use its reasonable endeavours to provide you, during any such period of unavailability, with alternative seating elsewhere in the Ground or, where the Ground is unavailable, such other stadium where the Men's First Team plays its home football matches in any competition (in which case these Terms and Conditions shall apply equally to such seats and such stadium). Where the Club is not able to provide you with an alternative seat in such circumstances, you will be entitled to a refund, or to a credit against the renewal of your Season Ticket in respect of the relevant Matches, the amount of such refund or credit, and the form and timing thereof, to be determined by the Club acting reasonably.

5.2 As far as possible, details of any Matches at which there will be a re-allocation of the Seat to which the Ticket applies will be notified on the Website and via email.

5.3 The Club may be required by Applicable Law and/or Applicable Football Regulation, or may decide, to hold Behind Closed Doors Matches and/or Reduced Capacity Matches during the relevant Season. 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, you will not be entitled 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.

5.4 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. The number of Tickets available (if any) or dining packages (if any) in respect of any such Reduced Capacity Matches will be determined in the Club's absolute discretion.

5.5 If you are a Season Ticket holder (excluding Avenell Club Members and Diamond Club Members) and if, for any reason, it is decided that any Match is to be played at another stadium, then, subject to any



capacity restrictions of the alternative stadium, one alternative physical or digital pass per Seat associated with your Season Ticket will be issued to you in respect of that Match. Any such tickets will be either sent electronically or by post by the Club to you at your home address or email address associated with your Membership account. If you are an Avenell Club Member and for any reason, it is decided that any Match is to be played at another stadium, then, subject to any capacity restrictions of the alternative stadium, one alternative ticket per Seat associated with your Avenell Club Ticket will be issued to you in respect of that Match.

## **6 Repairs and maintenance**

- 6.1 The Club will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to the Ground (including the Club Area, the Avenell Club, the Diamond Club and all other areas of 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 at the Ground or any other stadium where the Men's First Team plays its home football matches in any competition.
- 6.2 The Club has the right to charge you, and if you are NOT a consumer you agree to indemnify the Club against, 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 each of its 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**

- 7.1 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.
- 7.2 If you are purchasing a match-by-match Ticket, 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 or on a particular date or at a particular 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). If you are Platinum Member, telephone the Arsenal Platinum Memberships Team (Tel: 0345 262 0001 or +44 (0) 20 7619 5005 from outside the UK). If you are a Diamond Club Member, please contact your dedicated account manager. No refunds shall be paid in respect of any Matches which are rescheduled and which the Ticket entitled the User to attend but which the User did not attend.

- 8.2 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 the provisions of clauses 8.5 or 8.6 apply).
- 8.3 The Club does not guarantee that the team for any particular Match will necessarily be selected from the regular Men's First Team players. The Men's First Team manager may consider it desirable on occasions to omit regular Men's First Team players and select the team from the full playing squad.
- 8.4 As any Ticket obtained through the "Ticket Exchange" service are purchased from the seller (rather than the Club), the Club will not be liable for any refunds of Tickets purchased through the Ticket Exchange Service.
- 8.5 If you have purchased a Home Match-by-Match Ticket or match-by-match Club Level Ticket from the Club in respect of a Match:
- (A) In the event of the postponement of the Match, unless the 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\(B\)](#) below will apply), you will be entitled to receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates, subject to any applicable terms and conditions, or you will be entitled to receive a full refund of the face value of your Ticket in accordance with [clause 8.5\(C\)](#) below;
  - (B) in the event of the abandonment before the commencement of the Match, or if, for any reason, the Match has to be played behind closed doors or the spectator capacity for the Match is reduced, the Club reserves the right to: (i) cancel your Ticket, in which case, subject to [clause 8.4](#), you will be entitled to receive a full refund of the face value of your Ticket in accordance with [clause 8.5\(C\)](#) below; or (ii) offer you an alternative ticket in the Ground (which may be in a lower pricing category, in which case, subject to [clause 8.4](#), you will be entitled to a refund of the difference between the face value of your Ticket and the face value of the alternative ticket allocated to you); and
  - (C) any refund due in respect of your Ticket, in accordance [clause 8.5\(B\)](#) above will apply, shall be credited to the payment card used to purchase your Ticket.
- 8.6 Save for Box Level Ticket holders, if you hold a Season Ticket, in respect of:



- (A) any Behind Closed Doors Matches; and/or
- (B) any Reduced Capacity Matches which you are not offered the right to attend (including in circumstances where you are allocated a Ticket or a dining package but the spectator capacity for that Match is subsequently reduced and your ticket and your dining package is cancelled by the Club),

the Club shall refund you the full price of the relevant Ticket and/or dining package, as stated in the pricing schedule notified to you by the Club and/or published on the Website, and such refund shall be credited against your Membership account and may be withdrawn by you periodically during such cashback windows as notified by the Club or (if applicable), at your discretion, set-off against any renewal of your Season Ticket.

## **9 Any lost or stolen Tickets**

- 9.1 In order to gain admission to the Ground for a Match, the relevant Ticket must be presented in its entirety.
- 9.2 The Club is not responsible for any Ticket which is forgotten, lost, stolen, defaced or destroyed. Please note that it is your responsibility to contact the Club or visit the Club's matchday ticket office on a matchday if you do not have access to your Ticket for that Match.
- 9.3 If the Ticket is forgotten, lost, stolen, defaced, damaged, destroyed or otherwise cannot be produced, the Club may, subject to these Terms and Conditions, and in its discretion, issue a replacement Season Ticket or duplicate matchday physical or digital card, ticket or pass to you, upon payment by you of a non-refundable fee of £10.00.
- 9.4 The Club reserves the right to require photographic proof of identity and/or withdraw this duplicate ticket facility for any particular Match or Matches. 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.
- 9.5 If any Ticket issued to you under these Terms and Conditions is lost or stolen, you must inform the Club immediately. In addition, if any such Ticket is stolen, you must also inform the police immediately.

## **10 Cancellation and withdrawal of Ticket**

- 10.1 The Club may remove you and/or any User from the Ground and take any of the actions against you or such User set out in [clause 10.2](#) 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.

10.2 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 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 FA, the Premier League, the Football League 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.

10.3 Without limiting the general nature of [clause 10.2](#), 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 10.1 and/or 10.2 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) any misrepresentation in relation to [clause 1.2](#) above;
- (G) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, racist, sexist, homophobic, transphobic or otherwise discriminatory (including any such language or behaviour relating to an individual's or group's nationality, gender, ethnic or national origins, religion, age or disability);
- (H) the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- (I) whether at the Ground, or travelling to or from a Match fighting, or engaging in, inciting and/or threatening violence;
- (J) 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;
- (K) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (L) the supply of any misleading or incorrect information in any application;
- (M) breach of the terms of any Membership Scheme;
- (N) any breach of clauses 2.7, 2.10, 2.12, 2.13 [or](#) 3.9 above;
- (O) any breach of the requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club;
- (P) any prohibited activity as defined in the Commitment or any other activity in contravention of the Commitment;
- (Q) any failure to pay when due any sums owing to the Club (or any third party) in respect of any Ticket, including any part of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season), any part of the Box Level Licence Fee or any sums owing in respect of any Box Level Ticket, or any part of the Diamond Club Season Fee or any sums owing in respect of any Diamond Club Ticket, or any failure to pay when due any other amount payable under these Terms and Conditions or any other agreement between you and the Club;



- (R) (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);
  - (S) (being a partnership) you are dissolved or any event analogous to a dissolution occurs in any jurisdiction (excluding a dissolution of you (a) if and to the extent that it relates only to your conversion to a solvent UK limited liability partnership (the “LLP”), and (b) the LLP enters into an agreement with the Club in respect of the Club Seat on identical terms to these Terms and Conditions;
  - (T) a bankruptcy petition is presented against you; and/or
  - (U) any event analogous to [clause 10.3](#) (R), (S), or (T) occurs in respect of you in any jurisdiction.
- 10.4 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 10.1, 10.2 and 10.3 have either occurred or may occur.
- 10.5 Your 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.
- 10.6 The User must immediately surrender any physical or digital card, ticket or pass issued as part of the Ticket upon request by a Club official or a police officer.
- 10.7 In the event that your Ticket is withdrawn or cancelled or suspended in accordance with this clause 10:
- (A) no refund shall be payable to you and/or any User in respect of any Ticket (or in the case of Season Tickets 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 Ticket;
  - (B) the Club reserves the right to exclude you and/or any User from any Membership Scheme and/or to disqualify you and/or any User from applying for any match-by-match Ticket or Season Ticket at its 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 Ticket to a third party immediately (i) following the cancellation or withdrawal of the Ticket, or (ii) for the period of suspension of the Ticket;
- (D) if your Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs; and
- (E) you and/or the User shall not be permitted to re-apply for Membership or 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 Ground.

## **11 Undertakings**

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

- (A) use all areas of the Ground to which you or any other User may be granted access 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 or voidable, in part or whole, any insurance maintained by the Club 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 are damaged (fair wear and tear excepted).

11.2 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.

## **12 Security**

The Club shall take all reasonable precautions to maintain the security of the Ground between Matches but it shall not be responsible in any way for the loss of, or damage to, any property of you (or any other User) in the Ground (including any property left behind by you (or any other User) in the Ground). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by you or any other User in the Ground.

## **13 Use of concessionary Tickets**

13.1 Subject to clause 13.2, concessionary-priced Tickets may only be used by persons that qualify for such Tickets, as follows:





- (A) "Team Junior Gunners" Tickets may only be used by persons who will be aged 4 to 11 (inclusive) on 31 August of the relevant Season (for Season Ticket holders) or on the day of the relevant Match (for Home Match-by-Match Ticket holders);
- (B) "Young Guns" Tickets may only be used by persons who will be aged 12 to 16 (inclusive) on 31 August of the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for Home Match-by-Match Ticket holders);
- (C) "Cannon" Tickets may only be used by persons who will be aged 17 or 18 on 31 August of the relevant Season and who were either part of the Young Guns or the Cannon for the whole of the previous Season or who have otherwise become Cannon members by 31 August in the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for Home Match-by-Match Ticket holders);
- (D) "Young Adult" Tickets may only be used by persons who will be aged 19 to 24 (inclusive) on 31 August of the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for Home Match-by-Match Ticket holders); and
- (E) "Senior Citizen" Tickets may only be used by persons who will be aged 66 or over on 31 August during the Season (for Season Ticket holders), or on the day of the relevant Match (for Home Match-by-Match Ticket holders).

13.2 Subject to the fulfilment of the criteria set out in [clause 13.1](#), concessionary prices shall be available for all Season Ticket holders. However, there shall be a cap on the numbers of Home Match-by-Match Tickets that are eligible for concessionary pricing for each Match, so that concessionary prices shall only be available for:

- (A) 2000 "Junior Gunners" Home Match-by-Match Tickets on a first come first served basis, which can be purchased by both "Team Junior Gunners" and "Young Guns", as referenced in [clause 13.1 \(A\)](#) and [\(B\)](#);
- (B) 1000 "Young Adult" Home Match-by-Match Tickets on a first come first served basis, which can be purchased by both "Canon" members and "Young Adults", as referenced in [clause 13.1 \(C\)](#) and [\(D\)](#); and
- (C) 200 "Senior Citizen" Home Match-by-Match Tickets on a first come first served basis, which can only be purchased by "Senior Citizens", as referenced in [clause 13.1 \(E\)](#).

13.3 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 or the Ground with a concessionary Ticket in circumstances where such person is not entitled to such concession as set out above, that person will be refused entry to, or ejected from, the Ground (and will have their Season Ticket and/or Membership withdrawn as applicable). The Member who sold or transferred their concessionary Ticket to that person will also have their relevant Memberships and if a Season Ticket holder, their 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.



- 13.4 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. 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, no additional upgrade charges will 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.

#### **14 Notices**

- 14.1 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.

- 14.2 You should notify any change of Address to the Club immediately either:

- (A) by using the on-line facility on the Website by logging onto [www.arsenal.com/membership](http://www.arsenal.com/membership); or
- (B) in writing to the Arsenal Fan Services Team or if you are a Platinum Member, to the Premium Memberships Team. You should quote your Membership Scheme number in any correspondence with the Club.

#### **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 neither the Club nor any Club Group Company has any 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 our breach of these Terms and Conditions or the Club's negligence, but neither the Club nor any Club Group Company is 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) Neither the Premier League nor the Club nor any Club Group Company shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the Seat and/or (ii) the actions of other spectators.
- (D) 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 these Terms and Conditions, including admitting you and/or any other User to the Ground for the Match or Matches, 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 in respect of any Reduced Capacity Matches.

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

- (A) The Club and each Club Group Company 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 a Club Group Company, or any other liability of the Club or any Club Group Company which cannot be excluded under Applicable Law.
- (B) Neither the Premier League nor the Club nor any Club Group Company shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the Seat 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, 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 these Terms and Conditions, including admitting you and/or any other User to the Ground for a Match or Matches, 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 in respect of any Reduced Capacity Matches.
- (D) Save for Box Level Ticket and Diamond Club Ticket holders, subject to clause 15.3, the total liability of the Club together with all Club Group Companies 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. Neither the Club nor any Club Group Company will have any further, or other, liability whatsoever, including for any indirect or consequential loss or damage.

15.3 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; (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 (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) and with enforcing sanctions under the Commitment. 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. 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 on 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. Each Club Group Company 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 (including the Commitment) 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.
- 16.5 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 the that Act.
- 16.6 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.
- 16.7 You do not have a right to cancel your Ticket (or if you are a Season Ticket holder, any renewal of your Season Tickets) 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.

- 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 the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

- 16.9 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.
- 16.10 If you are a Diamond Club Member or Box Level Ticket holder and if there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Diamond Club Membership Agreement or the Box Licence Agreement, the relevant provision of the Diamond Club Membership Agreement or Box Licence Agreement shall apply.
- 16.11 If you have any problems with your Ticket, please telephone Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000) or if you are Platinum Member, telephone the Arsenal Platinum Memberships Team (Tel: 0345 262 0001 or +44 (0) 20 7619 5005 from outside the UK), or if you are a Diamond Club Member, please contact your dedicated account manager. In addition, if you are a consumer, you can obtain further guidance and advice from Citizens Advice ([www.adviceguide.co.uk](http://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.



## SECTION 1

### General Admission Season Ticket (“Gold Member”) Special Terms

PLEASE NOTE THAT THIS SECTION 1 ONLY APPLIES TO GENERAL ADMISSION SEASON TICKET HOLDERS (GOLD MEMBERS) AND DOES NOT APPLY TO CLUB LEVEL SEASON TICKET HOLDERS

#### Season Ticket Benefits

- 1.1 Subject to your payment of the relevant fee for the Season Ticket in respect of the relevant Season (by the deadline notified to you by the Club prior to your acceptance of these Terms and Conditions or, as applicable, prior to the renewal of your Season Ticket in accordance with [paragraph 2 of this Section 1](#) below) and subject to your compliance with the Terms and Conditions of Entry from time to time (including the Commitment), you will be entitled to the following benefits for the duration of the relevant Season:
- (A) you will automatically become a ‘**Gold**’ Member of the Club’s Membership Scheme for the relevant Season (subject to the terms and conditions from time to time of the Membership Scheme, as available at <https://www.arsenal.com/ticket-membership-terms>).
  - (B) you will be entitled to use the Seat for the Matches during the relevant Season save as expressly provided otherwise in these Terms and Conditions; and
  - (C) for each Match you are entitled to attend, you will be entitled to the benefits set out in [paragraph 1.2 of this Section 1](#) below.
- 1.2 The Season Ticket shall admit you to:
- (A) all Premier League home matches played by the Men’s First Team in respect of the 2024-2025 Season at the Ground; and
  - (B) any home matches in the league phase or group stage of any UEFA Competition played by the Men’s First Team in respect of the 2024-2025 Season at the Ground.
- 1.3 Your Season Ticket will not entitle you to tickets for any of the following matches which the Men’s First Team may qualify for during the Season:
- (A) the FA Cup matches;
  - (B) the English Football League Cup matches; or
  - (C) the knockout stages of a UEFA Competition (including any play-offs),

however, information on the process for purchasing a Ticket for any such matches which the Men’s First Team qualifies for, including priority application periods for Season Ticket holders, will be emailed to you or be made available by the Club on the Website. Gold Members have the option to enrol in the Cup Scheme which entitles them to use their Seat for every FA Cup home match played by the Men’s



First Team in respect of the 2024-2025 Season at the Ground and every home match played by the Men's First Team in the knock-out stage of the UEFA Champions League in respect of the 2024-2025 Season at the Ground, subject to the Cup Scheme Terms and Conditions. Please note that if you purchase Tickets for any such additional matches you might not be allocated your usual Seat.

1.4 No preference can be given to you in respect of any matches played at the Ground in which the Men's First Team is not participating.

1.5 Your Ticket will not entitle you to access the Ground to watch any matches played by the Women's First Team or any of the Club's academy teams.

## 2. **Renewal**

2.1 If your Season Ticket is eligible for renewal and you do not cancel the renewal of your Season Ticket prior to the deadline notified to you by the Club, your Season Ticket and Membership will be renewed for the following Season and the Club will charge the price for the renewal of your Season Ticket to the payment card registered to your Membership account for auto-renewal purposes. If you purchased your Season Ticket by financing the purchase of your Season Ticket using a season ticket loan provided by any season ticket loan provider appointed by the Club from time to time (currently V12 Retail Finance Limited), the card details previously stored for the automatic renewal of your Season Ticket (if applicable) will be used to automatically renew your Season Ticket for subsequent seasons. If you do not have any card details stored for the automatic renewal of your Season Ticket, you will not be eligible for the automatic renewal of your Season Ticket and you will be requested to manually pay for your Season Ticket using a debit or credit card, or season ticket loan, if your Season Ticket is eligible for renewal. It is your responsibility to ensure that the payment card details registered to your Membership account for auto-renewal purposes are kept up to date. You will be able to check and update these details via the "Season Ticket Auto Renewal" and "Saved Payment Cards" sections when logged in to your Online Box Office account prior to the deadline notified to you by the Club. If you fail to provide the Club with a valid payment method for the renewal of your Season Ticket, then your Season Ticket will not be renewed and will be deemed to have been cancelled and may be made available for re-sale.

2.2 To be eligible for the renewal of your Season Ticket:

- (A) your Season Ticket must not have been unused for more than three (3) of the Matches set out at [paragraph 1.2 of Section 1](#) above, (in respect of the 2024-2025 Season (the "**Minimum Utilisation Criteria**") (or, as applicable, such alternative Minimum Utilisation Criteria to apply in respect of any subsequent Season as notified to you by the Club pursuant to paragraph 2.3). For the purposes of this [paragraph 2.2\(A\)](#) "used" in respect of a Match shall mean: (i) your attendance in person at the relevant Match; (ii) your use of Ticket Transfer to transfer your ticket for the relevant 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); and
- (B) as at the time your Season Ticket is due for auto renewal, your Season Ticket must not be suspended or withdrawn by the Club and/or you must not be banned from attending Matches at the Ground.



- 2.3 The Club will email you in advance of each Season to let you know if and when your Season Ticket is due for renewal; the Matches your Season Ticket shall admit you to during that Season; the price at which your Season Ticket will be renewed for that Season; the Minimum Utilisation Criteria for that Season; and the deadline for notifying the Club whether you want to cancel the renewal of your Season Ticket. It is your responsibility to ensure that the email address registered to your Membership account is always kept up to date.
- 2.4 The price charged for the renewal of your Season Ticket each Season will be the price of the relevant Season Ticket at the time of each renewal, which might be different to the price you paid for your Season Ticket for the previous Season.
- 2.5 You may cancel the automatic renewal of your Season prior to the deadline notified to you by the Club by: (i) logging into the “Season Ticket Auto Renewal” section of your Online Box Office account and following the instructions to cancel your Season Ticket; or (ii) telephoning the Club’s Fan Services Team on +44 (0) 20 7619 5000 (lines open Monday to Friday 9.30am to 5pm).
- 2.6 If you cancel the automatic renewal of your Season Ticket prior to the deadline notified to you by the Club or do not renew your seat if required or if you fail to meet the Minimum Utilisation Criteria, your Season Ticket and Membership will not be renewed; you will not be charged the relevant fee for your Season Ticket for the following Season and you will cease to be a Member at the end of the then current Season. In those circumstances, should you wish to be a Gold Member for the following Season, you would need to re-apply to join the Gold Membership Scheme.
- 2.7 If your Season Ticket is renewed at the end of a Season, the Club cannot guarantee that you will be allocated the same Seat as for the previous Season.
- 2.8 Notwithstanding the foregoing provisions of this [paragraph 2 of this Section 1](#), the Club shall be entitled in its absolute discretion to: (i) withdraw or exclude any Season Ticket from the automatic renewal process (for example, if your Season Ticket is located in an area of the Ground which may be redeveloped); (ii) amend such renewal process provided that any such amendment will be communicated to the affected Season Ticket holders sufficiently in advance; and/or (iii) require you to manually complete the checkout process even if you are enrolled in auto-renewals to ensure the security and integrity of your payment information.

## SECTION 2

### General Admission match-by-match Ticket Special Terms





**THESE TERMS APPLY TO GENERAL ADMISSION MATCH-BY-MATCH TICKET HOLDERS AND DO NOT APPLY TO MATCH-BY-MATCH CLUB LEVEL TICKET HOLDERS OR GENERAL ADMISSION SEASON TICKET HOLDERS**

**1. Ticket allocation, pricing and Ballots**

- 1.1 Entitlement for Members to purchase Home Match-by-Match Tickets and the priority, manner or system by which Home Match-by-Match Tickets are sold shall be determined in accordance with the terms and conditions of your Club Membership Scheme which can be accessed via the Website at <https://www.arsenal.com/ticket-membership-terms>.
- 1.2 The Club reserves the right to vary the priority, manner and/or system by which match tickets are allocated and/or sold to Members. The Club will use reasonable endeavours to provide reasonable notice to Members through the Website and/or by email of any changes to the priority, manner or system by which Match Tickets are allocated and/or sold.
- 1.3 The Club may, in its absolute discretion, elect to allocate tickets for a particular Match by Ballot. Full details of any such Ballot, including how to enter, will be published on the Website or communicated to Members by email. For the avoidance of doubt, the Club shall be entitled to determine the priority, manner or system by which match tickets are allocated and/or sold via any Ballot.
- 1.4 In the event that tickets are allocated for a particular Match by Ballot, the Club shall provide pricing details to indicate the applicable price ranges for categories of tickets and, if applicable, will provide full details of how you can express a preference for, or select a particular price range. By entering the Ballot and authorising a payment card for this purpose, you agree to pay the price of the ticket which is allocated to you in accordance with the Ballot details provided by the Club on the Website or as communicated to Members by email.
- 1.5 Please note that it is your responsibility to check the relevant ticket delivery method and the relevant booking and/or delivery fees (if any), as these may change on a match-by-match basis.

**SECTION 3**

**Club Level Special Terms**

**PART A**



**PART A IS APPLICABLE TO CLUB LEVEL SEASON TICKET HOLDERS (PLATINUM MEMBERS) ONLY AND DOES NOT APPLY TO MATCH-BY-MATCH CLUB LEVEL TICKET HOLDERS**

**1. Benefits**

- 1.1 Subject to your payment of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) and subject to your compliance with the Terms and Conditions of Entry (including the Commitment), you will be entitled to the following benefits for the duration of the Club Level Licence Period:
- (A) you will automatically become a Platinum Member for the Club Level Licence Period (subject to the terms and conditions from time to time of the Membership Scheme for the relevant Season, as available at <https://www.arsenal.com/ticket-membership-terms>);
  - (B) you will be entitled to use the Club Seat for each Match during the Club Level Licence Period unless expressly provided otherwise in these Terms and Conditions; and
  - (C) for each Match you are entitled to attend, you will be entitled to the benefits set out in [clause 3](#) and [Section 3, Part B](#) below.
- 1.2 Your Season Ticket will not entitle you to attend any of the following matches which the Men's First Team may qualify during the Club Level Licence Period:
- (A) the FA Cup Semi Final or Final;
  - (B) the Semi-Final (Away Leg) or Final of the English Football League Cup; or
  - (C) the Semi-Final (Away Leg) or Final of a UEFA Competition.
- 1.3 No preference can be given to you in respect of any matches played at the Ground in which the Men's First Team is not participating.
- 1.4 Your Ticket will not entitle you to access the Ground to watch any matches played by the Women's First Team or any of the Club's academy teams.
- 1.5 If you are a WM Member, you will be entitled to the additional WM Benefits for each Match you are entitled to attend (subject to the additional terms and conditions set out in Part C).
- 1.6 If you do not pay to the Club any part of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the 2024-2025 Season) or any other payment due under or in respect of these Terms and Conditions on the due date for payment (a "**Late Payment**"), in addition and without limiting the Club's rights under clause 10, such Late Payment shall bear interest at the rate of 2.5% above the base rate of Barclays Bank Plc from the due date until the date of actual payment (both dates inclusive) by you to the Club.
- 1.7 All payments to be made by you under these Terms and Conditions shall be made in full without any set-off, restriction, condition or deduction for, or on account of, any counterclaim or any other matter. Any payments due to be made by the Club to you under these Terms and Conditions may be set off



against any sums owed to the Club by you under these Terms and Conditions or any other agreement between the Club and you.

## **2. Renewal**

2.1 Provided that your Season Ticket is used for twenty (20) Matches from the total Matches included with your Club Level Season Ticket during the 2024-2025 Season (and, for the purposes of this paragraph 2.1 of Section 3 “used” shall mean: (i) your attendance in person (or a Guest attending a match in person) at the relevant Match; (ii) your use of ‘Ticket Transfer’ or ‘Ticket Transfer+’ to transfer your ticket for the relevant Match to another person 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)), the Club would expect, in normal circumstances, to be able to permit you to renew your licensing arrangements in respect of the Club Seat at the end of the Club Level Licence Period on such terms, including the amount of the Season Ticket Fee, as may be determined by the Club in its discretion. When such renewal is available, the Club will email you using the latest email address supplied by you to the Club and you should ensure that your contact details held by the Club are kept up to date. Ordinarily, the Club would expect such renewal offers to be made by the Club prior to the end of the then current Season. However, these Terms and Conditions do not constitute any guarantee by the Club whatsoever of any renewal or give you any rights to renew these Terms and Conditions or any other rights in respect of the Club Seat after the end of the Club Level Licence Period.

2.2 If you fail to use your Club Level Season Ticket for twenty (20) Matches, your Season Ticket and Membership will not be renewed; you will not be charged the relevant fee for your Season Ticket for the following Season and you will cease to be a Platinum Member at the end of the then Club Level Licence Period. In those circumstances, should you wish to be a Platinum Member for the following Season, you would need to re-apply to join the Platinum Membership Scheme. If you have already made your initial renewal payment for your Season Ticket but do not meet the seat utilisation threshold set out in paragraph 2.1 of Section 3, your Club Seat will be cancelled, and you will be refunded in full.

2.3 If you are a WM Member and you do not renew your membership of the WM Club, you will also no longer be entitled to the benefits set out at Part C. In those circumstances, if you wish to continue to be a Platinum Member (without the additional benefits that are available as set out in Part C) you must submit a written request to the Club to this effect. On receipt of this request and subject to availability we will use reasonable endeavours to offer you the use of an alternative Club Seat for the following Season. If you decline to take up the option of an alternative Club Seat, or if alternative Club Seat are unavailable, you will cease to be a Platinum Member at the end of the Club Level Licence Period. In those circumstances, should you wish to be a Platinum Member for the following Season, you would need to re-apply to join the Platinum Membership Scheme.

## **3. Admission to the Ground**

3.1 The Season Ticket must be used if the User wishes to gain access to the Ground for any Relevant Cup Match, save that the Club may issue you with a replacement physical or digital card, ticket or pass for each home UEFA Competition fixture if required.

## **Part B**



**UNLESS THE PARAGRAPH SPECIFICALLY STATES OTHERWISE, PART B IS APPLICABLE TO ALL CLUB LEVEL TICKET HOLDERS, INCLUDING CLUB LEVEL SEASON TICKET HOLDERS AND MATCH-BY-MATCH CLUB LEVEL TICKET HOLDERS**

**1. Catering**

1.1 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, the Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**Catering Supplier**”)) of a refreshments service in the Club Area during the Relevant Times (excluding those times during the Relevant Times in which play in any Match is in progress).

1.2 You may use such refreshments service on an ad-hoc basis, as detailed in this Part B. Alternatively, you may make an advance Match-by-Match Dining Booking for yourself or your Guests through our Hospitality Portal. Bookings are subject to availability and accepted on a first come first served basis. Each Match-by-Match Dining Booking will be subject to the Hospitality Booking Terms and Conditions.

Refreshments

1.3 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, you will be entitled to a complimentary drink (house red or white wine, beer, tea, coffee or a selection of soft drinks) at Half-Time of each Match.

1.4 The Club may from time to time, but shall be under no obligation whatsoever to provide, or procure the provision of, any refreshments to the Club Area at other times and on other occasions than the Relevant Times.

1.5 The costs of all refreshments ordered by you, other than the complimentary drinks described in [paragraph 1.3](#) above, shall be paid by you to the Catering Supplier. The Club shall provide in the Club Area or shall procure the provision in the Club Area of, details of the costs of each of the refreshments available in the Club Area. The Club or the Catering Supplier may change the costs of any refreshments from time to time.

1.6 The provision of any refreshments (including alcoholic beverages) to any persons in the Club Area shall be subject to all legal restrictions applicable to the Club, any other Club Group Company or the Catering Supplier (including all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any other User shall, consume all alcoholic drinks within the interior of the Club Area and not within sight of the pitch.

1.7 The only refreshments which may be consumed in the Club Area are those supplied by the Catering Supplier pursuant to the provisions of this [Section 3](#). You shall not, and will procure that any other User shall not, bring any food, drink or other refreshments into the Club Area for consumption by any person or for any other reason.



- 1.8 If you (or any other User) have any complaints in respect of the catering or refreshments service provided in the Club Area, you (or that User) should take up such complaints with the Club in the first instance.

## Part C

### **PART C IS APPLICABLE TO ALL CLUB LEVEL TICKET HOLDERS, INCLUDING CLUB LEVEL SEASON TICKET HOLDERS AND MATCH-BY-MATCH CLUB LEVEL TICKET HOLDERS**

#### **WM Club Terms and Conditions**

##### **1. WM Benefits**

If you are a WM Member, 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), and to compliance with the Dress Code, you and any WM Ticket Holders will be entitled to the following WM Benefits:

- (A) exclusive access to the WM Club for every Match including:
- a private table or booth for the day;
  - a five course a la carte menu (please note that, where you or WM Ticket Holders have special dietary requirements, a supplementary fee may be payable at the Club's discretion);
  - complimentary house wines and beers, and soft drinks before the Match, at Half-Time and also after the Match;
  - betting table service; and
  - occasional pre- or post-Match appearances by Club 'Legends'.

The WM Club will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

- (B) One invitation to attend an end of Season pitch tournament event.
- (C) A dedicated account manager.
- (D) First option to purchase dining packages in the WM Club for other events at the Ground (subject to contract).
- (E) A discount of ten per cent (10%) on the price charged by the Club for use of the WM Club, whether for business meetings or the hosting of social functions on non-match or other non-event days at the Ground. Any such use will be subject to availability.



## **2. Use of the WM Club and WM Benefits**

- 2.1 In order to obtain any of the WM Benefits to which you and/or WM Ticket Holders are entitled at any time, you and/or such WM Ticket Holders must each present a valid Season Ticket (including Seasonal Match Dining Membership) for inspection by or on behalf of the Club.
- 2.2 The minimum unaccompanied age for entry to the WM Club is 18 years of age.

## **3. Catering in the WM Club**

- 3.1 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, the Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**WM Catering Supplier**”)) of a refreshments service in the WM Club during the hours referred to in [paragraph 1.1\(A\) of this Section 3 Part C](#) (excluding those times during that period in which play in any Match is in progress).
- 3.2 You shall, and will procure that any WM Ticket Holders shall, make all arrangements concerning any refreshments they require directly with your personal account manager.
- 3.3 The costs of all refreshments ordered or consumed by you and/or any WM Ticket Holders in the WM Club, other than the food and drinks described in [paragraph 1.1\(A\) of this Section 3, Part C](#), shall be paid by you to the WM Catering Supplier. The Club shall provide in the WM Club or shall procure the provision in the WM Club of, details of the costs of each of the refreshments available in the WM Club. The WM Catering Supplier or the Club may change the costs of any refreshments from time to time.
- 3.4 The provision of any refreshments (including alcoholic beverages) to any persons in the WM Club shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the WM Catering Supplier and/or the Ground (including all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any WM Ticket Holders shall, consume all alcoholic drinks within the interior of the WM Club.
- 3.5 The only refreshments which may be consumed in the WM Club are those supplied by the WM Catering Supplier pursuant to the provisions of [paragraph 1 of this Section 3, Part C](#). You shall not, and you shall procure that any WM Ticket Holders shall not, bring any food, drink or other refreshments into the WM Club for consumption or for any other reason.
- 3.6 If you or any WM Ticket Holders have any complaints in respect of the catering or refreshments service provided in the WM Club, you or they should, at first instance, refer such complaints to your personal account manager.

## **SECTION 4 Avenell Club Special Terms Part A**



## 1. Benefits

1.1 Subject to your payment of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) and subject to your compliance with the Terms and Conditions of Entry (including the Commitment), you will be entitled to the following benefits for the duration of the Term:

- (A) you will automatically become an Avenell Club Member for the Term subject to these Terms and Conditions;
- (B) you will be entitled to use the Avenell Club and the Seat associated with your Avenell Club Ticket for each Match during the Term save as expressly provided otherwise in these Terms and Conditions; and
- (C) for each Match you are entitled to attend, you will be entitled to the benefits set out in Part B.

1.2 Your Ticket will not entitle you to attend any of the following matches which the Men's First Team may qualify for during the Season:

- (A) the FA Cup Semi-Final or Final;
- (B) the Semi-Final (Away Leg) or Final of the English Football League Cup; or
- (C) the Semi-Final (Away Leg) or Final of a UEFA Competition,

however, we will make available for purchase by you (at face value) one ticket per Avenell Club Membership held by you for each semi-final or any final (including any replay thereof) played by the Men's First Team in any of the following competitions: the FA Cup, and the Football League Cup. Any such tickets will be subject to availability and in such area of the relevant stadium as the Club, the host club and/or the relevant football authorities organising such football match shall determine and, for the avoidance of doubt, if any such matches are played at the Emirates Stadium, such tickets may not be for seats in the Avenell Club Area.

1.3 Your Ticket will not entitle you to access the Ground to watch any matches played by the Women's First Team or any of the Club's academy teams.

1.4 If you do not pay to the Club any part of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the 2024-2025 Season) or any other payment due under or in respect of these Terms and Conditions on the due date for payment (a "**Late Payment**"), in addition and without prejudice to the Club's rights under clause 10, such Late Payment shall bear interest at the rate of 2.5% above the base rate of Barclays Bank Plc from the due date until the date of actual payment (both dates inclusive) by you to the Club.

1.5 All payments to be made by you under these Terms and Conditions shall be made in full without any set-off, restriction, condition or deduction for, or on account of, any counterclaim or any other matter. Any payments due to be made by the Club to you under these Terms and Conditions may be set off



against any sums owed to the Club by you under these Terms and Conditions or any other agreement between the Club and you.

## Part B

### 1. Avenell Club Benefits

If you are an Avenell Club Member, subject to the Terms and Conditions (including any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time), and to compliance with any Dress Code, you and any Avenell Club Ticket Holder will be entitled to the following Avenell Club Benefits:

(A) Subject to [Section 4, Part A paragraph 1.1\(B\)](#) of these Terms and Conditions, exclusive access to the Avenell Club for every Match including:

- Four course buffet;
- An inclusive drinks package (including, subject to availability, champagne, house spirits, beer, wine and soft drinks) before each Match, at half-time and post-Match;
- Betting table service; and
- Occasional pre- or post-Match appearances by Club 'legends'.

The Avenell Club will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

- (B) One invitation to attend an end of Season pitch tournament event, subject to availability.
- (C) A dedicated account manager.
- (D) For each of your Avenell Club Seats, one complimentary Club Level ticket to any Match played in the Emirates Cup in the relevant Season.
- (E) The opportunity to acquire general admission tickets for semi-final and final matches in domestic Competitions involving the Men's First Team (in line with the Club's away match ticket credits policy), subject to availability.
- (F) Complimentary meetings and events use of the Avenell Club on one occasion in the Season, subject to availability. For the avoidance of any doubt, the Avenell Club Members shall be responsible for any other operational costs associated with the use of the Avenell Club (including any catering, cleaning and stewarding costs).
- (G) A discount of ten per cent (10%) on official Club merchandise to be used in the Club's Armoury and Highbury retail stores, as well as any of the Club's 10 matchday kiosks at the Ground.
- (H) A discount of ten per cent (10%) on the price charged by the Club to hire the Avenell Club, whether for meetings and events use on non-match or other non-event days at the Ground.





Any such use will be subject to availability. For the avoidance of any doubt, this discount will not apply to any other operational costs associated with the use of the Avenell Club (including any catering, cleaning and stewarding costs). The Avenell Club Member shall remain liable for all such costs.

## **2. Use of the Avenell Club and Avenell Club Benefits**

- 2.1 Prior to start of the Season, you will be issued with the appropriate number of Avenell Club Tickets. In order to obtain any of the Avenell Club Benefits to which you and/or Avenell Ticket Holders are entitled at any time, you and/or such Avenell Ticket Holders must each present a valid Avenell Club Ticket for inspection by or on behalf of the Club.
- 2.2 The minimum unaccompanied age for entry to the Avenell Club is 18 years of age.

## **3. Catering in the Avenell Club**

- 3.1 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, the Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “Avenell Club Catering Supplier”) of a refreshments service in the Avenell Club during the hours referred to in [paragraph 1\(A\) of this Section 4, Part B](#) (excluding those times during that period in which play in any Match is in progress).
- 3.2 The costs of all refreshments (including alcoholic beverages) ordered or consumed by you and/or any Avenell Club Ticket Holders in the Avenell Club, other than the food and drinks described in [paragraph 1\(A\) of this Section 4, Part B](#), shall be paid by you to the Avenell Club Catering Supplier. The Club shall provide in the Avenell Club or shall procure the provision in the Avenell Club of, details of the costs of each of the refreshments available in the Avenell Club. The Avenell Club Catering Supplier or the Club may change the costs of any refreshments from time to time.
- 3.3 The provision of any refreshments (including alcoholic beverages) to any persons in the Avenell Club shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the Avenell Club Catering Supplier and/or the Ground (including all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any Avenell Club Ticket Holders shall, consume all alcoholic drinks within the interior of the Avenell Club.
- 3.4 The only refreshments which may be consumed in the Avenell Club are those supplied by the Avenell Catering Supplier pursuant to the provisions of this Part B. You shall not and shall procure that any Avenell Ticket Holders shall not, bring any food, drink or other refreshments into the Avenell Club for consumption or for any other reason.
- 3.5 If you or any Avenell Ticket Holders have any complaints in respect of the catering or refreshments service provided in the Avenell Club, you or they should, at first instance, refer such complaints to your personal account manager.



## **SECTION 5**

### **Diamond Club Special Terms**

#### **1. Terms of use**

- 1.1 Subject to your payment of the relevant Diamond Club Season Fee in respect of your Diamond Club Tickets, you will be entitled to use the Diamond Club Area and the Seats associated with your Diamond Club Tickets for each Match during the Season save as expressly provided otherwise in these Terms and Conditions.
- 1.2 You may offer for sale, sell, or resell to another Diamond Club Member the Diamond Club Ticket or any benefit of it for a Match through such mechanism for the resale, gift or transfer of Diamond Club Tickets that the Club may put in place from time to time.
- 1.3 Your use of Diamond Club Tickets shall always be subject to the terms of the Diamond Club Membership Agreement.



## SECTION 6

### Box Level Special Terms

**1. Terms of use**

1.1 Your use of Box Level Tickets shall always be subject to the terms of the Box Licence Agreement.

**2. Refunds and credits**

2.1 In respect of Box Licensees who are Club Commercial Partners, any refund due to the Box Licensee as a result of Behind Closed Doors Matches and/or Reduced Capacity Matches during the Season will be calculated and paid in accordance with that Box Licensee's partnership agreement.

2.2 In respect of Box Licensees who are not Club Commercial Partners, any refund due to the Box Licensee as a result of Behind Closed Doors Matches and/or Reduced Capacity Matches during the Season will be calculated in accordance with such pricing schedule as notified to the Box Licensee by the Club and/or published on the Website, and such amounts shall be credited against the Box Licensee's account. Credited amounts may be withdrawn by the Box Licensee periodically during such cashback windows as notified by the Club or (at the Box Licensee's discretion) set-off against any future instalment of the Licence Fee due under the relevant Box Licence Agreement or any renewal thereof.