

## **SUPPORTER TICKET TERMS AND CONDITIONS**

These Conditions apply to the sale by Oxford United Football Club Limited (“the Club”) of all Tickets to Supporters. By purchasing a match or season ticket, You agree to these terms and conditions of issue.

### **1. ISSUE OF TICKETS**

1.1 The issue of a Ticket and subsequent access to the Ground is subject to the Terms & Conditions of Entry.

1.2 Tickets in the home areas are for the use of supporters only. By applying for the Ticket and/or using the same You warrant and represent that You are a supporter of the Club (“Supporter”).

### **2. CONTACT DETAILS**

2.1 It is Your responsibility to keep Your contact details and address up to date. You can review and amend Your contact details online via the Club’s Website.

### **3. TICKET PURCHASES**

#### **3.1 Match Ticket Purchases**

3.1.1 Tickets can be purchased via the Club’s Website, telephone booking line, or in person at the Ticket Office at the Ground. A non-refundable booking fee will be payable for purchases via the telephone booking line and Club Website with the exception of print at home which does not incur a booking fee. Home tickets can also be bought in person from the club shop in the centre of Oxford Monday to Saturday and the Club Shop at the stadium Monday to Friday.

3.1.2 The Club reserves the right to refuse to sell a Ticket to any person that it considers to be unsuitable. Any Supporter considered being unsuitable after the purchase of a Ticket may have their Ticket cancelled at any time, and dependent on the circumstances, a refund may not be given.

3.1.3 The price payable for each Ticket shall be as set out on the Website or as otherwise notified by the Club from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT.

3.1.4 Age related concessionary rates for Tickets are available at the discretion of the Club – age related concessions are based on the age of the supporter on the day of the match. The Club reserves the right to ask Supporters to produce evidence of their date of birth upon request. Failure to provide this may result in the cancellation of the Ticket(s) in question, unless the Supporter chooses to pay the additional amount required to upgrade the Ticket(s).

3.1.5 Wheelchair users pay the normal price for the area dependent on their age and status. Where it is necessary for the disabled supporter to have a Personal Assistant

("PA"), the PA will receive a ticket free of charge provided the PA sits with the disabled supporter to assist him/her.

3.1.6 Ambulant disabled supporters pay the normal price for the area dependent on their age and status. Where it is necessary for the disabled supporter to have a PA, the PA will receive a ticket free of charge provided the disabled supporter is in receipt of the mid-rate care element or the high rate mobility component of the Disability Living Allowance or the new Personal Independence Allowance ("PIP") and PA sits with the disabled supporter to assist him/her. (Subject to supporting evidence upon request).

3.1.7 With the exception of those in wheelchairs – for which a separate emergency evacuation plan is in place – those purchasing tickets that are not on the ground floor must be fit and able bodied enough to egress by way of the normal staircase in a prompt and speedy manner. In the event of not being able to do so for any match it is their responsibility to contact the ticket office at the earliest opportunity to exchange their seat(s) to a more accessible area. Whilst every effort will be made to find an alternative viewing area, for a big match or sell out the club cannot guarantee a seat

3.1.8 Blocks 22 and 23 in the North Stand are designated as a Family Area. For high-profile matches, and likely sell outs in the North Stand we will operate a strict 'No Adults over 18s without children under 18'. For these fixtures, Over 18s that after booking find they will not be accompanied by an Under 18 will need to transfer to an alternative seat in the ground. In these circumstances it is their responsibility to contact the ticket office at the earliest opportunity to exchange their seat(s) to another block. Whilst every effort will be made to find an alternative viewing area for a big match or sell out the club cannot guarantee a seat.

3.1.9 By applying to purchase one or a number of Tickets, You are making an offer to the Club. A contract for the supply of the Tickets (and any associated benefits) is formed when the Club receives payment for the Tickets, in cleared funds and has issued the Ticket.

3.1.10 The Club accepts payment by the following methods:

3.1.10.1 cash in pound sterling (for Tickets purchased at the Ticket Office);

3.1.10.2 valid visa debit card; and

3.1.10.3; valid credit card, excluding American Express

3.1.11 If the payment methods or details are declined when the Club attempts to retrieve payment for any Tickets or any associated fees:

3.1.11.1 the Club shall use reasonable endeavours to contact You (using the contact details it holds on file) to arrange for payment;

3.1.11.2 if the Club has made reasonable attempts to contact You but has been unsuccessful, the affected Tickets may be cancelled; and

3.1.11.3 You shall be liable to the Club for any bank or administrative charges incurred by the Club under this clause

3.1.12 Home Tickets can be collected from the Ticket Office during normal office hours before the day of the match or from the Club reception on the day of the match from three hours before kick-off [two hours before kick-off for evening games]. The person picking up the tickets will be required to give the name and address and may be asked for the credit/debit card used for payment, and/or presentation of valid ID. Any person collecting Tickets on behalf of another, must too provide evidence of their name and address and may be required to answer security questions. In the event of a dispute, the Ticket Office Supervisor's decision is final.

3.1.13 Away Tickets can be collected from the Oxford United Ticket Office during normal office hours up to one hour before close of business on the last working day before the day of the match. Any tickets not collected by this time will be returned to the host club where they will be normally available for collection from one-hour before kick-off. The person picking up the tickets will be required to give the name and address and may be asked for valid ID.

3.1.14 Tickets purchased must always be assigned to the individual Supporter using each Ticket, and be of the correct age band for the Supporter using each ticket.

## 3.2 Season Ticket Purchases

3.2.1 A season ticket allows the holder to attend every home league game and subject to a time criterion purchase their seat ticket for big home cup matches or play-off games or another ticket for home pre-season friendly or smaller cup games where some areas of the ground may be closed.

3.2.2 Tickets can be purchased via the Club's Website, telephone booking line, or in person at the Ticket Office at the Ground.

3.2.3 The Club reserves the right to refuse to sell a Season Ticket to any person that it considers to be unsuitable. Any Supporter considered being unsuitable after the purchase of a Ticket may have their Ticket cancelled at any time, and dependent on the circumstances, a refund may not be given.

3.2.4 The price payable for each Ticket shall be as set out on the Website or as otherwise notified by the Club from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT.

3.2.5 Age related concessionary rates for Tickets are available at the discretion of the Club – age related concessions are based on the age of the supporter on 1<sup>st</sup> August before the start of the relevant season. The Club reserves the right to ask Supporters to produce evidence of their date of birth upon request. Failure to provide this may result in the cancellation of the Ticket(s) in question, unless the Supporter chooses to pay the additional amount required to upgrade the Ticket(s).

3.2.6 Wheelchair users pay the normal price for the area dependent on their age and status. Where it is necessary for the disabled supporter to have a Personal Assistant

("PA"), the PA will receive a ticket free of charge provided the PA sits with the disabled supporter to assist him/her. Wheelchair users can view from the front of the South and East stands, slightly raised viewing platform in the North stand and an upper wheelchair platform adjacent to the television gantry in the South stand. To reflect the distance and difficulty in gaining access to the catering outlet – on the floor below – the prices for the upper wheelchair platform are the same as for South lower.

3.2.7 Ambulant disabled supporters pay the normal price for the area dependent on their age and status. Where it is necessary for the disabled supporter to have a PA, the PA will receive a ticket free of charge provided the disabled supporter is in receipt of the mid-rate care element or the high rate mobility component of the Disability Living Allowance or the new Personal Independence Allowance ("PIP") and PA sits with the disabled supporter to assist him/her. (Subject to supporting evidence upon request).

3.2.8 With the exception of those in wheelchairs – for which a separate emergency evacuation plan is in place – those purchasing tickets that are not on the ground floor must be fit and able bodied enough to egress by way of the normal staircase in a prompt and speedy manner. In the event of not being able to do so for any match or longer period of time it is their responsibility to contact the ticket office at the earliest opportunity to exchange their seat(s) to a more accessible area. Whilst every effort will be made to find an alternative viewing area, for a big match or sell out the club cannot guarantee a seat

3.2.9 Blocks 22 and 23 in the North Stand are designated as a Family Area. For high-profile matches, and likely sell outs in the North Stand we will operate a strict 'No Adults over 18s without children under 18'. For these fixtures, Over 18s that will not be accompanied by an Under 18 will need to transfer to an alternative seat in the ground. In these circumstances it is their responsibility to contact the ticket office at the earliest opportunity to exchange their seat(s) to another block. Whilst every effort will be made to find an alternative viewing area for a big match or sell out the club cannot guarantee a seat. We do recognise that for some games particularly evening kick-offs during term time younger children or children with exams may not be able to attend but the club will be more lenient for low key games.

3.2.10 By applying to purchase one or a number of Tickets, You are making an offer to the Club. A contract for the supply of the Tickets (and any associated benefits) is formed when the Club receives payment for the Tickets, in cleared funds and has issued the Ticket to You.

3.2.11. The Club accepts payment by the following methods:

3.2.11.1 cash in pound sterling (for Tickets purchased at the Ticket Office);

3.2.11.2 cheque made payable to "The Oxford United Football Club Limited" (for Tickets purchased at the Ticket Office);

3.2.11.3 valid visa debit card; and

3.2.11.4 valid credit card, excluding American Express

3.2.12 a monthly payment plan (Flexible Finance) for five or ten months to be paid via direct debit. The 10 month plan is only available until 30<sup>th</sup> June 2017 and the 5 month plan until the 31<sup>st</sup> August 2017. Credit is offered subject to status by Zebra Finance and only to UK residents aged 18 or over; conditions apply. For more information on the Club's Flexible Finance Option click [HERE](#) The instalment scheme provided is only available via the website, and access to the Internet, an email address and a mobile phone is essential. There are many public facilities such as libraries, which offer access to the Internet.

3.2.12.1 If the payment methods or details are declined when the Club attempts to retrieve payment for any Tickets or any associated fees:

3.2.12.2 the Club shall use reasonable endeavours to contact You (using the contact details it holds on file) to arrange for payment;

3.2.12.3 if the Club has made reasonable attempts to contact You but has been unsuccessful, the affected Tickets may be cancelled; and

3.2.13 You shall be liable to the Club for any bank or administrative charges incurred by the Club under this clause

3.2.14 Season Tickets purchased must always be assigned to the individual Supporter using each Season Ticket, and be of the correct age band for the Supporter using each ticket.

3.2.15 Any priority or benefits offered to any Season Ticket holder is strictly for the use of the Supporter who qualifies. Priorities or benefits are strictly non-transferable, and we reserve the right to cancel any products purchased to be used by anyone other than the qualifying Supporter.

### **3.3 Terms & Conditions of transaction investigations:**

In the interests of safety, Oxford United Football Club may be required to investigate any transaction for any fixture. By purchasing tickets through Oxford United Football Club, you agree for name, address and date of birth details provided by yourself to Oxford United Football Club to be shared with the opposition Club to confirm that you are not a known supporter of the opposition Club. The Club reserves the right to cancel any tickets purchased by any supporter who is registered with, or known to, an opposition Club. Refunds will not be offered for any tickets cancelled in this situation.

## **4. ENTRY TO THE GROUND**

4.1 Use of the Ticket constitutes acceptance of the Terms & Conditions of Entry and Ground Regulations, which can be requested from the Club.

4.2 Any Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically invalid and all rights attached to such Ticket shall be invalidated.

4.3 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with these Terms & Conditions of Entry.

4.4 Children under the age 13 years are allowed entry (subject to holding a Ticket/Card) to the Ground provided they are accompanied by a supporter aged 18 or over. Such supporter shall be responsible for and supervise the children they accompany at all times and within reason ensure that they remain seated during the match.

4.5 For every supporter aged 18 or over there is not to be more than four children under 13 years old.

4.6 Under 3's are expected to sit on a parents/grandparents lap and are not issued with a ticket. If a ticket is required it needs to be purchased at the appropriate rate.

4.7 Age related concessions are based on the age of the supporter using the ticket on the day of the match. Age related concession for Season Tickets are based on the age of the Season Ticket holder as of 1<sup>st</sup> August (prior to the season for which the product has been purchased).

4.8 Age concessions (Single Match and Season Tickets) are available to qualifying Supporters subject always to the production by the relevant Supporter of evidence satisfactory to the Club of qualifying age (Passport, Driving Licence or Birth Certificate). Failure to produce such evidence shall, save with the express written permission of a Club Director, preclude the purchase of any such ticket(s). The Club shall, in the event a Supporter acts fraudulently or dishonestly in buying any such ticket(s), be entitled to:

4.8.1 cancel and withdraw any Ticket(s) so purchased (and in the Club's sole discretion any other Ticket(s) purchased by that Supporter);

4.8.2 refuse any refund;

4.8.3 recover from the Supporter on demand the difference between the concessionary ticket price and the full ticket price (in respect of the current and any prior season in respect of which a Ticket was dishonestly or fraudulently purchased). It is the Supporter's responsibility to ensure that the correct Ticket is purchased and to notify the Club forthwith in the event of any error; it is not the Club's responsibility to ensure that the Correct Ticket is purchased.

4.9 The Club reserves the right to ask Supporters to produce evidence of their date of birth upon request. If a Supporter acts dishonestly and fails to buy the correct age concession Ticket, the Club reserves the right to:

4.9.1 cancel and withdraw that Ticket;

4.9.2 not provide a refund to the Supporter; and

4.9.3 recover from the Supporter on demand, the shortfall due to the Club from the previous seasons that the Supporter attended under the fraudulent Ticket.

4.10 A Ticket permits You to occupy at the Match the seat indicated on the Ticket or such other alternative seat as the Club may allocate to You at its reasonable discretion.

4.11 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Ticket in any subsequent Match or Season.

4.12 Except for mobile telephones (which may only be used for personal and private purposes), You shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match or any aspect of it. Any person acting in breach of this provision will be required to deliver up any tapes, films, disks or other recordings or data to the associated league and/or the Club and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs, and Patents Act 1988) to the League in which the Club is situated.

4.13 Save for official Club merchandise and/or other football related clothing worn in good faith, You shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.

4.14 You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause

4.15 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.

## 5. USE OF THE TICKET

5.1 Subject to clause 5.7, the Ticket is issued for Your sole use and, except as allowed under these Conditions, You shall not resell, assign or transfer the Ticket or the benefit of it to any other person without the prior consent of the Club. The reference to reselling the Ticket includes reference to offering to sell a Ticket, exposing a Ticket for sale, making a Ticket available for sale by another and advertising that a Ticket is available for purchase (including by way of an online auction site). For the avoidance of doubt (and by way of example only) a Ticket may not be offered as a prize in any promotion or competition or transferred, lent or sold to any third party as part of a hospitality or travel package, given to a third party who agrees to buy another good or service or used for any other commercial purpose save as expressly authorised by the League or the Club. The Club shall, in the event a Supporter is found to attempt to resell, assign or transfer any Ticket(s), be entitled to:

5.1.1 cancel and withdraw any Ticket(s) so purchased;

5.1.2 refuse any refund.

5.2 The Ticket will remain the property of the Club at all times and must be produced together with evidence of Your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Ticket at any time.

5.3 Misuse of the Ticket may result in You being refused entry to, or ejected from, the Ground in respect of a particular Match and/or the cancellation and withdrawal of the Ticket. In the event of any cancellation and withdrawal in accordance with this clause 5.3, no refund shall be given. The Club further reserves its right to take any legal 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.

5.4 The unauthorised sale or disposal of a Ticket is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994 (as amended by the Violent Crime Reduction Act 2006). The Club will inform the police when it becomes aware that tickets are being sold illegally and will press for charges to be brought against those breaking this law.

5.5 If You/Your Guest suspects that ticket touting is taking place in or around the Ground, the Club requests that You promptly report Your suspicions to the Club and police.

5.6 If You are convicted of a ticket touting offence, or the Club reasonably suspects You have committed such an offence, it will notify the League who may in turn notify other league clubs and/or the relevant law enforcement authorities. The information that the Club shares may include Your personal details, information about the offence and about ticket purchases (including payment details). The Club use this information to identify and prevent ticket touting offences and disorder at matches.

5.7 Subject to clause 5.9, if more than one Single Match Ticket is issued to You one Single Match Ticket must be retained by You for personal use and the remainder may be transferred to Your Guests for their personal use. Subject to clause 5.1, if You and/or Your Guest are unable to use any Single Match Ticket then You and/or they may transfer that Single Match Ticket to a person who is known to You personally and who would be entitled (under the Terms & Conditions of Entry) to purchase such Single Match Ticket and attend such Match. This transfer must not involve the transfer of any monies or other items which may result in the transfer to be considered a sale or exchange.

5.8 Subject to clause 7.2, You may on no more than 4 occasions during the Season transfer Your Season Ticket to a person who is known to You personally for use by that person in connection with a single Match, provided that such person would be entitled (under the Terms and Conditions of Entry) to purchase a Ticket for and attend such Match. If the transferee of Your Season Ticket would have been required to pay a higher age related price for the Season Ticket than You paid, then You or they will be required to pay an upgrade charge of the difference between the Nominal Match Price paid by You and the Nominal Match Price that would have been payable by the transferee. On all subsequent occasions the upgrade fee will be the difference between the Nominal Match Price paid by You and price of a Single

Match Ticket that would be payable by the transferee for the relevant Match, rounded up to the nearest whole pound. No refunds would be payable for downgrades from a higher to lower price category or from a dearer to a cheaper part of the ground would be payable. You are required to notify the Ticket Office on all occasions which You are not using the Ticket and intend to transfer this to any other Supporter – the Club reserves the right to ask for the personal details for this Supporter, and failure to provide these may result in the cancellation of the Ticket for the selected fixture.

5.9 The transfers of Tickets permitted under clause 5.7 and clause 5.8 are permitted on the conditions that:

5.9.1 such transfer is not made in the course of business;

5.9.2 the transfer takes place free of charge;

5.9.3 the purchaser must purchase and retain a Ticket for his their own personal use;

5.9.4 the purchaser may be requested to inform the Club of the personal contact details of the Guest, including their address and present them to any official, steward or employee of the Club and/or any police officer when asked to do so; and

5.9.5 such transfer must not be in contravention of clause 5.1.

5.10 The Guest shall comply with the Conditions of Entry which shall apply to the Guest as if they were the original intended user of the Ticket. It is Your responsibility to inform the Guest that they are subject to Conditions of Entry. If any Supporter who is attending as a Guest of the purchaser is found to be in breach of these conditions, the purchaser and any/or of their Guests may be subject to immediate ejection from the Stadium, and no refund shall be given.

5.11 Any Supporter who has purchased a Ticket will be permitted to sit in the seat corresponding to the details on their Ticket, and no other seat. Any Supporter found to be in breach of this clause may be asked to use the seat corresponding to the details on their Ticket, and failure to do so may result in immediate ejection from the Stadium, and no refund shall be given. The Club may also be entitled to collect any monetary difference due between the value of seat purchased and the value of the seat used by the Supporter.

5.12 Any Supporter aged under 13 years must be seated adjacent to a Supporter aged 18 years or over for the duration of the Match. Such Supporter shall be responsible for and supervise the children they accompany at all times and within reason ensure that they remain seated during the match.

5.13 Ticket Priority

5.13.1 Priority when purchasing Tickets for Away fixtures is strictly for the purchase of a Ticket for the use of the Supporter who qualifies as per our advertised sales periods for the selected fixture. Ticket priorities are strictly non-transferable, and we

reserve the right to cancel any Tickets purchased to be used by anyone other than the qualifying Supporter.

5.13.2 Priority when purchasing Tickets for Home league, cup and friendly fixtures is strictly for the purchase of a Ticket for the use of the Supporter who qualifies as per our advertised sales period for the selected fixture. Ticket priorities are strictly non-transferable, and we reserve the right to cancel any Tickets purchased to be used by anyone other than the qualifying Supporter. Any discounts available for selected Supporters are only applicable to that Supporter, and the discount benefits are non-transferable.

## 6. CHANGES TO DATES, REFUNDS & EXCHANGES

6.1 Fixtures are subject to change. No guarantees can be given by the Club that the Match will take place at a particular time or on a particular date due to reasons beyond the Club's control. The Club reserves the right to reschedule or cancel any Match without notice and without any liability.

6.2 If the Club reschedules or cancels a Match or it is abandoned before kick-off then:

6.2.1 holders of Single Match Tickets will be entitled to receive a full refund or, at their option, the ticket will be valid for the rescheduled Match;

6.2.2 holders of Season Tickets will be entitled to attend the rescheduled Match in the event the game is a league match;

6.2.3 Business Customers will be entitled to receive a full refund, or at their option, the ticket will be valid for the rescheduled Match.

6.3 Refunds must be made via the procedure specified by the Club from time to time (available upon request) but no later than midday on the last working day before the date of re-arranged match. It is the supporters responsibility to find out the date of rescheduled matches for which they have tickets.

6.4 Any refund to which a person is entitled under these Conditions will only be issued on production of the actual ticket and identification demonstrating that the person requesting the refund is the person to whom the Ticket was originally sold. The identification produced must be to the reasonable satisfaction of the supervisor of the Ticket Office.

6.5 If a Match is abandoned before the 2<sup>nd</sup> half has kicked-off then:

6.5.1 holders of Single Match Tickets will be entitled to attend and the original ticket will be valid for the rescheduled Match;

6.5.2 holders of Season Tickets will be entitled to attend the rescheduled Match in the event the game is a league match;

6.5.3 Business Customers will be entitled to attend and the original ticket will be valid for the rescheduled Match.

6.6 If a match is abandoned after the 2<sup>nd</sup> half has kicked-off, match ticket holders are entitled to half price admission to the rescheduled match. In the event the game is a league match season ticket holders would be entitled to attend the re-arranged match. Match ticket holders MUST retain their original ticket and details how to obtain a ticket for the new date would be announced at the earliest opportunity on the club website. No refunds would be given to those unable to attend the rescheduled match.

6.7 The ownership of a Season Ticket is not transferable without agreement from The Club. Any such requests must be made in writing and should include permission from the current holder of the ticket. If the transferee of the Season Ticket would have been required to pay a higher price, whether that be for an age related price or a continuous renewal price for the Season Ticket than You paid, then You or they will be required to pay an upgrade charge of the difference between the Price paid by You and the Price that would have been payable by the transferee.

6.8 If You are not a Business Customer then You can cancel a Single Match Ticket no later than midday on the last working day before the relevant Match, by returning the Ticket and requesting a refund.

6.9 Business Customers have no right to cancel the Ticket with the exception of 6.2.3 above.

6.10 Refunds on Season Tickets will only be available in exceptional circumstances and at the Club's discretion. The Club will deduct from the amount of any refund payable to You under this clause and its reasonable administrative costs.

## 7. SEAT TRANSFERS

7.1 Holders of Season Tickets will be entitled to relocate their seats for an entire Season, subject to availability and payment of a £5 administration fee. A pro rata price increase (where the seat is a more expensive one) or a pro rata refund (where the seat is a cheaper one) will be due to or by the Club as the case may be.

7.2 Subject to availability, holders of Season Tickets will be entitled to relocate their seats for individual matches to a more expensive seat (in which case an upgrade fee will be payable) or a cheaper seat (in which case no refund will be available). On the first 4 such relocations, the upgrade fee will be the difference between the Nominal Match Price for the original seat and the Nominal Match Price for the relocated seat. On all subsequent occasions the upgrade fee will be the difference between the Nominal Match Price and price of a Single Match Ticket for the relevant Match. Season ticket holders will also be permitted to transfer for their seat within the same area at no additional cost to enable them to purchase seats for guests and sit next to them.

## 8. LOST, STOLEN OR DEFACED TICKETS

8.1 In order to gain entry to the Ground the Season Card must be presented in its entirety.

8.2 If You arrive at a Match without Your Ticket or Season Card, the Club will not be obliged to admit You to the Ground or issue any other form of ticket for that Match. If, in the Club's discretion, a duplicate Ticket is provided, a non-refundable administration fee of £1 will be payable. Any Supporter who chooses the Post-delivery method and has not updated their postal address, or any Supporter who chooses the Print@Home method and has not updated their email address or failed to print the ticket for whatever reason, may also be subject to a non-refundable administration fee for the Club to issue replacement Ticket(s). In the event that the ticket holder does not know the actual seat number and the Club cannot track it down on its database within a reasonable period of time the supporter will be required to purchase another ticket. As long as the original ticket is returned within 14 days and has not been scanned into the ground the ticket price less the £1 administration fee will be refunded.

8.3 For the purpose of clause 8.1 whether a Ticket/Season Card is damaged, defaced or destroyed will be determined by the Club acting reasonably in its sole discretion. Purchasers and Guests are advised to look after the Ticket/Season Card (including without limitation, not to bend, fold, crease, staple, exposing to a heat source or washing the Ticket/Season Card). The Club accepts no liability for any damage to any Ticket/Season Card caused by a failure to reasonably look after it.

8.4 If, acting reasonably, the Club accepts that a Season Card has been lost, damaged or destroyed, it will issue a duplicate Season Card as soon as reasonably practicable following payment by the Supporter of a £5 non-refundable administration fee. If, acting reasonably, the Club accepts that a Season Card sent to You by the Club was never in fact received, it will issue a duplicate Season Card without any administration fee. A duplicate Ticket or Season Card may be issued by the Club without any administration fee, should the Ticket or Season Card in question have been stolen from the Supporter. In this instance, the Club reserves the right to request and validate the crime reference number provided to the Supporter by the police, and failure to provide a valid crime reference number will result in the non-refundable administration fee being applicable.

8.5 The issue of duplicate Season Cards will be conditional on You signing a document confirming that the original Season Card was lost, damaged, destroyed, stolen or never received (as the case may be). If a lost or stolen Season Card is found You must return it to the Club immediately. You must indemnify the Club against all losses it suffers in connection with any false representation by You that a Season Card was lost, stolen, damaged, destroyed or never received.

## 9. CANCELLATION & WITHDRAWAL OF TICKETS

9.1 The Club reserves the right to cancel in whole or in part, any Ticket or Card issued to You at any time, without providing any reason. A proportionate refund will be given to You, in the absolute discretion of the Club and/or in accordance with the Terms and Conditions of Entry, in the event of any such cancellation under this clause 9.1.

9.2 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms & Conditions of Entry to cancel and withdraw any Ticket or Card issued to You. In the event of such cancellation no refund will be paid.

9.3 Without prejudice to the generality of clause 9.1 and 9.2, the following actions shall constitute a serious breach of the Terms & Conditions of Entry:

9.3.1 any violence or abuse towards any member of staff at any time.

9.3.2 smoking, the Stadium is strictly a non-smoking stadium (please note, this also includes the use of electronic cigarettes);

9.3.3 persistent standing in seated areas whilst the Match is in progress;

9.3.4 sale or transfer (save as permitted) of any Ticket to any person;

9.3.5 deliberate misuse of the Ticket;

9.3.6 any misrepresentation in relation to clause 1.2;

9.3.7 the use of foul, abusive, obscene, racist and/or discriminatory language and/or gestures;

9.3.8 persistent swearing during the Match;

9.3.9 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

9.3.10 being (or appearing to be) drunk or intoxicated;

9.3.11 the throwing of any object within the Ground without lawful authority or excuse;

9.3.12 the chanting, singing and/or shouting of anything of an indecent, discriminatory or racist nature;

9.3.13 fighting or engagement in and/or inciting violence;

9.3.14 bringing into the Ground or using at the Ground illegal drugs, fireworks, firecrackers, air horns, laser devices and the like or any item that might be used as a weapon or compromise public safety;

9.3.15 entering the playing area or any adjacent areas to which spectators are not allowed to be in without lawful authority or excuse;

9.3.16 the supply of any misleading or incorrect information in any application;

9.3.17 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of a Ticket or Card. Consequences of Cancellation

9.4 In the event that Your Ticket or Card is withdrawn or cancelled the Club reserves the right to exclude You from any Membership scheme maintained or organised by the Club and/or to disqualify You from applying for any Ticket or Card at its discretion.

## 10. EXCLUSION OF LIABILITY

10.1 Nothing in these Conditions limits or excludes the Club's liability:

10.1.1 for fraud, personal injury or death caused by the Club or the Club's employees negligence during the course of their employment; or

10.1.2 for any matter in respect of which it would be unlawful for the Club to exclude or restrict liability.

10.2 Subject to clause 10.1, the Club shall be responsible to You for loss or damage You suffer that is a foreseeable result of its breach of these Conditions or its negligence but it will not be responsible for any loss or damage that is not foreseeable. The Club shall have no liability to You for any:

10.2.1 loss of profit, loss of business, business interruption, or loss of business opportunity;

10.2.2 loss of enjoyment, travel/accommodation costs;

10.2.3 abandonments, postponement or cancellation of Matches;

10.2.4 restrictions to the view of the Match caused by an act of another spectator and/or the position of the seat;

10.2.5 any indirect, consequential or economic loss arising under or in connection with the Contract; and

10.2.6 for loss of or damage to personal property at or around the Ground.

10.3 Subject to clause 10.1, the Club's total liability to You in respect of all other losses arising under or in connection with Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price of the Ticket.

## 11. USE OF IMAGES & VIDEO RECORDINGS

11.1 You acknowledge that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of You during the Match and may also be used in televised coverage of the game and/or for promotional or marketing purposes by the Club, the League or others, and You consent (by entry to the

Ground) that photographic images and/or video recordings may be taken of You and may be used in televised coverage of Matches and/or for promotional or marketing purposes by the Club or other third parties.

## 12. OTHER IMPORTANT TERMS

12.1 Entire Agreement: These Conditions shall constitute the entire agreement between the Club and You in relation to the purchase of Tickets and all ancillary benefits.

12.2 Variation: The Club reserves the right to change these Conditions from time to time, and shall notify You of such changes if they materially affect Your rights as a consumer.

12.3 Waiver: The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Conditions or by law shall not constitute a waiver of that right, power or remedy.

12.4 Data: You consent to the Club holding and processing data relating to You for administrative and legal purposes. The personal data that You provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available upon request to the Club.

12.5 Severance: if any court or competent authority finds that any provision of these Conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Conditions shall not be affected.

12.6 Entire Agreement: These Conditions constitute the entire agreement between the Club and the You 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 to the Contract and/or Terms and Conditions of Entry.

12.7 Third Party Rights: Notwithstanding any other provision in these Conditions and with the exception of FIFA, UEFA, The FA, the Premier League and the English Football League, no other person other than You or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 ("Act") to rely on or enforce any term of these Conditions. Nothing in these Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

12.8 Governing Law: These Conditions any dispute arising from them (contractual or non-contractual) shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

## 13. DEFINITIONS

13.1 In the Conditions the following words and phrases shall have the following meanings:

“Adult” means a person aged 22 years or over, save for Young Adults that are titled as such upon purchase of a relevant Young Adult Season Ticket.

“Business Customer” means a customer purchasing a Ticket for use in connection with a business.

“Card” means a Single Season Card entitling the holder to access the relevant Match included on the list of league fixtures stated at the time of purchase.

“Club” means The Oxford United Football Club Limited (Company No. 470509) whose registered office is at Grenoble Road, Oxford, OX4 4XP.

“Conditions” means these terms and conditions of issue (as amended from time to time).

“Contract” means the contract between the Club and You for the supply of a Ticket/Season Card.

“Ground” means the football ground at Grenoble Road, Oxford OX4 4XP Land all other locations owned, occupied or utilised by the Club.

“Ground Regulations” means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which supporters are granted entry to the Ground (available on the Club’s Website, or upon request by the Purchaser).

“Guest” means a relative, friend, colleague and/or companion to a disabled person, who is a guest of a purchaser of a Ticket in accordance with clause 2.

“Match” means any football match in which the Club participates and that takes place at the Ground during any given Season.

“Nominal Match Price” means, in relation to a Season Ticket, the amount of the total price payable for the Season Ticket that the Club attributes to a particular Match.

“Premier Membership” means a package of additional benefits available for purchase by Season Ticket holders in exchange for a fee, the details of which are as advertised by the Club from time to time.

“Season” means the period during the year when Matches are played.

“Season Ticket” means a ticket allowing the holder to attend all Oxford United home English Football League Matches during the Season.

“Senior” means a person aged 65 years or over.

“Single Match Ticket” means a printed paper ticket or other form of ticket (and/or any rights arising out of or in connection with the foregoing) for admission to an individual Match.

“Student” means Enrolled for the purpose of attending a university or college course which lasts for at least one academic year, normally requiring attendance of at least 24 weeks a year and involves on average at least 21 hours of study, tuition or work experience per week during term time. A valid student card must be shown at point of purchase, collection or the turnstile if requested.

“Terms & Conditions of Entry” means each of the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The English Football League and the Ground Regulations.

“Ticket” means a Single Match Ticket, including where applicable a Season Ticket entitling the holder entry to the relevant Match.

“Ticket Office” means the ticket office at the Ground.

“Website” means the Club’s website at <http://www.oufc.co.uk>

“Young Adult” means a person aged 18 or over but Younger than 22.