

**ARSENAL WOMEN SEASON TICKET TERMS AND CONDITIONS**  
**FOR SEASON 2023-2024**

**1. Application**

- 1.1 If you are a consumer, references in these Terms and Conditions to “you” are to the individual purchasing an Arsenal Women Season Ticket from the Club for private and non-commercial purposes. If you are a business, references in these Terms and Conditions to “you” are to the business that you have the authority to bind in accordance with paragraph 1.2.
- 1.2 If you are NOT a consumer:
- (A) you confirm that you have authority to bind any business on whose behalf you are purchasing the Arsenal Women Season Ticket;
  - (B) these Terms and Conditions, the Terms and Conditions of Entry and the Ground Regulations (together the “Agreement”) constitute the entire agreement between you and the Club and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between you and the Club, whether written or oral, relating to its subject matter; and
  - (C) you acknowledge that, by entering into this Agreement, you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in this Agreement; however nothing in this section shall exclude liability for either party's fraudulent misrepresentation.
- 1.3 All the provisions of these Terms and Conditions, including all rights granted to you and the obligations of the Club hereunder, are subject to and limited by Applicable Law and Applicable Football Regulation and any restrictions contained therein. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any Applicable Law or Applicable Football Regulation, the relevant Applicable Law or Applicable Football Regulation shall prevail. For the avoidance of any doubt, the Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Applicable Football Regulation.

**Exclusion of liability**

- 1.4 Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, the Club shall not have any responsibility or liability to you in respect of any failure to carry out, or any delay in carrying out, any matter in respect of your Arsenal Women Season Ticket, including admitting you to the Stadium for a particular match, caused by any circumstances outside the Club’s reasonable control including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation due to an Epidemic; and/or (ii) the exercise of any discretion by the Club in respect of the availability, prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation due to an Epidemic.
- 1.5 Notwithstanding any provision in these Terms and Conditions, the Club does not seek to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by the Club’s negligence or the negligence of any of its officers, employees or

agents; or (c) under section 2(3) of the Consumer Protection Act 1987; or (d) for any other matter for which it is not possible to exclude or limit liability by law.

## **2. Issue of Arsenal Women Season Ticket**

- 2.1 You shall pay the Fee to the Club (or as otherwise directed by the Club) on an annual basis. If you fail to pay the Fee when due, the Club (or such other entity as the Club shall direct) shall be entitled to charge you an administration charge and any bank charges incurred by the Club.
- 2.2 On commencement of your Arsenal Women Season Ticket in accordance with paragraph 2.3 below, the Club will commence your Membership and provide you with instructions on how to activate your Membership. Once you have activated your Membership, the Club will email your match day ticket for each Women's First Team home match at the Stadium referred to in paragraph 5.1(A) to the email address registered to your Membership account not less than one (1) working day prior to the relevant match. It is your responsibility to ensure that the email address registered to your Membership account is always kept up to date.
- 2.3 Your Arsenal Women Season Ticket shall commence on the date of receipt of the appropriate Fee. Your Arsenal Women Season Ticket is valid for the Season (unless terminated earlier in accordance with these Terms and Conditions), after which it will expire (unless renewed).
- 2.4 You may not be invited to renew your Arsenal Women Season Ticket for the 2024-2025 football season unless you have used your Arsenal Women Season Ticket for at least seven (7) out of the thirteen (13) Women's First Team home matches at the Stadium during the 2023-2024 football season as referred to at paragraph 5.1(A) below. For the purposes of this paragraph 2.4, "used" in respect of a Match shall mean: (i) your attendance in person; (ii) your use of Ticket Transfer to transfer your ticket for the Match provided that the recipient attends the relevant Match in person; and/or (iii) posting your ticket for the relevant Match for sale via Ticket Exchange (whether or not your ticket is sold).

## **3. Use of Arsenal Women Season Ticket**

- 3.1 In order to obtain any Stadium-based membership benefits, you must present a valid match day ticket for inspection by the Club. In particular, your match day ticket must be brought to all the Club's home matches and other events at the Stadium which you are entitled to attend and you must make your match day ticket, together with photographic evidence of your identity, available for inspection on demand by any steward, security officer or other member of Arsenal or Stadium staff.
- 3.2 Save as provided in clauses 3.3 and 3.4 below, the Arsenal Women Season Ticket (and all associated rights and benefits) is issued for your sole use and you shall not, and you shall not attempt and/or take preparatory steps to, sell, dispose of, assign, transfer, lend or otherwise deal with the Arsenal Women Season Ticket (or any ticket issued to you as part of your Arsenal Women Season Ticket) or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Arsenal Women Season Ticket for any commercial purpose (other than, if you are NOT a consumer, only for corporate hospitality which is not itself a business activity of that business). The reference to selling the Arsenal Women Season Ticket includes where, in the Club's reasonable opinion, a User: (a) offers, or attempts and/or takes preparatory steps, to sell the Arsenal Women Season Ticket (or any ticket issued to you as part of the Arsenal Women Season Ticket) including, without limitation, via any website or online auction site; (b) exposes or attempts and/or takes preparatory steps, to expose an Arsenal Women Season Ticket (or any ticket issued to you as part of the Arsenal Women Season Ticket) for sale; (c) makes or attempts and/or takes preparatory steps, to make an Arsenal Women Season Ticket (or any ticket issued to you as part of the Arsenal Women Season Ticket) available for sale by another person; and (d) advertises that an Arsenal Women

Season Ticket (or any ticket issued to you as part of the Arsenal Women Season Ticket) is available for purchase.

- 3.3 The Arsenal Women Season Ticket (or any ticket issued to you as part of your Arsenal Women Season Ticket) may not be: (a) offered as a prize in any promotion or competition or transferred, assigned, lent or sold to any third party as part of a hospitality or travel package; (b) given (or offered to be given) to a person who pays or agrees to pay for another good or service; or (c) used for any other commercial purpose, all save as expressly authorised by the Football Association or the Club.
- 3.4 If you are unable to use your Arsenal Women Season Ticket(s) for a particular match, any Ticket(s) issued to you may be transferred to another person for his/her/their personal use only, provided that:
- (A) such transfer is only made via Ticket Transfer (and not by any other means) and the Ticket Transfer account to which the Arsenal Women Season Ticket(s) is transferred is registered in the name of the person using your Arsenal Women Season Ticket(s) for the relevant match;
  - (B) such transfer does not take place in return for any payment or benefit in excess of the face value of the ticket for that match;
  - (C) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business;
  - (D) such transfer to any Guest(s) will be subject to the Terms and Conditions of Entry (including, without limitation, all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club in respect of an Epidemic) which will apply to and bind each Guest as if he/she/they was the original purchaser of the ticket for that match only (save that the recipient will not have any rights to transfer under this clause 3.4 and clause 3.5) and you must inform the Guest(s) of this and procure that he/she/they shall comply with the Terms and Conditions of Entry). You will be held liable if the person to whom you transfer any ticket breaches the Terms and Conditions of Entry. For example and without limitation, if the Club has reasonable grounds to suspect that any such person has sold or transferred, or attempted or taken preparatory steps to sell or transfer, the physical or digital pass issued to you as part of your Arsenal Women Season Ticket(s) for the relevant match to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry; and
  - (E) you will provide the name, address, and contact details of your Guest(s) when asked to do so by any official, steward or employee of the Club and/or any police officer.
- 3.5 You may offer for sale, sell, or resell your Arsenal Women Season Ticket(s) in respect of a particular Season Ticket Match to another Member via Ticket Exchange (or via any other mechanism for the resale of tickets that the Club may put in place from time to time).
- 3.6 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities suffered or incurred by it as a result of any breach by a User of the Terms and Conditions of Entry. If the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

OR

If you are a consumer, you shall be responsible for any breach by a User of the Terms and Conditions of Entry. If the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

- 3.7 Any physical or digital card, ticket or pass issued to you as part of the Arsenal Women Season Ticket will remain the property of the Club at all times and must be produced together with photographic evidence of your identity or the transferee of the Arsenal Women Season Ticket via Ticket Transfer (as the case may be) if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of any such card, ticket or pass at any time.
- 3.8 Any ticket obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her/their Arsenal Women Season Ticket suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this clause 3.8 no refund shall be payable to the holder in respect of their Ticket or (if applicable) any unexpired portion of their Arsenal Women Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Arsenal Women Season Ticket.
- 3.9 Any ticket purchased using your Arsenal Women Season Ticket will be recorded electronically; any tickets issued shall have your name, your season ticket number and/or your order number printed on it.
- 3.10 You agree to conduct yourself in a manner befitting a representative of the Club and will not do anything or procure that anything be done which might bring the name or reputation of the Club into disrepute.
- 3.11 Any Arsenal Women Season Ticket holder, acting alone or with others, whose conduct, or incitement of others, results in disciplinary action being taken against the Club by a Football Authority shall be both individually and collectively responsible and liable to the Club for any loss the Club thereby suffers. You shall also be both individually and collectively responsible and liable to the Club for any loss the Club suffers as a result of the behaviour of a third party gaining access to a match using your Arsenal Women Season Ticket.
- 3.12 The unauthorised sale or disposal of a Match ticket (either as a whole or for a particular Match or Matches) 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, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police if it has reasonable grounds to suspect that a Match ticket (either as a whole or for a particular Match or Matches) has been sold or disposed of illegally and will press for charges to be brought against those breaking the law. We may also notify other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities if we have reasonable grounds to suspect ticket touting activities relating to you. Similarly, the Club may receive information from the police, Football Authorities and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify

and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary to prevent or detect unlawful acts. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at [dpo@arsenal.co.uk](mailto:dpo@arsenal.co.uk).

#### **4. Lost or Stolen Matchday Tickets**

The Club is not responsible for any match day ticket which is lost, stolen, defaced, damaged or destroyed. If your match day ticket is lost, stolen, defaced, damaged or destroyed, a duplicate match day ticket may be obtained by you, at the Club's discretion, upon payment by you of a non-refundable administration fee of £10.00. The Club reserves the right to withdraw this duplicate ticket facility without notice. Please note that it is your responsibility to contact the Club and/or visit the Club's match day ticket office on a match day if you do not have access to your match day ticket(s) for that match.

#### **5. Benefits of Arsenal Women Season Ticket**

5.1 Each Arsenal Women Season Ticket holder shall be entitled to the following benefits during the Season:

- (A) attendance at thirteen (13) matches played by the Women's First Team during the Season at the Stadium, consisting of: (i) eleven (11) matches in The Barclays FA Women's Super League and (ii) two (2) Relevant Cup Matches to be chosen by the Club in its absolute discretion, (each a "**Season Ticket Match**" and together, the "**Season Ticket Matches**"), and to occupy the seat or, where applicable, safe standing area indicated by the Club in writing to you for such Season Ticket Matches, save that:
  - (i) if the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Behind Closed Doors Matches during the Season as a result of an Epidemic, you will not be entitled to attend any such Behind Closed Doors Matches however you will be entitled to a refund for the relevant match in accordance with the Terms and Conditions of Entry;
  - (ii) if the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Reduced Capacity Matches during the Season as a result of an Epidemic, there is no guarantee that any tickets will be available and/or issued to you in respect of such matches, in which case the Club shall refund you for such matches in accordance with the Terms and Conditions of Entry;
- (B) subject to availability, priority access to ticket sales for all matches played by the Women's First Team during the Season at the Stadium which are not Season Ticket Matches (the terms of such priority access, including the time period and number of tickets available for priority purchase, to be determined by the Club in its sole discretion); and
- (C) subject to availability, priority access to ticket sales for all away matches played by the Women's First Team during the Season and which are made available for sale by the Club (the terms of such priority access, including the time period and number of tickets available for priority purchase, to be determined by the Club in its sole discretion).

5.2 You shall not be able to purchase more than one ticket per Arsenal Women Season Ticket for any match, save as expressly permitted by the Club from time to time.

5.3 Nothing in these Terms and Conditions shall constitute or imply that you have any guarantee of entitlement to any ticket, seat or access to any area of the Stadium (or any other ground or stadium) for any match or matches.

- 5.4 The Club will notify you from time to time, by way of notice in the match day programme or on the Website, of the availability of any home match day tickets for purchase and also the manner or system which must be followed by you in order to purchase any such tickets. The Club may impose any limitations or restrictions on the means of purchase of any such tickets as it may, in its discretion, determine, whether for any particular match or matches or otherwise.
- 5.5 Without limitation, the Club reserves the right to:
- (A) vary the benefits provided to you and the priority, manner or system by which match tickets are allocated and/or sold. The Club will use reasonable endeavours to provide reasonable notice to you in the match day programme or through the Website or by email relating to changes to the priority, manner or system by which match tickets are allocated and/or sold;
  - (B) (save as otherwise expressly provided in these Terms and Conditions) substitute items or other benefits listed on the Website which are unavailable with similar items of equivalent value as the Club may from time to time decide in its sole discretion; and/or
  - (C) restructure, change and/or withdraw any level and/or type and/or priority of the Arsenal Women Season Ticket scheme and/or the associated benefits from season to season. Purchase of a particular Arsenal Women Season Ticket for one season does not guarantee that such Arsenal Women Season Ticket, any other membership and/or the associated benefits will be available in the following season.
- 5.6 Any tickets purchased, or used in relation to, any Arsenal Women Season Ticket, shall be used subject to the Terms and Conditions of Entry relevant to that ticket which can be located at: <http://www.arsenal.com/ticket-membership-terms>.
- 5.7 Whilst we try to ensure that pricing and ticketing information on our Website is correct, errors may occasionally occur. If we discover an error in the price or nature of the ticket you have ordered, we will inform you as soon as possible, and give you the option of reconfirming your order at the correct price/specification or cancelling it. If we are unable to contact you, we will unfortunately have to treat the order as cancelled. If the order is cancelled, we will provide you with a full refund (including booking fees). Please note that it is your responsibility to check the relevant ticket delivery method and the relevant prices, as these may change on a match-by-match basis.
- 5.8 The Club reserves the right, in its absolute discretion, to stage any:
- (A) Season Ticket Match(es); and/or
  - (B) matches played by the Women's First Team during the Season which are not Season Ticket Matches,
- at Emirates Stadium during the Season.

## **6. Concessionary Tickets**

- 6.1 Concessionary tickets may only be used by persons that qualify for such tickets, as follows:
- (A) "Junior" tickets may only be used by persons who will under the age of eighteen (18) on 31 August in the year that the relevant season commences.
  - (B) "Young Adult" tickets may only be used by persons who will be aged between eighteen (18) and twenty-four (24) on 31 August of the relevant season.

- (C) "Senior" tickets may only be used by persons who will be aged sixty-five (65) or over at 31 August in the year that the relevant season commences.
- (D) "Disability Access" tickets may only be used by or for the benefit of persons who are registered with the Club as a Member with disability access.

6.2 You are not permitted to sell or transfer a concessionary ticket to someone who is not entitled to such concession as set out above. All proven abuses of concessionary tickets will be dealt with severely. If you enter or seek to enter the Stadium with a concessionary ticket in circumstances where you are not entitled to such concession as set out above, you will be refused entry to, or ejected from, the Stadium and will have the relevant Arsenal Women Season Ticket(s) withdrawn. In such case, no refund will be given to you and it may result in criminal prosecution.

## **7. Suspension or Cancellation of Arsenal Women Season Ticket**

7.1 The Club will not tolerate racial, homophobic, sexist, transphobic or other discriminatory abuse in any form (including, without limitation, any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability), whether at the Stadium, elsewhere or online. The Club wants the atmosphere at the Stadium to be welcoming to all who attend its games. Any Arsenal Women Season Ticket holder who is caught abusing a player, official or any other individual whether at the Stadium, elsewhere or online will face arrest and prosecution by the police and a lengthy ban from the Club. In addition, their Arsenal Women Season Ticket will be immediately withdrawn and no refund will be given.

7.2 The Club may suspend or cancel your Arsenal Women Season Ticket (and all associated benefits) in the event of you, or any other person occupying a seat purchased using your Arsenal Women Season Ticket, being ejected or banned from the Stadium or any other sports ground anywhere in the world, breaching any of the Terms and Conditions of Entry or any other of these Terms and Conditions, or in the event of any rude, disrespectful, offensive, abusive, harmful, dangerous or other unacceptable behaviour by you, whether in-person or online (such as on a social media platform).

7.3 In the event of the suspension or cancellation of your Arsenal Women Season Ticket under paragraph 7.1 or 7.2 above, the Club will be under no obligation to refund the Fee paid by you (or any part thereof) in relation to your Arsenal Women Season Ticket and to the maximum extent permitted by law will have no other liability in connection therewith.

7.4 If the Club has reasonable grounds to suspect that you have searched for, reserved, bought or otherwise obtained match tickets and/or attempted and/or taken preparatory steps to search for, reserve, buy or otherwise obtain match tickets, with the intention of selling or transferring any such tickets in breach of these Terms and Conditions, the Club may suspend or cancel your Arsenal Women Season Ticket (and all associated benefits) without payment of any refund of the Fee to you. The Club may also cancel any match tickets purchased without payment of any refund of the match tickets. If you have any queries about this, you may contact the Arsenal box office.

7.5 In the event that your Arsenal Women Season Ticket is withdrawn or cancelled the Club reserves the right to exclude you from applying for (including joining any waiting list) or receiving any future memberships or tickets at its discretion.

## **8. Right to Cancel**

You do not have a right to cancel your Arsenal Women Season Ticket under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. However, if you are a consumer you have legal rights if the Club does not comply with its obligations in these Terms and Conditions with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.

## **9. Contact**

9.1 The Club can be contacted by email via our [Online Contact Form](#) or by post addressed to Arsenal Women, Arsenal Football Club, Highbury House, 75 Drayton Park, London N5 1BU or by phone on +44 (0)207 619 5000.

9.2 You should notify any change of address to the Club immediately either:

(A) by using the on-line facility on the Website by logging onto [www.arsenal.com/membership](http://www.arsenal.com/membership); or

(B) in writing using the contact details provided in this paragraph 9.

## **10. General**

10.1 The Club reserves the right to change these Terms and Conditions from time to time and shall notify you of such changes if they materially affect your rights as a consumer. Any such changes will be notified to you in the match day programme or through the Website.

10.2 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these Terms and Conditions, which shall continue in full force and effect.

10.3 If you are a consumer, you have legal rights in relation to goods that are not fit for purpose and services that are not carried out with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.

10.4 If you are a consumer, please note that these Terms and Conditions are governed by English law. This means that your Arsenal Women Season Ticket and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) will be governed by English law. You and the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

10.5 If you are a business, these Terms and Conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law. You and we both irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions or their subject matter or formation (including non-contractual disputes or claims).

10.6 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions, the documents referenced herein or by law shall not constitute a waiver of that right, power or remedy.

## **11. Definitions**

In these Terms and Conditions:

**"Applicable Football Regulation"** means in respect of any Football Authority: (i) the statutes,



rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or you are required to comply with from time to time.

**“Applicable Law”** means all laws, statutes, regulations, edicts, byelaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or you are subject and which is relevant to the Club and/or your rights or obligations under these Terms and Conditions (as the case may be).

**“Arsenal Women Season Ticket”** means your entitlement to the benefits listed at paragraph 5 of these Terms and Conditions.

**“Behind Closed Doors Match”** means a Match which the Club holds at the Stadium without any spectators in attendance due to an Epidemic.

**“Club”** means Arsenal Women Football Club Limited, a company registered in England and Wales under company number 3013967 and with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU.

**“COVID”** means the coronavirus disease caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), known as ‘COVID-19’, and/or any variations or mutations thereof.

**“Epidemic”** means any epidemic or pandemic (including, without limitation, COVID) or the threat thereof.

**“Fee”** means the relevant amount payable on an annual basis by you for your Arsenal Women Season Ticket as detailed in the application form and on the Website.

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

**“Ground Regulations”** means those ground regulations issued by the Club and/or relevant stadium owner (if applicable) from time to time that set out the terms and conditions upon which spectators are granted entry to the relevant Stadium (copies of which are on display at the relevant Stadium and on the Website) including without limitation any guidelines and/or codes of conduct issued by the Club and/or relevant stadium owner (if applicable) from time to time in relation to an Epidemic.

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

**“Match”** and **“Matches”** means each football match at the Stadium played by the Women’s Team during the Season to which these Terms and Conditions Apply, including Season Ticket Matches.

**“Membership”** means the Club’s Arsenal Women Season Ticket membership scheme.

**“Reduced Capacity Match”** means a Match which the Club holds at the Stadium with reduced spectator capacity due to an Epidemic.

**“Relevant Cup Match”** means, subject to paragraph 5.1(A), a home match in any of the following competitions played by the Women’s First Team at the Stadium during the Season: the Vitality Women’s FA Cup, the FA Women’s Continental League Cup or the UEFA Women’s Champions League.

**“Season”** means the 2023-2024 football season ending at the end of the day of the final match of the 2023-2024 football season.

**“Season Ticket Match”** has the meaning given in paragraph 5.1(A).

**“Stadium”** means Meadow Park, Borehamwood or such other ground at which Arsenal Women play any of their home matches from time to time, including Emirates Stadium, London N7 7AJ.

**“Terms and Conditions”** means these terms and conditions governing the Arsenal Women Season Ticket, including the issue and use of the physical or digital entry card, ticket or pass entitling you admission to certain matches played by the Women’s First Team at the Stadium in accordance with the relevant Terms and Conditions of Entry. The Ground Regulations shall be incorporated in, and form part of, these Terms and Conditions. Any amendments to the Terms and Conditions and the Ground Regulations will be notified to you by being put on display at the Stadium and through the Website.

**“Terms and Conditions of Entry”** means the “Arsenal Women Home Ticket Terms and Conditions Season W2023-2024”, the rules and regulations of each Football Authority, and the Ground Regulations, each as may be amended from time to time.

**“Ticket Exchange”** means the Club’s authorised ticket resale facility made available by the Club from time to time, which provides an online secure service for holders of Arsenal Women Season Tickets to exchange tickets to games played by the Women’s First Team with other Members of the Club and, where permitted by the Club from time to time, other supporters of the Club.

**“Ticket Transfer”** means the Club’s authorised ticket transfer service made available by the Club from time to time, which provides an online secure service for holders of Arsenal Women Season Tickets to forward their Match tickets to any person within their network who is registered with an Online Box Office account.

**“User”** means: (i) you; or (ii) any person who uses the Ticket in accordance with clause 3.4 or 3.5.

**“Website”** means the Club’s official website currently located at [www.arsenal.com](http://www.arsenal.com).

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