

# Arsenal Women Football Club Home Ticket 2020– 2021 Terms and Conditions of Sale and Issue

## 1. DEFINITIONS

In these Conditions of Sale and Issue the following words and phrases shall have the following meanings:

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

**“Applicable Football Regulation”** means in respect of any Football Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or you and/or a User is required to comply with from time to time.

**“Club”** means Arsenal Women Football Club Limited and The Arsenal Football Club Plc.

**“Club Group Company”** means, in respect of the Club, their holding companies and subsidiaries of their holding companies, and “holding company” and “subsidiary” have the meanings given to them in section 1159 of the Companies Act 2006 and “Club Group Companies” shall be construed accordingly.

**“Conditions of Sale and Issue”** means these terms and conditions governing the sale, issue and use of a Ticket.

**“Ground”** means Meadow Park football ground located at Meadow Park, Broughinge Road, Borehamwood, Hertfordshire WD6 5AL, or such other football ground as is hosting the relevant Match.

**“Ground Regulations”** means those ground regulations issued by the owner or operator of the Ground from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (copies of which are available on request or otherwise on display at the Ground).

**“Match”** means any football match played by Arsenal Women Football Club that is staged by the Club at the Ground including without limitation Reduced Capacity Matches but excluding any Behind Closed Doors Matches.

**“Privacy Policy”** means the Club’s privacy policy available at [www.arsenal.com](http://www.arsenal.com).

**“Site”** means the Club’s online platform for the purchase of Tickets.

**“Ticket”** means an e-ticket, printed paper ticket (as described more fully in clause 3.4) or access card for admission to a Match or Matches and/or any rights arising out of or in connection with that e-ticket, paper ticket or access card.

**“Terms & Conditions of Entry”** means:

- (a) where relevant, each of the rules and regulations of [FIFA](#), [UEFA](#) and [The FA](#);
- (b) the Ground Regulations (available on request and on display at the Ground);
- (c) these Conditions of Sale and Issue; and
- (d) [The Arsenal Women Ticket Refund Policy](#).

**“Terms of Use”** means the terms which govern your use of the Site, which are available at [www.arsenal.com](http://www.arsenal.com).

**“User”** means: (i) you; or (ii) any person who uses a Ticket in accordance with clauses 6.3 and 6.4.

**“Arsenal Women Ticket Refund Policy”** means the Club’s refund policy applicable to Tickets as set out below at Appendix 1 as may be amended by the Club from time to time.

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

## 2. ORDERING TICKETS THROUGH THE SITE

- 2.1 As a result of the COVID-19 pandemic, the Club may be required by Applicable Law and/or Applicable Football Regulation to hold Matches at the Ground in the 2020/21 season behind closed doors (a "**Behind Closed Doors Match**") or with a reduced capacity (a "**Reduced Capacity Match**"). These Conditions of Sale and Issue apply in respect of the sale of Tickets for Reduced Capacity Matches and/or full capacity matches ("**Full Capacity Matches**"). For the avoidance of any doubt:
- 2.1.1 the terms and conditions governing the purchase of Arsenal Women Membership and the use of an Arsenal Women Membership Card are set out in the Arsenal Women Membership Scheme Terms and Conditions, which are available on [www.arsenal.co.uk/ticket-membership-terms](http://www.arsenal.co.uk/ticket-membership-terms) and for the avoidance of any doubt, these Conditions of Sale and Issue do not apply to the Arsenal Women Membership scheme; and
- 2.1.2 Tickets will not be available for any Behind Closed Doors Matches during the 2020/21 season.
- 2.2 You will be entitled to purchase Tickets for Reduced Capacity Matches or Full Capacity Matches through the Site, when invited by the Club to do so, and at all times subject to eligibility, availability, Applicable Law, Applicable Football Regulation and these Conditions of Sale and Issue.
- 2.3 Your use of the Site is subject always to the Terms of Use, which you must comply with at all times when using the Site.
- 2.4 You must be at least 18 years old or have parental or guardian consent to place an order for Tickets through the Site.
- 2.5 To place an order for Tickets please follow the instructions on the Site. You will be given the opportunity to check the details of your order before you confirm it.
- 2.6 When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order ("**Order Confirmation**"). The contract between you and the Club will be formed when the Club sends you the Order Confirmation. If you have ordered a Ticket through the Site, you will receive a second e-mail attaching your print-at-home ticket. You will be required to present the print-at-home ticket to gain entry to the Ground.

## 3. PRICING AND PAYMENT

- 3.1 All orders for Tickets made on the Site are subject to availability and confirmation of the order price. If the Club discovers an error in the price of any Tickets which you have ordered the Club will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If the Club is unable to contact you it will treat the order as cancelled. If you choose to cancel your order and you have already paid for the Tickets, you will receive a full refund.
- 3.2 If, for any reason other than a breach by you of these Conditions of Sale and Issue, the Club is unable to supply you with a Ticket, for example because that Ticket is no longer available, the Club will inform you by email as soon as possible. If you have already paid for that Ticket, you will receive a full refund.
- 3.3 Payment may be made by credit or debit card. Your credit or debit card details will be requested to purchase your ticket(s). If booking online, your credit or debit card details will be requested to complete your purchase.
- 3.4 Before attempting to purchase any Tickets in accordance with these Conditions of Sale and Issue and/or before attending any Match, you shall be responsible for undertaking a risk

assessment as to whether it would be appropriate for you to attend the relevant Match. In undertaking such assessment, you should take into consideration your age, health status and clinical vulnerability and, if you are seeking to purchase a Ticket for use by other Guests, the age, health status and clinical vulnerability of those individuals.

#### **4. ISSUE OF TICKETS**

- 4.1 Before any Ticket will be issued to you, you will be required to confirm that you will agree to comply with and adhere to any COVID-19-related guidance and/or code(s) of behaviour issued by the Club from time to time and that, without limitation, you shall declare that:
- 4.1.1 as at the time of purchase of the relevant Ticket, you and natural person(s) intending to accompany you to the Match (each, a “**Guest**”) are not displaying any symptoms of COVID-19 and/or are not otherwise required or recommended to self-isolate;
  - 4.1.2 you and any Guest(s) will not attend a Match if you or the Guest(s) are displaying any symptoms of COVID-19 and/or are otherwise required or recommended to self-isolate at the date of the relevant Match;
  - 4.1.3 you and any Guest(s) will adhere to all requirements stipulated by the Club regarding COVID-19, including but not limited to (a) adherence to social distancing measures; (b) adherence to the required movements and behaviours of spectators within the Ground; and (c) undertake temperature checks where required by the Club; and
  - 4.1.4 you will provide names and contact details for any Guests for whom you are purchasing Tickets and who intend to attend the relevant Match, in order to assist with NHS test track and trace requirements; and
  - 4.1.5 you will confirm that any Guests attending the relevant Match are in the same ‘social distancing bubble’ as you, as defined in the relevant Applicable Laws.
- 4.2 If you do not comply with the requirements set out in clause 4.1, your Ticket(s) will be forfeited and made available to another eligible applicant for purchase.
- 4.3 The issue of a Ticket and subsequent access to the Ground is subject to the Terms & Conditions of Entry.
- 4.4 By applying to purchase a Ticket and/or using the same you hereby warrant and represent that you are a supporter of the team whose name is endorsed upon that Ticket.

#### **5. ADMISSION TO THE GROUND**

- 5.1 Use of a Ticket constitutes acceptance of the Terms & Conditions of Entry.
- 5.2 A Ticket permits you to occupy, at the relevant Match (but not otherwise), the seat or, where relevant, safe standing area indicated on that Ticket or such other alternative seat or safe standing area as the Club and/or Ground owner/operator may allocate to you, acting in their absolute discretion. No adult admission to family areas unless accompanying children; purchase and use of family enclosure tickets may be subject to restrictions and/or terms issued by the Club from time to time.
- 5.3 For the avoidance of doubt, any attempt to gain access to the Ground wearing the colours of a team other than the name of any team’s supporters’ area endorsed on the face of your Ticket may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat/safe standing area will be offered.
- 5.4 Save as set out in clause 5.5 below, you shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match or any aspect of it. Any person acting in breach of this provision shall be required to deliver up films, files,

tapes or discs of such recording to the Club and copyright in any unauthorised recording or transmission is assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club.

- 5.5 Subject to the provisions of clause 5.4 above, mobile telephones are permitted within the Ground, provided that they are used for bona fide personal and private purposes only.
- 5.6 Save for official team merchandise and/or other football related clothing worn in good faith and in accordance with clause 5.3 above, you shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.
- 5.7 You shall not bring or attempt to bring into the Ground any of the following: (i) bottled or canned foods or beverages; (ii) any other foodstuffs; (iii) any alcoholic beverage whatsoever. Subject to Applicable Law and Applicable Football Regulation, refreshment facilities will be made available inside the Ground.
- 5.8 You shall not offer (either free or for sale by any person) within the Ground any goods (including literature) of any nature without the express written permission of the Club.
- 5.9 Each person attending a Match at the Ground consents to: (i) the recording of his or her likeness and/or voice by any means (including, but not limited to, audio and visual recordings by television cameras and photographers) (together "**Image**"); and (ii) the commercial exploitation throughout the world of his/her Image by any means and without compensation by the Club, or any Club Group Company, and/or the Football Association (or their commercial partners). If these Images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such Image. However, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.
- 5.10 Further to clause 5.9 above, if such person is under 18 years of age, either (i) the parent, guardian or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf, or (ii) to the extent that such person is not accompanied by a parent, guardian or responsible adult, by that person entering the Ground, that person's parent or guardian shall be deemed to have provided consent on their behalf.
- 5.11 The Club and the Ground owner reserve the right to refuse admission or eject from the Ground any person who fails to comply with the Terms & Conditions of Entry.

## **6. NON-TRANSFER OF TICKETS**

- 6.1 A Ticket is issued for your sole use and you shall not resell or (save as set out in clauses 6.3 and 6.4 below) transfer any Ticket to any other person without the prior written consent of the Club.
- 6.2 Without prejudice to the general wording set out in clause 6.1 above, no Ticket may: -
  - (a) be used for any promotional or commercial purpose whatsoever (including, by way of example, in any competition, auction, give-away, lottery or as a premium); or
  - (b) be transferred, lent or sold to any third party for use as part of a hospitality or travel package; or
  - (c) be given to any third party who agrees to buy a good or service in return, unless you have the prior written consent of the Club.
- 6.3 If more than one Ticket is issued to you, one Ticket must be retained by you for your personal use (subject to clause 6.4 below) and the remainder may be transferred to a Guest or Guests, provided that:
  - (a) such Guest(s) is/are known to you and would be entitled (under the Terms & Conditions of Entry) to purchase such a Ticket;
  - (b) such transfer takes place in consideration of no payment or benefit in excess of the face value of the Ticket;
  - (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 is subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under clause 7) apply to such person as if he/she were the original purchaser of the Ticket (and you must inform the person of this); and

(e) you must provide the name and address of such Guest(s) when asked to do so by any official, steward or employee of the Club or the Ground owner/operator or any police officer; and

(f) your Guest(s) must be in the same 'social distancing bubble' as you, as defined in the relevant Applicable Laws.

- 6.4 In the event that you and/or any Guest(s) are unable to use any Ticket then you may transfer the Ticket(s) to another natural person, provided that:
- (a) such other person(s) is/are known to you and would be entitled (under the Terms & Conditions of Entry) to purchase such a Ticket;
- (b) such transfer takes place in consideration of no payment or benefit in excess of the face value of the Ticket;
- (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 is subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under clause 7) apply to such other person as if he/she were the original purchaser of the Ticket (and you must inform the other person of this); and
- (e) you must provide the name and address of such other person(s) when asked to do so by any official, steward or employee of the Club or the Ground owner/operator or any police officer.
- 6.5 All Tickets will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club, the Ground owner/operator or any police officer. The Club reserves the right to retain any Ticket at any time.
- 6.6 If a Ticket is obtained or used in breach of the Terms & Conditions of Entry, the Ticket will automatically be void, the Ticket will be cancelled, all rights conferred or evidenced by the relevant Ticket shall be nullified the holder may be refused entry to, or ejected from, the Ground, and no refund will be payable.
- 6.7 The unauthorised sale or disposal of a Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police when it becomes aware that Ticket(s) have been sold or disposed of illegally and will press for charges to be brought against those breaking the law. The Club may also notify relevant football authorities about ticket touting activities relating to you, who may in turn notify other football clubs, event holders, any other football authority and/or the relevant law enforcement authorities. The Club may also notify other football clubs directly. Similarly, the Club may receive information from the police, football authorities and other football clubs relating to ticket touting activities elsewhere in the United Kingdom. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information on 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).
- 6.8 The Club further reserves its right to take any legal or disciplinary action against any appropriate persons as it sees fit in connection with such matters.

## **7. CHANGES TO DATES AND REFUNDS**

- 7.1 The Club does not guarantee that the Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice.
- 7.2 In the event of the postponement of a Match before kick-off you will be entitled to free admission to any rearranged Match upon presentation of your Ticket.
- 7.3 In the event of the abandonment of a Match after kick-off you will be entitled to free admission to any rearranged Match upon presentation of your Ticket.
- 7.4 In the event that the Club is forced to hold a Behind Closed Doors Match or a postponed or abandoned Match is: (i) not re-arranged; or (ii) a Ticket holder is unable to attend a rearranged Match, Ticket holders shall be entitled to a refund in accordance with the Arsenal Women Ticket Refund Policy.
- 7.5 Subject to clause 10.1, the Club and/or Ground owner will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel or accommodation costs.

## **8. LOST OR STOLEN TICKETS**

- 8.1 In order to gain admission to the Ground a valid Ticket must be presented in its entirety at the Match.
- 8.2 The Club and/or Ground owner shall not issue any replacement for a lost, stolen or destroyed Ticket.

## **9. CANCELLATION & WITHDRAWAL OF TICKET**

- 9.1 You will not be able to cancel your order and/or seek a refund for your Tickets once ordered, except in accordance with the Arsenal Women Ticket Refund Policy or in accordance with your rights as a consumer under law (for which please contact your local Citizen's Advice Bureau).
- 9.2 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of these Terms & Conditions of Entry to cancel and withdraw any Ticket issued to you. In the event of such cancellation no refund will be paid. By way of example, the following circumstances are each considered by the Club to constitute a serious breach of the Terms & Conditions of Entry:
- (a) smoking in any part of the Ground;
  - (b) persistent standing in seated areas or gangways whilst the Match is in progress;
  - (c) using foul, obscene, abusive, racist or homophobic language and/or gestures;
  - (d) possession of any banner or flag which bears material or slogans which are in the Club's opinion, offensive, obscene, abusive or racist;
  - (e) throwing any object which may cause injury or damage to people or property;
  - (f) any breach in relation to clauses 5.4 and/or 5.5;
  - (g) unauthorised sale or transfer of any Ticket to any person (which shall include an attempt to sell or transfer a Ticket);
  - (h) misuse of any Ticket;
  - (i) any misrepresentation in relation to clause 4.2;
  - (j) the supply of any misleading or incorrect information in any application; and/or any failure to pay or default of payment in respect of any sums owing to the Club (or any other relevant party) in respect of any Ticket
  - (k) any breach of the requirements stipulated by the Club regarding COVID-19, including but not limited to (a) adherence to social distancing measures; (b) adherence to the required movements and behaviours of spectators within the Ground; and (c) undertake temperature checks where required by the Club.

- 9.3 In the event that your Ticket is withdrawn or cancelled the Club reserves the right to exclude you from applying for or receiving any future Match ticket at its discretion.

## **10. EXCLUSION OF LIABILITY**

- 10.1 Except as otherwise set out in these Conditions of Sale and Issue, and to the fullest extent permitted by Applicable Law, the Club shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Conditions of Sale and Issue, including admitting you and/or any other User to the Ground for the Match, caused by any circumstances outside the Club's reasonable control and/or the exercise of any discretion by the Club in respect of the prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation. For the avoidance of any doubt, and without limitation, as a result of the COVID-19 pandemic, the Club may be required by Applicable Law and/or Applicable Football regulation to hold Behind Closed Doors Matches and/or Reduced Capacity Matches at the Ground in the 2020/21 season. The Club shall not have any responsibility or liability to a User in respect of any such matches for which it is unable to offer it the right to purchase tickets and/or the exercise of any discretion by the Club in respect of the prioritisation and/or allocation of tickets for Reduced Capacity Matches.
- 10.2 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.
- 10.3 Subject to clauses 10.1 and 10.2, and to the maximum extent permitted by law, the Club and Ground owner hereby exclude any liability for loss, injury or damage to persons/property in or around the Ground.
- 10.4 Neither the Club nor the Ground owner shall be responsible for any interrupted and/or restricted view of the Match caused by virtue of: (i) the position of the seat; and/or (ii) the action of other spectators.

## **11. GOVERNING LAW AND OTHER PROVISIONS**

- 11.1 All the provisions of these Conditions of Sale and Issue, including all rights granted to you and the obligations of the Club hereunder, are subject to and limited by Applicable Law and Applicable Football Regulations and any restrictions contained therein. In the event of any conflict or inconsistency between the provisions of these Conditions of Sale 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 Conditions of Sale and Issue by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Applicable Football Regulation.
- 11.2 These Conditions of Sale and Issue are governed by English law. This means a contract for the purchase of Tickets through the Site and any dispute or claim arising out of or in connection with it will be governed by English law. You and the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.
- 11.3 By purchasing a Ticket through the Site you are consenting to the Club holding and processing data relating to you for legal, administrative, promotional and health and safety purposes (including without limitation in order to assist with NHS track and trace requirements). The Club will process such data in accordance with the Privacy Policy and such data you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Privacy Policy. By providing this information you consent to such processing and you warrant that all information provided by you is accurate.

- 11.4 No other person shall have any rights to enforce any terms of a contract made between you and the Club pursuant to these Conditions of Sale and Issue.
- 11.5 The Club may transfer its rights and obligations under a contract with you to another organisation, but this will not affect your rights or the Club's obligations under these Conditions of Sale and Issue.
- 11.6 You may only transfer your rights or your obligations under these Conditions of Sale and Issue to another person if the Club agrees in writing.
- 11.7 You do not have a right to cancel Tickets under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and other than as set out in these Conditions of Sale and Issue and the Arsenal Women Ticket Refund Policy, the price of Tickets is non-refundable. However, if you are a consumer you have legal rights if the Club does not comply with its obligations in these Conditions of Sale and Issue 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 Conditions of Sale and Issue will affect these legal rights.
- 11.8 If any part of these Conditions of Sale and Issue is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by the Club to enforce its rights or remedies under these Conditions of Sale and Issue or otherwise shall not be construed as a waiver by the Club of those or any other rights or remedies.
- 11.9 The Club reserves the right to make changes to any of these Conditions of Sale and Issue. Such changes will be notified to you by being put on display at the Ground and on the Site.

## **12. CONTACT US**

- 12.1 If you have any comments, questions or complaints about Tickets purchased on the Site you wish to purchase or have purchased from the Club please contact the Club by email at [arsenalwomen@arsenal.co.uk](mailto:arsenalwomen@arsenal.co.uk) 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.



## **APPENDIX 1 – ARSENAL WOMEN FOOTBALL CLUB’S TICKET REFUND POLICY (MATCH-BY-MATCH ONLY)**

When dealing with request for refunds for tickets to its matches the Club will apply the following policy and procedures as amended by the Club from time to time.

Refunds will not be provided in any other circumstances (including, without limitation, where a Ticket holder is ejected from the Ground).

### **1. Postponement of Match before kick-off**

In the event of the postponement of a Match before you have entered the Ground, the Ticket will be valid for the rearranged playing of the Match.

Where a Match is postponed after you have entered the Ground, but before the Match has kicked-off, entry to the Ground for the rearranged playing of the Match shall only be permitted on presentation of the Ticket and subject to compliance with any other arrangements announced by the Club at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund of the face value of Ticket (including any booking fee and related transaction charge). The procedure for obtaining such a refund is set out in paragraph 5 below.

### **2. Postponement of the Match after kick-off**

In the event of the postponement of a Match after kick-off, a person shall be permitted to enter the Ground for the rearranged fixture on the presentation of the Ticket and subject to compliance with any other arrangements announced by the Club at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund, save that the refund shall be: (i) 60% of the face value of the Ticket (including any booking fee and related transaction charge) if the Match is postponed before the commencement of the second half; or (ii) 40% of the face value of the Ticket (including any booking fee and related transaction charge) where the Match is postponed between the commencement of the second half and the completion of the Match. The procedure for obtaining such a refund is set out in paragraph 5 below.

### **3. Abandonment of a Match (no rearranged playing of the Match)**

When a Match is abandoned before kick-off and it is not rearranged, a Ticket holder for that Match shall be entitled to a refund of the Ticket face value (including any booking fee and related transaction charge).

Ticket holders shall be entitled to a refund as follows:

- a) 60% of the face value of the Ticket (including any booking fee and related transaction charge) if a Match is abandoned between kick-off and commencement of the second half;
- b) 50% of the face value of the Ticket (including any booking fee and related transaction charge) if a Match is postponed before the commencement of the second half; and
- c) 40% of the face value of the Ticket (including any booking fee and related transaction charge) if a Match is postponed between the commencement of the second half and the completion of the Match.

The procedure for obtaining a refund is set out in paragraph 5 below.

### **4. Match played ‘behind closed doors’**

In the event that the Club is subject to an order to play a Match without any spectators present inside the Ground, a person shall be entitled to a refund of the ticket price paid (including any booking fee and related transaction charge). No Ticket holder shall be entitled to entry to the match in such circumstances. The procedure for obtaining such a refund is set out in paragraph 5 below.

### **5. Procedure for obtaining a refund**

In the event of the postponement or abandonment of the Match (or if the Match has, for any reason, to be played out of view of the public), you will be entitled to receive a full refund (including any booking and/or administration fee) on tickets purchased direct from the Club or its authorised agent or receive the equivalent ticket for the subsequent re-arranged Match (if any) via such application procedure as

the Club stipulates, subject to any and all applicable terms and conditions. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage including (but not limited to) loss of enjoyment or travel or accommodation costs.

In order to obtain a refund on the Ticket, in accordance with paragraph above, a written request must be received by the Club's box office no later than 72 hours prior to the time of the advertised kick off of the Match. A refund (excluding booking and administration fees and subject to a cancellation fee) will only be issued on production of identification that the individual requesting the refund is the person to whom the Ticket was originally sold. For the avoidance of doubt, the final decision belongs to the Club.

In this policy, the following terms have the following meanings:

**"Club"** means The Arsenal Football Club Plc and Arsenal Women Football Club Limited;

**"Ground"** means the football stadium hosting the Match;

**"Match"** means any Arsenal Women Football Club football match staged by the Club at the Ground;  
and

**"Ticket"** means a printed paper ticket (and/or any rights arising out of or in connection with that paper ticket) for admission to a Match.