

## CHELSEA FOOTBALL CLUB LIMITED

### SEASON TEAMCARD, MEMBERSHIP AND MATCH TICKET

#### CONDITIONS OF ISSUE

When purchasing a Season Teamcard, Membership or Match Ticket (as such terms are defined in paragraph 18), you are entering into a contract with Chelsea Football Club Limited ("Chelsea FC") on the basis of these conditions of issue ("Conditions of Issue"). Chelsea FC is registered in England and Wales under company number 01965149 and has its registered office at Stamford Bridge Ground, Fulham Road, London, SW6 1HS. Chelsea FC's VAT Registration number is GB726 0650 49.

These Conditions of Issue should be read in conjunction with the following additional terms (which are hereby incorporated into these Conditions of Issue):

- (a) Ground Regulations which are available for inspection at Chelsea FC'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;
- (b) Ticket Terms and Conditions on the reverse of each Home Match Ticket;
- (c) Ticket Exchange Terms and Conditions ([www.chelseafc.com/tickets/conditionsofissue](http://www.chelseafc.com/tickets/conditionsofissue));
- (d) The Ticketing Policy, Disabled Ticketing Policy and Supporters Club Ticketing Policy (if and as applicable) ([www.chelseafc.com/tickets/conditionsofissue](http://www.chelseafc.com/tickets/conditionsofissue));
- (e) Privacy Policy ([www.chelseafc.com/privacy](http://www.chelseafc.com/privacy)).

(collectively, "Chelsea FC Ticketing Policies", as applicable).

In the event of any conflict, inconsistency or ambiguity between these Conditions of Issue and any applicable ticketing policy (including, without limitation, the Chelsea FC Ticketing Policies), these 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 18 (Definitions) to understand the meaning of some of the terms used in these Conditions of Issue.

#### 1 Application of Conditions of Issue

1.1 These Conditions of Issue apply to applications and purchases of Chelsea Football Club:

- (a) Home Match Tickets;
- (b) Away Match Tickets;
- (c) Season TeamCards;
- (d) Membership; and
- (e) Coach Travel bookings.

1.2 Chelsea FC and/or its authorised distributors (if any) sells and issues tickets for events at the Ground only upon the following Conditions of Issue and by applying for, purchasing or accepting the issue of a Match Ticket, Season TeamCard, Membership or a Coach Travel booking or entering the Ground, any Season Ticket Holder, Member, Juvenile Member, Senior Citizen or any other person who has applied for, bought, accepted or holds a Match Ticket, Membership or Season TeamCard (each a "**Ticket Holder**") shall be deemed to have accepted these Conditions of Issue.

1.3 Any person who applies for, purchases and/or accepts the issue of an Away Match Ticket shall be subject to:

- (a) these Conditions of Issue; and
  - (b) any conditions of issue, ground regulations and/or other such regulations of the football club issuing the ticket.
- 1.4 Any Guest(s) shall also be subject to the Conditions of Issue (but excluding any right to transfer under paragraph 5) and these will apply to such Guest(s) as if he were the original Ticket Holder. Any reference to "Ticket Holder" in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include his Guest(s).
- 1.5 Match Tickets will be released to the general public as set out in the Chelsea FC Ticketing Policies.
- 1.6 The Football Regulations shall be incorporated into these Conditions of Issue. Where there is a conflict between these Conditions of Issue and the Football Regulations, the respective Condition of Issue shall apply.
- 1.7 Chelsea FC reserves the right, at its sole discretion and whether before, after or during a Match and whilst at the Ground or otherwise, to require any person, including without limitation any Member, Season Ticket Holder or Ticket Holder:
  - (a) collect Match Tickets in person and from such place as specified by Chelsea FC in advance, including from the ticket office of Chelsea FC or an away club or third party location (as applicable); and/or
  - (b) provide such proof of identification and/or address as required by Chelsea FC from time to time (which may include but not be limited to a valid passport or photo card driving licence), and any failure to provide such proof within the timeframe reasonably required by Chelsea Football Club shall constitute a breach of these Conditions of Issue.
- 1.8 Chelsea FC will hold and process personal data relating to you in accordance with the terms of its Privacy Policy. The Privacy Policy contains more details about the processing of your personal data by Chelsea FC, but some of the key purposes for which Chelsea FC will process your personal data are:
  - (a) where you provide consent to Chelsea FC to do so, to send marketing in respect of Chelsea FC's, and Chelsea FC's commercial partners (a list of which is available at [www.chelseafc.com/partners](http://www.chelseafc.com/partners)) offers, products or services;
  - (b) to comply with Chelsea FC's legal obligations;
  - (c) to comply with requests made of Chelsea FC by any third party, including legal, statutory, or regulatory authorities and/or governing bodies or organisers of football events/tournaments (whether in the UK or otherwise);
  - (d) for record keeping and other administrative purposes; and/or
  - (e) to fulfil the Ticket Holder's order for any Match Tickets or Season TeamCard.

## **2 Membership**

- 2.1 A Supporter is only entitled to apply for, accept, buy or hold one Membership at any one time. Chelsea FC reserves the right to (without limitation) impose any of the sanctions detailed in paragraphs 11.3 to 11.6 (inclusive) on any person who makes or conspires to make multiple applications or hold multiple Memberships, including without limitation, to have their Membership(s) terminated without compensation.
- 2.2 A Supporter may hold either a Membership or a Season TeamCard but may not hold both at any one time.
- 2.3 Chelsea FC reserves the right to, acting reasonably, refuse any application for Membership at its sole discretion.

- 2.4 In addition to other information, Chelsea FC requires all Membership applications (including renewal applications) to specify the applicant's full home address. For the avoidance of any doubt, Chelsea FC will not accept Membership applications which specify a mail box or PO box address.
- 2.5 A successful applicant for Membership will be issued with a Membership TeamCard. Members shall have the opportunity, subject to availability (determined in Chelsea FC's sole discretion) to purchase Match Tickets. Members shall not be able to purchase more than one Match Ticket using their Membership TeamCard, save as expressly permitted by Chelsea FC from time to time. Nothing in this paragraph 2.5 is intended to or shall be deemed to guarantee that Members have an entitlement to any Match Ticket.
- 2.6 In the event that a Member is entitled to receive a Membership pack, the Member accepts and acknowledges that such Membership pack is ancillary to the Membership and the images of the Membership pack on the Membership application form are for illustrative purposes only. Whilst Chelsea FC has made every effort to display the Membership pack accurately, it cannot guarantee that the contents of the Membership pack do not vary from the pictures shown on the Membership application form.
- 2.7 Save as provided in the Conditions of Issue, Membership is non-transferable and is personal to the Member.
- 2.8 Where a Member has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Member may make a request to change the name on their Membership by sending a letter to Chelsea FC and Chelsea FC will make such amendment, where it is justified to do so (in Chelsea FC's reasonable opinion).
- 2.9 Membership is run on a Seasonal basis from June to May each year. All Memberships purchased during the course of a Season will expire on 31 May following the end of that Season, except in the case of 2 year Memberships which run until 31 May the following year.
- 2.10 If a Member has purchased their Membership online or over the phone, they are entitled to cancel the Membership within 14 days from the date that Chelsea FC confirms such Membership purchase (the "**Cooling-off Period**"), in which case the Member shall receive a refund, subject to payment by such Member of the costs of return of the Membership and Membership pack (if any). A Member does not have the right to cancel its Membership after the Cooling-off Period or where the Membership has been utilised to purchase any Match Tickets.

### **3 Issue of Match Tickets, Membership TeamCards and Season TeamCards**

- 3.1 Guidance on the application for and purchase of Match Tickets is set out in the Chelsea FC Ticketing Policies.
- 3.2 Match Tickets and Season TeamCards are issued at the absolute discretion of Chelsea FC and Chelsea FC reserves the right (acting reasonably) to refuse any application for Match Tickets or Season TeamCards at its sole discretion. Without prejudice to the foregoing, Chelsea FC is under no obligation to issue a Match Ticket, Membership, Membership TeamCard or Season TeamCard to any person who has previously been a Ticket Holder.
- 3.3 Match Tickets, Membership TeamCards and Season TeamCards are for the use of Supporters only. By applying for and/or using the same you warrant and represent that you are a Supporter and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any such Match.
- 3.4 If for any reason a card transaction fails or is declined by the card issuer, the relevant Match Tickets, Membership TeamCards and Season TeamCards application(s) shall be deemed invalid. It is the applicant's responsibility to ensure that card details supplied to Chelsea FC are correct and that there are sufficient funds available in such card account. Chelsea FC shall not be required to contact an applicant who has supplied incorrect card details or where the transaction fails or is declined by the card issuer.
- 3.5 A Member must include his customer number with every application to ensure he receives his loyalty points in accordance with Chelsea FC's 'Ticketing loyalty scheme' (as set out in the Chelsea FC Ticketing Policies). Any Member who buys a Match Ticket that is on sale to non-

Members but does not enter his customer number could miss out on Match Tickets for important Matches or cup finals where allocations are limited. For the avoidance of doubt, loyalty points will only be awarded at the time of purchase and cannot be awarded retrospectively.

- 3.6 In addition to other information, Chelsea FC requires all Season TeamCard applications (including renewal applications) to specify the applicant's full home address. For the avoidance of any doubt, Chelsea FC will not accept Membership or Season TeamCard applications which specify a mail box or PO box address.
- 3.7 Chelsea FC reserves the right (acting reasonably) to cancel, suspend or withdraw any Match Tickets, Membership TeamCards and/or any Season TeamCards at any time in its sole discretion (and subject to appeal). Subject to paragraph 8, and save as otherwise provided in these Conditions of Issue, if Chelsea FC cancels, suspends or withdraws a Season TeamCard, the Season Ticket Holder will be refunded on a pro-rated basis for the remainder of the Season. In respect of cancellation, suspension or withdrawal pursuant to paragraph 11 or otherwise following a breach of these Conditions of Issue, the Ticket Holder shall be entitled to a refund only as set out in paragraph 11).
- 3.8 A Season TeamCard is valid for one Season only. Should any Season Ticket Holder wish to cancel their Season TeamCard, they will not be entitled to a refund.

#### **4 Admission to the Ground**

- 4.1 A Match Ticket permits the Ticket Holder to:
- (a) be admitted to the designated part of the Ground on the day of the Match shown on the Match Ticket and at the time specified by Chelsea FC; and
  - (b) occupy the seat indicated on the Match Ticket or such other alternative seat of similar price as Chelsea FC may allocate at its reasonable discretion. Chelsea FC will not be liable if the seat is exposed to the weather,
- in each case, subject to these Conditions of Issue.
- 4.2 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Match Ticket on any other occasion.
- 4.3 A Season TeamCard permits the Season Ticket Holder to be admitted to the designated part of the Ground and to sit in the designated seat as shown on the Season TeamCard for FA Premier League Home Matches only. Season Ticket Holders must produce their Season TeamCard in order to gain admission to the Ground for all FA Premier League Home Matches and must produce a valid Home Match Ticket for all Relevant Cup Matches that take place at the Ground. For the avoidance of doubt, a Season TeamCard will not entitle a Season Ticket Holder entry to the Ground for Relevant Cup Matches. In accordance with the Chelsea FC Ticketing Policies, Season Ticket Holders will, subject to availability, be given an exclusive period within which to acquire Match Tickets for their usual seat for such Relevant Cup Matches that take place at the Ground. Thereafter, Chelsea FC will offer any unsold Match Tickets for sale to Members and, subsequently, for general sale.
- 4.4 Notwithstanding paragraphs 4.1(b) and 4.2, Chelsea FC reserves the right to relocate the seats indicated on a Ticket Holder's Season TeamCard or Match Ticket (as applicable) at its reasonable discretion, including for health and safety-related reasons.
- 4.5 Save as set out in paragraph 4.7, the Ticket Holder 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.
- 4.6 Without prejudice to paragraph 4.5, the Ticket Holder acknowledges that any audio, visual or audio-visual material, or any other information or data, that they produce at the Ground in relation to a Match, any players or other persons present in the Ground (including, without limitation, any captured in breach of paragraph 4.5 and/or 4.7) is hereby assigned to Chelsea FC, including all intellectual property rights and by way of present assignment of future copyright under Section 91 of the Copyright, Design and Patents Act 1988. The Ticket Holder agrees that

it waives all moral rights in the same and that it will execute any further documents required by Chelsea FC to give full effect to this paragraph 4.6.

- 4.7 Use of mobile telephones within the Ground is permitted, provided that:
- (a) they must not inconvenience any other person in the Ground;
  - (b) they must not be used to capture, supply or transmit data for the purposes of betting or gambling (or assisting for these purposes);
  - (c) they are used for private person to person 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, information or data for any commercial purposes); and
  - (d) no material, information or data that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 4.8 The Ticket Holder shall not bring into the (or wear at) the Ground any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing', including, without limitation, items or objects given away as part of a promotional or marketing campaign by the third parties near to the Ground,
- 4.9 A Ticket Holder 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.
- 4.10 Juveniles under the age of 14 years will not be permitted entry to the Ground unless they are in the possession of a Match Ticket and/or Season TeamCard (as applicable) and are accompanied by a person over the age of 18 years (who, for the avoidance of doubt, must also be in possession of a Match Ticket and/or Season TeamCard). Anyone accompanying a Juvenile under the age of 14 years is responsible for ensuring that Juvenile's compliance with these Conditions of Issue and shall be liable in the event of breach.
- 4.11 Chelsea FC reserves the right to refuse admission to the Ground to any unaccompanied juvenile under the age of 14 years in possession of a Match Ticket and/or Season TeamCard at its sole discretion. Save in the event of a breach of these Conditions of Issue, an unaccompanied juvenile under the age of 14 years refused admission to the Ground in accordance with this paragraph 4.11 will be entitled to a:
- (a) full refund in respect of a Match Ticket; or
  - (b) pro-rated refund in respect of a Season TeamCard,
- (in each case less any reasonable administration fee) in relation to the Match to which they are refused admission.
- 4.12 All persons, regardless of age, entering the Ground on a Match day must be in possession of a Match Ticket and/or a Season TeamCard. Any adult over the age of 20 and under the age of 65 (on 31 July in the year of commencement of the Season to which the Match Ticket Relates) entering (or attempting to enter) the Ground with or otherwise using a Juvenile or Senior Citizen Match Ticket will be ejected from the Ground and, Chelsea FC reserves the right to impose any of the sanctions detailed in paragraphs 11.3 to 11.6 (inclusive) on including, without limitation, to refuse further entry and have any Season TeamCard or Membership TeamCard revoked with immediate effect and without refund.
- 4.13 All Ticket Holders must adhere to any relevant dress code designated from time to time by Chelsea FC.
- 4.14 All Ticket Holders and Members who enter the Ground acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them (collectively, "**Images**"). All Ticket Holders and Members accept and acknowledge:

- (a) the provisions of this paragraph 4.14; and
- (b) that it is in Chelsea FC's legitimate interests to use and publish the Images in this manner (including, without limitation, any personal data contained therein) as it requires the ability to: (i) publish, display, sell and distribute the Matches by means of film, television, radio, print media, internet, publicity material (or any other media now known or in the future); and (ii) use the Images for safety and security, promotional, training, editorial or marketing purposes by Chelsea FC, the Premier League, The Football Association, UEFA and/or others as determined in Chelsea FC's sole discretion (including commercial partners and accredited media organisations). More information on how Chelsea FC processes your personal data can be found in the Privacy Policy and at paragraph 1.8.

## **5 Use of Match Ticket, Membership TeamCard or Season TeamCard**

- 5.1 The Match Ticket, Membership TeamCard and Season TeamCard are issued for the Ticket Holder's private use. The Ticket Holder shall not resell, advertise for sale or (save as set out in paragraph 5.3) assign or transfer the Match Ticket, Membership TeamCard and/or Season TeamCard or the benefit of the same to any other person for any purpose without the prior written consent of Chelsea FC. For the avoidance of doubt (and by way of example only) the Match Ticket, Membership TeamCard and/or Season TeamCard may not be offered as a prize in any promotion or competition or for any other promotional or advertising purposes, 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 service or good, or used for any other commercial purpose, save in each case as expressly authorised in writing by Chelsea FC.
- 5.2 The unauthorised sale or disposal of a Match Ticket and/or Season TeamCard may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. Chelsea FC may inform the police when it becomes aware that Match Tickets and/or Season TeamCards are being sold or illegally disposed of and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or Chelsea FC reasonably suspects you have committed a ticketing offence, Chelsea FC may notify the FA Premier League who may in turn notify other football clubs (both domestic and international), event holders and/or the relevant law enforcement authorities. Chelsea FC may also share your data with other football clubs directly. The information that Chelsea FC shares in such circumstances may include your personal data (including your name, image and contact details), information about the offence and about ticket purchases (including payment details). Chelsea FC will use this information to identify and prevent ticketing offences and disorder at matches. Any queries can be addressed to [toutinfo@chelseafc.com](mailto:toutinfo@chelseafc.com). More information on how Chelsea FC processes your personal data can be found in the Privacy Policy and at paragraph 1.8.
- 5.3 Save for Match Tickets issued by Chelsea FC to its Supporters Clubs (which are not transferrable in any circumstances), all Match Tickets and Season TeamCards and all rights and benefits conferred by such Match Tickets or Season TeamCards may only be transferred to a natural person or persons:
  - (a) in relation to a Season TeamCards only, in accordance with paragraph 6.14;
  - (b) via the Ticket Exchange in accordance with the Ticket Exchange Terms and Conditions; [or](#)
  - (c) to Guests, strictly in accordance with paragraph 5.5.
- 5.4 Sales and purchases of Match Tickets via Ticket Exchange are final and cannot be returned, resold or refunded. Please note that loyalty points shall not be awarded in respect of any Match Tickets purchased through the Ticket Exchange.
- 5.5 Match Ticket(s) and Season TeamCard(s) may be transferred to Guest(s) for their personal use only PROVIDED THAT such transfer takes place in consideration for no payment or benefit in kind in excess of the face value of the Match Ticket or the prorated value of the Season TeamCard for the Match (as the case may be). Chelsea FC retains the absolute discretion to refuse such transfer to any Guest subject to a refund to the Ticket Holder of the face value of the Match Ticket and pro-rated amount of the Season TeamCard. The Ticket Holder shall

at all times be responsible for his Guest(s). Any breach of these Conditions of Issue by such Guest(s) may be treated by Chelsea FC as a breach by the Ticket Holder, who shall be liable for any and all sanctions imposed by Chelsea FC, as detailed in paragraphs 11.1 to 11.6 (inclusive).

5.6 Where a Season Ticket Holder or Member has transferred a Match Ticket or Season TeamCard to a Guest, the Guest must provide the name and address of the Season Ticket Holder or Member immediately upon request from any official, steward or employee of Chelsea FC or any police officer. For the avoidance of doubt, a Ticket Holder shall not resell, assign or transfer the Match Ticket or Season TeamCard to any person who is:

- (a) subject to any restriction or banning order or is prevented from entering the Ground for any other reason, legal or otherwise or who has been charged with or found guilty of any football-related offence anywhere in the world; or
- (b) not permitted by Chelsea FC or otherwise to purchase a Match Ticket and/or Season TeamCard (under the Ground Regulations, these Conditions of Issue or otherwise) and attend such Match(es).

5.7 A Match Ticket, Membership TeamCard and any Season TeamCard (as applicable) remains the property of Chelsea FC at all times and must be produced for inspection upon demand, together with evidence of the Ticket Holder's identity, if required to do so by any official, steward or employee of Chelsea FC or any police officer.

## **6 Season TeamCard Renewal Process**

6.1 The following Season TeamCard renewal process applies to all Season Ticket Holders. For the avoidance of doubt, this process applies equally to disabled Season Ticket Holders, save where (and then only to the extent that) a different process is set out in paragraph 7.

6.2 In order for a Season Ticket Holder to renew his existing seat for the specific Season, the Season Ticket Holder must complete the Chelsea FC Season Ticket renewal form (available on [www.chelseafc.com](http://www.chelseafc.com)) and a remittance or credit card details and return these by the Season Ticket Renewal Date to:

- (a) the Chelsea FC ticket office;
- (b) PO BOX 21805, Chelsea Football Club, Stamford Bridge, Fulham Road, London SW6 1HS; or
- (c) via [www.chelseafc.com](http://www.chelseafc.com).

6.3 Chelsea FC accepts no responsibility or liability for any forms that are illegible, lost, delayed or undelivered. Without prejudice to the foregoing, it is recommended that postal applications are sent to Chelsea FC by courier, recorded or special delivery.

6.4 Chelsea FC currently accepts Visa, MasterCard, Maestro, and American Express but Chelsea FC does not accept Diners International cards or cheques. Chelsea FC will only accept cash payments from personal callers to the Chelsea FC ticket office. For the avoidance of doubt, Chelsea FC requests that Season Ticket Holders do not send cash through the post.

6.5 Chelsea FC offers Supporters the opportunity to pay for their Season TeamCard by monthly payments via Chelsea FC's season ticket finance scheme operated by Zebra Finance (for more details please see the Zebra Finance information leaflet available [a](#)). Applications for the season ticket finance scheme cannot be made online. Supporters paying by instalments must return both their Season TeamCard renewal form and the season ticket finance form together by the Season Ticket Renewal Date.

6.6 All prices set out in the Chelsea FC Ticketing Policies include VAT at the prevailing rate. Chelsea FC's VAT Registration number is GB726 0650 49. Chelsea FC requests that Season Ticket Holders retain their receipt after having successfully renewed their Season TeamCard.



- 6.7 The East Stand Family Centre is for Senior Citizens, parents/guardians and their children and unaccompanied Juveniles only. The maximum number of adult-child ratio within the family enclosure is 2:1.
- 6.8 Applicants for Season TeamCards who reach 65 on or before 31 July in the year of commencement of the Season to which the Season TeamCard application/purchase relates shall have the right to apply for or renew their Season TeamCards at the Senior Citizen concessionary rate.
- 6.9 Applicants for Juvenile Season TeamCards who are under the age of 20 on or before 31 July in the year of commencement of the Season to which the Season TeamCard application/purchase relates shall have the right to apply for or renew their Season TeamCards at the Juvenile concessionary rate applicable from time to time.
- 6.10 Chelsea FC reserves the right to require any Season Ticket Holder or applicant for a Season TeamCard (as applicable) to provide proof of age.
- 6.11 In the event that a Season Ticket Holder wishes to move his seat within the Ground, he is able to specify his desired seat on his completed Chelsea FC Season Ticket renewal form. Chelsea FC does not guarantee it will be able to accommodate every seat move request and each such request will be processed on a first come first served basis, subject to availability. Chelsea FC reserves the right to reject any requested seat move at its sole discretion.
- 6.12 A Season Ticket Holder is entitled to access all FA Premier League Home Matches only. For the avoidance of doubt, Season Ticket Holders in all non-hospitality areas must pay separately for any Relevant Cup Match that takes place at the Ground. Season Ticket Holders will be offered a priority period in which they can purchase their own seat before all Relevant Cup Matches that take place at the Ground. No automatic scheme will operate in order to attend these Matches and Season Ticket Holders will need to apply within such priority period. Further details are available in the Chelsea FC Ticketing Policies available in full at [www.chelseafc.com](http://www.chelseafc.com).
- 6.13 Any Season Ticket Holders who are displaced in the Ground at a Relevant Cup Match due to outside broadcast requirements and/or requests from applicable authorities will be able to purchase an available seat elsewhere in a non-hospitality area within the Ground at their current seat price.
- 6.14 Season Ticket Holders can transfer their Season TeamCard to a friend or a family member by sending a letter to Chelsea FC confirming that they wish to relinquish the seat and who they are passing it to. In such circumstances, a new account including customer number will be created for the new customer unless they are already a Member. It is important to note that the new account will not be entitled to the Loyalty Points from any previous Season. If the Season Ticket Holder request a transfer at the same time as the Season TeamCard renewal form is submitted, the transfer will be free of charge. However, should a Season Ticket Holder request a transfer at any other time there will be a charge of £25. Season Ticket Holders may not transfer their Season TeamCard:
- (a) in circumstances where they are subject to a sanction by Chelsea FC for breach of these Conditions of Issue;
  - (b) to any person who is subject to any restriction or banning order or is prevented from entering the Ground for any other reason, legal or otherwise or who has been charged with or found guilty of any football-related offence anywhere in the world; or
  - (c) to any person who is not permitted by Chelsea FC or otherwise to purchase a Season TeamCard (under the Ground Regulations, these Conditions of Issue or otherwise).
- 6.15 Where a Season Ticket Holder has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Season Ticket Holder may make a request to change the name on their Season TeamCard by sending a letter to Chelsea FC. If the Season Ticket Holder requests a name change at the same time as they apply to renew their Season TeamCard then the name change will be free of charge. However, should a Season Ticket Holder request a name change at any other time there will be a charge of £25.



- 6.16 No Season TeamCard can be upgraded during a Season.
- 6.17 A copy of the monthly club magazine will be sent to all Season Ticket Holders over the age of 13. Under 13's will receive a copy of the quarterly 'Bridge Kids' magazine. Every adult Season Ticket Holder will receive a voucher (in one of their issues of the Chelsea FC magazine) entitling them to a copy of the Chelsea FC Yearbook. As part of Chelsea FC's commitment to the environment, any Season Ticket Holder is eligible to receive a Chelsea FC magazine online. Season Ticket Holders are asked to specify which option they require on the relevant Chelsea FC Season Ticket renewal form available at [www.chelseafc.com](http://www.chelseafc.com).

## **7 Disabled Season TeamCards**

- 7.1 In order for a disabled Season Ticket Holder to renew his existing seat for the specific Season, the disabled Season Ticket Holder must complete the Chelsea FC Disabled Supporter Season Ticket renewal form (available on [www.chelseafc.com](http://www.chelseafc.com)) and provide a remittance or credit card details and return these to the Chelsea FC Disabled Liaison Officer by the Season Ticket Renewal Date.
- 7.2 Disabled Season Ticket Holders in all non-corporate areas of the Ground will be automatically sent their Match Tickets for all Home Matches.
- 7.3 Should a disabled Season Ticket Holder be unable to attend a FA Premier League Home Match which their Season TeamCard covers, their personal assistant will not be admitted into the Ground without such disabled Season Ticket Holder. The personal assistant may only attend in the position of carer to the disabled Season Ticket Holder. For the avoidance of doubt, Season TeamCards belonging to disabled Season Ticket Holders are non-transferable.
- 7.4 Chelsea FC reserves the right to request proof of disability before issuing a disabled Season TeamCard or Membership for disabled Supporters for any Season. All applicants (including disabled Season Ticket Holders and Members renewing) must include proof of disability valid within the last year from the date of application with their completed application form. Such proof must include 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 the 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 personal letter from a doctor or hospital confirming that the applicant is in receipt of support services.

## **8 Changes to Dates, Refunds and Exchanges**

- 8.1 All Matches are organised and staged in accordance with the Football Regulations. No guarantee can be given by Chelsea FC that any Match will take place at a particular time or on a particular date. All information about times and dates of Matches is kept as up-to-date as possible but should be taken as a guide only and Chelsea FC reserves the right (acting reasonably) to reschedule any Match at any time, without notice and, subject to paragraph 8.3, without any liability whatsoever.
- 8.2 We take all reasonable care to ensure that the prices shown in advance are correct at the time when the relevant information was entered onto the system but they are not always accurate and should be taken as a guide only.
- 8.3 In the event of postponement of a Match, a Ticket Holder will be entitled to:

- (a) a full refund less any reasonable administration fee provided they comply with the process set out at paragraph 8.7; or
  - (b) to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as Chelsea FC stipulates.
- 8.4 A Ticket Holder with a Season TeamCard will be entitled only to attend the rescheduled Match.
- 8.5 In the event of abandonment of a Match after the spectators have been admitted to the Ground but before the kick-off of the Match, the Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after the spectators have been admitted to the Ground and after the kick-off of the Match, the price of the Match Tickets for the rescheduled Match (if any) shall be reduced by 50%. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as Chelsea FC stipulates.
- 8.6 In the event of a Match postponement, abandonment or cancellation Chelsea FC will have no liability to Ticket Holders other than as set out in this paragraph 8, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs.
- 8.7 Subject to paragraph 8.8, in order to obtain a refund, the original Match Ticket must be returned to Chelsea FC's ticket office no later than 48 hours before the scheduled time of the Match. It is the responsibility of the Ticket Holder to check the Chelsea FC Ticketing Policy for the opening times and days of Chelsea FC's ticket office and the return of the Match Ticket to Chelsea FC's ticket office is at the sole risk of the Ticket Holder. For the avoidance of doubt, Chelsea FC shall not be responsible for any Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed.
- 8.8 No refunds will be given in accordance with this paragraph 8:
  - (a) where there has been a breach of the Conditions of Issue (in which case paragraph 11.5 will apply);
  - (b) in respect of Match Tickets purchased through the Ticket Exchange; or
  - (c) in respect of Away Matches, where Chelsea FC has taken its full available allocation of Away Match Tickets.

## **9 Lost or Stolen Match Tickets, Membership TeamCards and Season TeamCards**

- 9.1 Subject to paragraph 9.3, Chelsea FC shall not be obliged to issue a replacement for any lost, stolen, defaced or destroyed Match Ticket, Membership TeamCard or Season TeamCard.
- 9.2 In the event that a Season TeamCard is not available for presentation at any individual Match, Chelsea FC shall not be obliged to admit the holder or issue any other form of ticket for that Match. If, at Chelsea FC's sole discretion, a duplicate Match Ticket is issued, Chelsea FC may require payment of a non-refundable reasonable administration charge.
- 9.3 If a Season TeamCard is irreparably lost, stolen or destroyed, a duplicate Season TeamCard shall be issued by Chelsea FC as soon as reasonably practicable after the payment of a non-refundable reasonable administration charge. Only one such duplicate Season TeamCard will be issued per Season and the Season Ticket Holder will be required to sign a document confirming that the original Season TeamCard is irreparably lost, stolen or destroyed and indemnifying Chelsea FC against any direct or indirect consequences of any false representation or statement to Chelsea FC.
- 9.4 A non-refundable administration fee of £5 will be charged for Season Ticket Holders who are issued a duplicate Match Ticket on a Match by Match basis. If a Season TeamCard is lost and a replacement Season TeamCard is issued to the Season Ticket Holder by the Chelsea FC ticket office, a non-refundable administration fee of £25 will be levied.
- 9.5 Should any Season TeamCard, Membership TeamCard or Match Ticket not arrive in the normal course of post after purchase, the purchaser will be required to sign a document confirming this and undertaking to immediately return the missing Match Ticket, Membership TeamCard or

Season TeamCard to Chelsea FC should it come into the purchaser's possession at any time. There will be no charge for the issue of a duplicate Season TeamCard or Match Ticket in such circumstances.

## **10 Change of Address**

All Season Ticket Holders and/or Members must notify Chelsea FC as soon as reasonably practicable following a change of address. Chelsea FC reserves the right to require the Season Ticket Holder and/or Member to provide proof of such new address and any such request must be complied with by such Season Ticket Holder and/or Member within 14 days.

## **11 Breach of Conditions of Issue**

11.1 By way of example only (and without limitation), the following shall constitute breaches of the Conditions of Issue:

- (a) failure to observe the directions, instructions and/or requests of any steward, employees, or agents acting for or on behalf of Chelsea FC, or any police officer, at all times;
- (b) smoking, in any area within the Ground, including (without limitation) the seated areas, concourses and toilets;
- (c) bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels, cans, poles, knives or any item that is hazardous or dangerous or might be used as a weapon or compromise public safety;
- (d) persistent standing in seated areas whilst a Match is in progress (though Chelsea FC makes no representation that supporters will not stand during periods of the Match or that views will not be obstructed by other supporters);
- (e) straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;
- (f) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (g) sale (or advertising a sale) or transfer of a Match Ticket or Season TeamCard other than as permitted by these Conditions of Issue;
- (h) providing any information to Chelsea FC at any point that is false, materially incomplete or misleading (or which the Chelsea FC has reasonable grounds to believe may be false, materially incomplete or misleading);
- (i) misrepresentation during the purchase of a Match Ticket, Membership or Season TeamCard;
- (j) constituting (or potentially constituting), in Chelsea FC's reasonable opinion, a source of danger, nuisance or annoyance to any other person while at the Ground;
- (k) failing (at Chelsea FC's sole discretion) and whether at the Ground, travelling to or from a Match or otherwise, to act at all times in a civil manner, including (without limitation)
  - (i) using threatening, foul, obscene, abusive, indecent or discriminatory language or behaviour;
  - (ii) chanting anything of an offensive, immoral, obscene, abusive, indecent, political or discriminatory nature;
  - (iii) fighting or engaging in and/or inciting violence; or

- (iv) acting in a manner which in Chelsea FC's reasonable opinion is prejudicial to or offends Chelsea FC or its player(s), officer(s), employee(s), member(s), Supporter(s) or commercial partner(s) or any individual or corporate entity connected to Chelsea FC;
  - (l) the throwing of any object within the Ground;
  - (m) attempting to enter the Ground or being inside the Ground whilst being (or appearing to be) intoxicated by alcohol or drugs or being in possession of any intoxicating drug, liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the relevant event can be directly viewed;
  - (n) carrying, holding, unfurling or presenting any banner, in whole or in part, at any time (whether acting on an individual or collective basis and whether at a Match, the Ground or otherwise) which is, or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive, indecent or political;
  - (o) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at the Ground;
  - (p) entering into any part of the Ground designated for the use of any group of Supporters to which he does not belong;
  - (q) the supply of any misleading or incorrect information to any Chelsea FC officer, employer or agent;
  - (r) the failure to pay any sum owing to Chelsea FC (or any third party) including, without limitation, in respect of any Season TeamCard, Membership or Match Ticket;
  - (s) any breach of the Chelsea FC Ticketing Policies;
  - (t) any breach of the Football Regulations;
  - (u) any breach of the Ground Regulations;
  - (v) any similar act or omission concerning, or at, an Away Match; and
  - (w) making or conspiring to make multiple applications and/or holding multiple Memberships.
- 11.2 Chelsea FC reserves the right, without liability, to conduct (either itself or via a third party) security searches of the person and possessions of any person where it has reason to believe that a breach of these Conditions of Issue has occurred or may occur including (without limitation) those breaches set out in paragraph 11.1.
- 11.3 Chelsea FC reserves the right, without liability, to suspend any individual, including without limitation any Member, Ticket Holder or Season TeamCard Holder where it believes that such individual may have committed a breach of these Conditions of Issue, or that a breach of these Conditions of Issue may have been committed by a Member, Ticket Holder or Season TeamCard Holder associated with that individual, pending any investigation (whether by Chelsea FC and/or any third party) in respect of the same. Chelsea FC may take any of the steps set out at paragraph 11.4 in respect of any suspended individual until such time as all investigations have been concluded to Chelsea FC's satisfaction. For the avoidance of doubt, once such investigation against the suspended individual has been concluded, Chelsea FC may continue to enforce or take (as applicable) any of the steps set out at paragraphs 11.4 and/or 11.5 against such individual upon the terms set out therein.
- 11.4 Without prejudice to any other remedies it may have, in the event that Chelsea FC believes or determines (as applicable) that a breach of the Conditions of Issue has occurred or in the event of the cancellation of a Membership, Match Ticket or Season TeamCard, Chelsea FC reserves the right in its absolute discretion acting reasonably or otherwise to, without liability:

- (a) determine that any Match Ticket, Membership, Membership TeamCard or Season TeamCard shall be automatically null and void;
- (b) withdraw all or some of the rights and benefits conferred by the Membership, Match Ticket, Membership TeamCard or Season TeamCard;
- (c) require that the Membership, Match Ticket, Membership TeamCard or Season TeamCard be returned to Chelsea FC;
- (d) refuse entry to or eject the Member or Ticket Holder from the Ground;
- (e) exclude the Member or Ticket Holder from any membership scheme maintained or organised by Chelsea FC and/or disqualify the Member, Season Ticket Holder or Ticket Holder from applying for or receiving any Match Ticket, Membership and/or Season TeamCard;
- (f) exclude the Member or Ticket Holder from entering the Ground;
- (g) exclude the Member or Ticket Holder from entering the Ground as a Guest of another Ticket Holder;
- (h) prevent the Member or Ticket Holder from using any of the benefits or rights associated with being a Member or Ticket Holder; and/or
- (i) revoke any loyalty points acquired by a Member and/or Season Ticket Holder in accordance with paragraph 12.2,

subject to such individual's right of appeal as detailed below, Chelsea FC will use its reasonable endeavours to inform the individual of any such action (and the grounds upon which it is based) within a reasonable period of implementation.

11.5 Subject to such individual's right of appeal as detailed in paragraph 15, in the event that Chelsea FC determines that a breach of these Conditions of Issue has taken place and/or takes any of the steps in paragraph 11.4 against a Ticket Holder:

- (a) any individual who is subjected to a withdrawal of the rights and benefits conferred by a Match Ticket or Season TeamCard may not transfer such rights and benefits in accordance with these Conditions of Issue, but may be provided with a pro-rated refund on request (at the discretion of Chelsea FC in circumstances where Chelsea FC is unable to resell any unused Match Ticket or Match Tickets equating to the unused portion of a Season Teamcard);
- (b) Chelsea FC may commence court proceedings against the Ticket Holder for any loss or damage caused by such breach including, without limitation, any injunctive or equitable relief; and
- (c) at Chelsea FC's discretion, it may notify any third parties (including, without limitation, other football clubs, event holders and law enforcement or football authorities) of any Ticket Holder's exclusion and/or disqualification (together with the reason(s) for such exclusion and/or disqualification).

11.6 Without prejudice to paragraph 11.4, any Match Ticket obtained or used in breach of the applicable Conditions of Issue shall automatically be void and may result in the Ticket Holder being refused entry to or ejected from the Ground and/or the cancellation and withdrawal of the Match Ticket, without compensation.

## **12 Loyalty Points**

12.1 Loyalty points are awarded in accordance with Chelsea FC's 'Loyalty ticketing scheme' as set out in the Chelsea FC Ticketing Policies.

12.2 Any loyalty points acquired by a Member and/or Season Ticket Holder when purchasing Match Tickets shall be revoked if any such Match Ticket is subsequently cancelled or withdrawn

or deemed null and void, or the Ticket Holder is refused admission to or ejected from the Ground or banned from any future Match for any reason. For the avoidance of doubt, the loyalty points from all the Match Tickets bought in the same transaction as the Match Ticket in question shall be revoked, as shall eligibility for any bonus loyalty points for the Season.

- 12.3 Chelsea FC reserves the right to apply the use of the loyalty points process to any fixture acting in its sole discretion and can change the amount of loyalty points allocated to a Match at any time. Should points be changed once a Match has already gone on sale all customers who made a purchase for that Match will receive the new amount of loyalty points.
- 12.4 If a Season Ticket Holder renews his Season TeamCard on or before the Season Ticket Renewal Date, his Season TeamCard points will carry over onto his new Season TeamCard as from 1 August in the year of the upcoming Season. If a Season Ticket Holder chooses not to renew his Season TeamCard for a Season, the Season TeamCard points on their current Season TeamCard will expire on 31 July following the end of the Season to which the Season Team Card relates.
- 12.5 All Members and Season Ticket Holders are automatically registered for the Chelsea Reward Scheme which is a reward scheme separate to the loyalty points scheme. Membership of the Chelsea Reward Scheme is subject to separate terms and conditions which are available at [www.chelseafc.com](http://www.chelseafc.com).

### **13 Coach Travel Conditions of Carriage**

- 13.1 In the event that Chelsea FC provides Coach Travel to an Away Ground for an Away Match, these Conditions of Carriage shall apply to Ticket Holders who make a booking for Coach Travel.

#### *Booking Process*

- 13.2 Coach Travel can only be booked by Ticket Holders of Away Match Tickets. If booking seats for more than one passenger, the individual is limited to purchase one seat per Away Match Ticket Holder. Such individual is responsible for paying the total booking price for all passengers travelling on the booking.
- 13.3 Coach Travel must be booked using Chelsea FC's online booking system. Payments for the purchase of seats will be taken online at the time of booking. You will be required to enter your credit card details and authorise payment to Chelsea FC for the booking price indicated on the booking system. Chelsea FC shall subsequently notify you via email if your Coach Travel booking has been confirmed. Chelsea FC accepts all major credit cards and debits cards.
- 13.4 Coach Travel for each Away Match is subject to availability. Each purchase covers both the outward and return journeys to and from the Away Ground.
- 13.5 Your booking will only be valid for Coach Travel in respect of the Away Match for which you have an Away Match Ticket and cannot be used for Coach Travel for any other Away Match. Your booking cannot be transferred to another passenger unless expressly permitted by Chelsea FC.
- 13.6 If you or any other passenger travelling in your group has a medical issue or disability condition which affects the ability to travel, we request that you contact the Chelsea FC ticket office prior to making a Coach Travel booking.

#### *Changes and Cancellations*

- 13.7 Chelsea FC may be required to change the Coach Travel arrangements of a particular Away Match. Such changes may include, a change in the scheduled departure time, in the location of departure, in the time due to arrive at the Away Ground or in the date of departure as a result of a rescheduling of an Away Match. Any prior changes to Coach Travel shall be communicated to you via email.

- 13.8 If Chelsea FC are unable to return passengers to the Home Ground following an Away Match due to Circumstances Beyond Our Control, Chelsea FC shall bear the cost of any necessary accommodation for one night and the cost of any alternative travel arrangements.
- 13.9 Chelsea FC may be required to cancel the Coach Travel arrangements of a particular Away Match due to, for example, a failure by our third party supplier to provide coaches, adverse weather conditions, an insufficient demand for Coach Travel for the particular Away Match or Circumstances Beyond Our Control. If the Coach Travel for a particular Away Match is cancelled by Chelsea FC, Chelsea FC shall notify Away Match Ticket Holders who have made a Coach Travel booking via email and provide a full refund.
- 13.10 If you wish to cancel your Coach Travel seat, you shall not be entitled to a refund.

#### *Coach Travel Service*

- 13.11 You must bring an identification document with you on the day of travel to the Away Match. Chelsea FC is entitled to see proof of your Away Match Ticket and/or identification documents for inspection when requested. Chelsea FC shall have a list of all bookings. If you do not hold a valid booking and Away Match Ticket for the specified Away Match, Chelsea FC reserves the right to deny boarding and refuse Coach Travel without liability.
- 13.12 Coach Travel departure timings shall be provided to you in advance via email. The coaches shall leave from the Home Ground unless otherwise notified to you in advance. You should arrive at the departure point at least 30 minutes prior to the scheduled departure time. Chelsea FC is not required to wait for passengers who arrive late to the indicated departure point.
- 13.13 You will also be responsible for ensuring that you return to the coach within the time allocated in the event that there are any service breaks during the Coach Travel.
- 13.14 Juveniles under the age of 14 years shall not be permitted to travel unless they are accompanied by a person over the age of 18 years. Anyone accompanying a Juvenile under the age of 14 years is responsible for ensuring that Juvenile's compliance with these Conditions of Carriage and shall be liable in the event of breach.

#### *Passenger Conduct*

- 13.15 In making use of the Coach Travel, you and all passengers for which you are responsible shall:
- (a) not act in any manner which could put other passengers, our staff, our suppliers or their staff in danger or otherwise be abusive or threatening;
  - (b) not be disruptive or otherwise disrupt or obstruct any driver, other staff providing the Coach Travel or other passengers;
  - (c) not be intoxicated, take drugs or smoke on board. Passengers may consumer non-alcoholic drinks and snacks;
  - (d) wear a seatbelt and comply with any other safety instructions given to you during thr journey;
  - (e) comply with all instructions given by a driver or other staff providing the Coach Travel;
  - (f) not take seats reserved for disabled passengers nor obstruct any aisle or emergency exit;
  - (g) immediately notify the driver or a staff member if you or another passenger is feeling seriously ill; and
  - (h) immediately report any defects or damage in the coach.
- 13.16 Chelsea FC has the right to deny boarding, remove, restrain, impose additional conditions of carriage on or temporarily or permanently ban from future Coach Travel any passenger found not to comply with any of the provisions set out in paragraph 13.15. In such circumstances,



passengers shall not be entitled to any compensation, refunds or other costs from Chelsea FC. Chelsea FC also reserves the right to involve the police.

- 13.17 You and all passengers for which you are responsible shall be held jointly liable for any damage caused by you or such passengers to the coach or any loss or injury caused by you or such passengers to another individual during the Coach Travel.
- 13.18 Chelsea FC reserves the right to refuse oversized items of baggage to be brought onto the coach. In addition, you are not permitted to bring the following items onto the coach: animals, weapons, explosives, drugs or other narcotic substances, [alcoholic drinks], and other items which are unsafe or which may cause injury or damage to the coach or to others. Chelsea FC shall be entitled to inspect your belongings for such items and reserves the right to remove such items from the coach without liability. Chelsea FC also reserves the right to contact the police if such items are discovered.

#### *Chelsea FC Obligations*

- 13.19 Chelsea FC agrees to:
- (a) use reasonable skill and care to make arrangements with third party suppliers to provide the Coach Travel; and
  - (b) work closely with our third party suppliers to minimise the length of any delays.
- 13.20 Chelsea FC shall not be responsible or liable to you for:
- (a) any failure by an individual to make a booking for Coach Travel as a result of a computer, network or other technical error or failure;
  - (b) any delays in timing or schedule alterations to the Coach Travel;
  - (c) any act or omission of any other passenger using the Coach Travel;
  - (d) any loss or theft of belongings unless such loss or theft was caused by Chelsea FC's negligence;
  - (e) you, or other passengers for which you are responsible, missing the Coach Travel as a result of you/their late arrival to the indicated departure point.
  - (f) any acts or omissions of the relevant third party coach providers or any of its/their employees, agents, suppliers or subcontractors.
- 13.21 Chelsea FC shall have no liability for any delay or failure to provide the Coach Travel, or for any other breach of these Conditions of Carriage, caused as a result of Circumstances Beyond Our Control.

## **14 Exclusion of Liability**

- 14.1 Chelsea FC is responsible to you for foreseeable loss and damage caused by it. If Chelsea FC fails to comply with these Conditions of Issue, it is responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or Chelsea FC's failing to use reasonable care and skill, but Chelsea FC is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both Chelsea FC and you knew it might happen, for example, if you discussed it with Chelsea FC during the sales process.
- 14.2 In no event shall Chelsea FC be responsible for loss of enjoyment, loss of a chance, loss of time, travel costs, loss of business, business interruption, loss of business opportunity or accommodation costs and to the maximum extent permitted by law, Chelsea FC hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground. Chelsea FC does not exclude or limit in any way its liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by its negligence or the

negligence of its employees, agents or subcontractors, or for fraud or fraudulent misrepresentation

14.3 Chelsea FC shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of the:

- (a) position of the seat; or
- (b) actions of other spectators.

## **15 Right of appeal**

15.1 Any individual subject to any sanctions imposed in accordance with these Conditions of Issue and the Chelsea FC Ticketing Policies shall, ordinarily, have the right of appeal as follows:

- (a) Appeals must be lodged within 14 days of the date of the decision by email to [cfcsecurityops@chelseafc.com](mailto:cfcsecurityops@chelseafc.com).
- (b) Appeals should include full written grounds and make clear whether the appeal is against the decision to impose a sanction or the length of the sanction (or both).
- (c) Appeals will be dealt with on the papers and personal hearings will not be permitted. The appeals body will meet within 21 days of receipt of the appeal and a decision will be communicated in writing within a further 14 days. The decision of the appeals body is final and there is no further right of appeal.
- (d) Chelsea FC reserves its right (acting reasonably) to disapply or depart from this procedure at its absolute discretion.

## **16 Governing Law and jurisdiction**

16.1 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales.

16.2 Any dispute or matter (including, without limitation, non-contractual disputes) under or in connection with these Conditions of Issue shall be subject to the exclusive jurisdiction of the English courts. Notwithstanding the foregoing, where an individual subject to these Conditions of Issue is a consumer and is resident in:

- (a) Scotland then legal proceedings may be brought in either the Scottish or the English courts; or
- (b) Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

## **17 General**

17.1 Chelsea FC reserves the right in its absolute discretion to change these Conditions of Issue from time to time, and shall duly make notification of such changes in the event that they materially affect the consumer rights of any Member or Ticket Holder.

17.2 The invalidity or partial invalidity of any provisions of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect.

17.3 Chelsea FC may transfer this agreement to someone else. Chelsea FC may transfer its rights and obligations under these Conditions of Issue to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under these Conditions of Issue.

17.4 You may only transfer your rights or your obligations under these Conditions of Issue to another person in accordance with the terms above.

- 17.5 Nobody else has any rights under these Conditions of Issue. Any contract entered into pursuant to these Conditions of Issue is between you and Chelsea FC. No other person shall have any rights to enforce any of its terms.
- 17.6 Even if Chelsea FC delays in enforcing these Conditions of Issue, Chelsea FC can still enforce them later. If Chelsea FC does not insist immediately that you do anything you are required to do under these Conditions of Issue, or if Chelsea FC delays in taking steps against you in respect of your breaching these Conditions of Issue, that will not mean that you do not have to do those things and it will not prevent Chelsea FC taking steps against you at a later date.
- 17.7 If you have been in touch and are unhappy with Chelsea FC's resolution of any dispute with you, please let Chelsea FC know. If you remain unhappy with any final resolution, issues may then be escalated to the Independent Football Ombudsman. The Independent Football Ombudsman can be contacted at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.

## 18 Definitions

- 18.1 As set out at the top of these Conditions of Issue, Chelsea FC's contract with you is made up of a number of documents (listed below), all of which can be found at [www.chelseafc.com/tickets/conditionsofissue](http://www.chelseafc.com/tickets/conditionsofissue):

Document	Where available
These Conditions of Issue	<a href="http://www.chelseafc.com/tickets/conditionsofissue">www.chelseafc.com/tickets/conditionsofissue</a>
The Ticketing Policy, the Disabled Ticketing Policy and the Supporters Club Policy (if and as applicable)	<a href="http://www.chelseafc.com/tickets/conditionsofissue">www.chelseafc.com/tickets/conditionsofissue</a>
The Ticket Exchange Terms and Conditions	<a href="http://www.chelseafc.com/tickets/conditionsofissue">www.chelseafc.com/tickets/conditionsofissue</a>
The Ticket terms and conditions on the reverse of your ticket	The reverse of each Home Match Ticket
The Ground Regulations	<a href="http://www.chelseafc.com/tickets/conditionsofissue">www.chelseafc.com/tickets/conditionsofissue</a> (also posted at the Home Ground)
Our privacy policy	<a href="http://www.chelseafc.com/privacy">www.chelseafc.com/privacy</a>

- 18.2 In these Conditions of Issue, words and phrases shall mean as follows:

- (a) **"Away Ground"** means, for the purpose of Away Match Tickets, such stadium and environs as is owned, occupied or used by the home football club (or, where appropriate, any neutral venue).
- (b) **"Away Match"** means any Premier League football match and/or any Relevant Cup Match and/or any friendly match in which CFC participates that takes place at an Away Ground.
- (c) **"Away Match Ticket"** means a printed paper ticket or any ticket smartcard (and/or any rights arising out of or in connection with any of the foregoing) for admission to any Away Match.
- (d) **"CFC"** means the professional football club known as Chelsea Football Club.
- (e) **"Circumstances Beyond Our Control"** means war, threat of war, deaths or accidents on the scheduled routes, exceptional severe weather conditions, fire and/or damage to the coach or along the scheduled route, compliance with police or government security

requests, vandalism, terrorism, unforeseen traffic delays, strikes, industrial action, riots, bankruptcy, insolvency or other cessation of trade of the coach provider and any circumstances affecting passenger safety.

- (f) **"Coach Travel"** means travel via coach which is organised by Chelsea FC specifically for supporters attending an Away Match.
- (g) **"East Stand Family Centre"** means the East Lower Stand at the Home Ground offering unlimited concessionary seating to Juveniles (accompanied by a maximum of two adults per Juvenile seat) and Senior Citizens.
- (h) **"Football Regulations"** means each of the rules and regulations of FIFA, UEFA, The Football Association, The F.A. Premier League Limited and The Football League Limited as may be applicable from time to time and from Match to Match.
- (i) **"Ground"** means, collectively, the Home Ground or Away Ground, as applicable.
- (j) **"Ground Regulations"** means those ground regulations issued by Chelsea FC from time to time that set out the terms upon which spectators are granted entry to the Home Ground.
- (k) **"Guests"** means family members or friends of the Ticket Holder.
- (l) **"his", "him" and "he"** includes a reference to other genders.
- (m) **"Home Ground"** means the Stamford Bridge stadium and its environs and all other locations owned, occupied or used by Chelsea FC.
- (n) **"Home Match"** means any Premier League football match and/or any Relevant Cup Match and/or any friendly match in which CFC participates that takes place at the Home Ground.
- (o) **"Home Match Ticket"** means a printed paper ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Home Match.
- (p) **"Investigation and Appeals Procedure"** means Chelsea FC's investigation and appeal procedure in relation to a breach of these Conditions of Issue and/or any Chelsea FC Ticketing Policy.
- (q) **"Juvenile"** means any individual who is under the age of 20.
- (r) **"Juvenile Member"** means a Member who is a Juvenile on 31 July in the year of commencement of the Season to which the Membership relates.
- (s) **"Match(es)"** means any football match in which CFC participates and that takes place at a Ground including the period immediately prior to or following such match.
- (t) **"Match Ticket"** means any Home Match Ticket or Away Match Ticket.
- (u) **"Member"** means a person holding a current and valid Membership.
- (v) **"Membership"** means a membership to Chelsea FC.
- (w) **"Membership TeamCard"** means the Chelsea FC membership cards issued specifically to Members.
- (x) **"Relevant Cup Match"** means any match in the FA Cup, the Football League Cup or a UEFA competition played by CFC (including any replays and matches in the FA Cup, the Football League Cup or a UEFA competition) or any other knockout competition organised by a football governing body or any replacements or successors thereof.

- (y) **"Season"** means each English association football season which commences on 1 July and ends on the following 30 June and the term **"Seasonal"** shall be construed accordingly.
- (z) **"Season TeamCards"** means the Chelsea FC season team cards issued specifically to Season Ticket Holders which act as tickets (without the need for additional printed paper tickets) for admission for Season Ticket Holders to all F.A. Premier League Matches at the Home Ground in a Season.
- (aa) **"Season Ticket Holder"** means a person holding a current and valid Season TeamCard to Chelsea FC.
- (bb) **"Season Ticket Renewal Date"** means such date as shall be specified on the applicable Chelsea FC Season Ticket Renewal Form (available on [www.chelseafc.com](http://www.chelseafc.com)).
- (cc) **"Senior Citizen"** means any person over the age of 70 in the year of commencement of the Season to which the Match Ticket, Membership or Season TeamCard application/purchase relates.
- (dd) **"Supporter"** means a genuine supporter of Chelsea FC;
- (ee) **"Supporters Club"** means any official CFC Supporters club established and registered in accordance with the Supporters Club Ticketing Policy.
- (ff) **"Ticket Exchange"** means Chelsea FC's Match Ticket exchange that can be found at <https://cfcexchange.pvxgateway.com/login>;
- (gg) **"Ticket Holder"** means any Season Ticket Holder or holder of a Match Ticket (as the case may be) and any reference to "Ticket Holder" in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include his Guest(s).