

**CHELSEA FOOTBALL CLUB WOMEN LIMITED**

**COVID-19 – RETURN OF SPECTATORS**

**CHELSEA FC WOMEN TICKETING POLICY**

This Ticketing Policy (the “Policy”) applies to the application for and purchase of tickets to home matches played at Kingsmeadow Stadium with reduced capacity during the re-introduction of spectators to the stadium under social distancing guidelines during the Covid-19 pandemic.

By purchasing, holding or using a Match Ticket (as defined in paragraph 5), you are entering into a contract with Chelsea Football Club Women Limited ("Chelsea FC Women"). Chelsea FC Women is registered in England and Wales under company number 07377729 and has its registered office at Stamford Bridge Ground, Fulham Road, London, SW6 1HS. Chelsea FC Women’s VAT Registration number is GB726 0650 49.

All Match Tickets are sold subject to this Policy and to the following additional terms (which are hereby incorporated into this Policy):

- (a) The Covid-19 Return of Spectators Women’s Match Ticket Conditions of Issue (the “Conditions of Issue”)
- (b) Ground Regulations which are available for inspection at Chelsea FC Women’s offices and at [www.chelseafc.com/tickets/conditionsofissue](http://www.chelseafc.com/tickets/conditionsofissue), and are displayed at all entrances to and elsewhere in the Ground;
- (c) Ticket Terms and Conditions;
- (d) Privacy Policy.

(collectively, “Chelsea FC Women Ticketing Policies”, as applicable). Copies of all Chelsea FC Women Ticketing Policies are available at [www.chelseafc.com](http://www.chelseafc.com). In the event of any conflict, inconsistency or ambiguity between this Policy and the Conditions of Issue, the Conditions of Issue shall prevail.

Headings used in these Conditions of Issue shall not affect the interpretation of the below terms and conditions.

Please refer to paragraph 5 (Definitions) to understand the meaning of some of the terms used in this Policy.

**1 Purchase of Match Tickets**

- 1.1 Match Tickets for each Match shall go on sale for Season Ticket Holders no later than five days prior to the relevant Match. We shall notify you at [www.chelseafc.com](http://www.chelseafc.com) of the specific sale date for each Match in advance and Match Tickets shall go on sale at 10am on such date.
- 1.2 Season Ticket Holders shall have a 24 hour priority window in which to purchase Match Tickets (the “**Season Ticket Priority Window**”). Such Match Tickets will be sold on a first-come, first-serve basis among Season Ticket Holders.
- 1.3 Following the expiry of the Season Ticket Priority Window, any remaining Match Tickets shall be made available for general sale and shall be sold on a first-come, first-serve basis.

- 1.4 Match Tickets can be purchased online at [www.chelseafc.com](http://www.chelseafc.com). If you are a Season Ticket Holder, you must have details of your Season Ticket to hand.
- 1.5 Each Season Ticket Holder shall (subject to availability) be entitled to purchase:
- (a) one Match Ticket for the South Stand; or
  - (b) two Match Tickets for the North or West Stand, provided that, the second Match Ticket is for another Season Ticket Holder who is in the same household or support bubble.
- 1.6 All other persons shall (subject to availability) be entitled to purchase one Match Ticket in the South Stand.
- 1.7 Tickets will be priced as follows:

Adults	Juniors/Senior Citizen	Disabled Adult	Disabled Junior/Senior Citizen
£5	£1	£1	£1

- 1.8 There will be no sales on the day of the Match.

## **2 Match Tickets**

- 2.1 Match Tickets shall be provided by email and must be printed in hard copy and brought to the Ground by each Ticket Holder. Ticket Holders who do not bring their hard copy printed ticket with them will not be permitted to enter the Ground and will not be offered any refund.
- 2.2 Match Tickets will bear the names of the Supporters who purchased them and may only be used by that Supporter.
- 2.3 Match Tickets cannot be refunded once purchased unless a Match is postponed, abandoned or cancelled. Refunds in such circumstances will be made in accordance with the Women's Match Ticket Conditions of Issue

## **3 Concessions and Disabled Supporters**

- 3.1 Wheelchair and ambulant disabled tickets will be sold via the Disabled Supporters Team to disabled persons only. Please contact the team via email on [access@chelseafc.com](mailto:access@chelseafc.com). Disabled supporters will be asked to complete an application form for Match Tickets and such Match Tickets shall be sold on a first-come, first-serve basis for each valid application form received.
- 3.2 All applicants for wheelchair and ambulant disabled tickets must include proof of disability valid within the last year from the date of application. Such proof shall include proof of one of the following:
- (a) receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);
  - (b) receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment;

- (c) receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
  - (d) receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance; or
  - (e) a specialist personal letter from the hospital to confirm that the person is in receipt of support services.
- 3.3 Please note that receipt of an Orange/Blue badge will not be considered sufficient proof of disability for a Match Ticket under this Chelsea FC Women Ticketing Policy.
- 3.4 Supporters are reminded that adults cannot use concession Match Tickets or a Chelsea FC Women Season Ticket Pass to gain entry to the Ground.

#### **4 Methods of payment**

We currently accept card payments only via Visa, MasterCard and American Express.

#### **5 Definitions**

5.1 In this Policy, words and phrases shall mean as follows:

- (a) **"Ground"** means the Kingsmeadow stadium and its environs and all other locations owned, occupied or used by Chelsea FC Women.
- (b) **"his", "him" and "he"** includes a reference to other genders.
- (c) **"Junior"** means an individual aged under 20 as of the 31 July 2020.
- (d) **"Match(es)"** means any football match in which Chelsea FC Women participates and that takes place at a Ground including the period immediately prior to or following such match.
- (e) **"Match Ticket"** means a print at home or pre-printed paper ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Match involving Chelsea FC Women at a Ground.
- (f) **"Privacy Policy"** means Chelsea FC's privacy policy, available at <https://www.chelseafc.com/en/footer/privacy-policy>, as amended from time to time.
- (g) **"Season"** means each English association football season which commences on 1 July and ends on the following 30 June (or such other dates as may apply) and the term **"Seasonal"** shall be construed accordingly.
- (h) **"Season Ticket Holder"** means Supporters who held a valid Chelsea FC Women season ticket pass for the 2019/20 Season as at 30 March 2020.
- (i) **"Senior Citizen"** means any person over the age of 65 in July in the year of commencement of the Season to which the Match Ticket application/purchase relates.
- (j) **"Supporter"** means a genuine supporter of Chelsea FC Women;

- (k) **"Ticket Terms and Conditions"** means those terms and condition printed on the specific Match Ticket.
- (l) **"Ticket Holder"** means any holder of a Match Ticket.

## COVID-19 – SPECTATORS CODE OF CONDUCT

- At all times and in all parts of the ground, supporters must observe social distancing and avoid close contact with others not in their social or support bubble.
- Supporters should arrive in good time to go through all the necessary entry procedures.
- Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time.
- Be aware that your temperature might be taken before entry.
- Be aware that all payments inside the ground are contactless.
- If you need to access any of the ground's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly.
- Remain in your seat or place at all times whenever possible.
- If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs indicating which way to go.
- If you are in a seated area, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators.
- If you are in a standing area, please stay within your social or support bubble and remain aware of the movements of others at all times.
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible.
- Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze.
- Avoid hugs, high-fives and any close contact with people who are not within your social or support bubble.
- Take extreme care when shouting, singing or celebrating.
- If you are attending with other members of your social or support bubble, please make sure they have read and understood these guidelines too.
- Thank you for your support and co-operation. Stay alert. Stay safe. Help us all – your fellow fans, your club, your sport, your community.