

DISABILITY ACCESS CLUB LEVEL PRIORITY WAITING LIST TERMS AND CONDITIONS

(edition: August 2024)

1. How the Disability Access Club Level Priority Waiting List works

- 1.1 To join the priority waiting list for Disability Access Club Level Season Ticket(s) (the “**Disability Access Club Level Priority Waiting List**”), for each Disability Access Club Level Season Ticket you wish to apply for, you will be required to pay a deposit of twenty-five percent (25%) of the current price of the relevant category of Disability Access Club Level Season Ticket plus VAT (together, the “**Deposit**”). If you request any seasonal dining package(s) in addition to the Disability Access Club Level Season Ticket(s) you wish to apply for, an additional Deposit of one thousand pounds (£1,000) plus VAT per dining package will be payable.
- 1.2 You will be asked to complete the Disability Access Requirement Form and will be asked to specify your disability access requirements, specify whether you need to attend with a personal assistant or carer and to provide documentation to support your application for a Disability Access Club Level Season Ticket. In order to remain on this list, the Club may ask you to provide further documentation to support your application for a Disability Club Access Season Ticket. This enables us to check your disability access requirements (including whether they have changed) and allows us to plan effectively how best to meet your access requirements. If you are unable to provide this supporting documentation, or otherwise fail to do so within a reasonable period of time, you will not qualify for a Disability Access Club Level Season Ticket and you will be placed on the Club Level Priority Waiting List instead. If you have any trouble with obtaining supporting information or have any questions, please contact the Club for support via <https://help.arsenal.com/support/tickets/new>.
- 1.3 The Deposit is non-refundable (save as provided in paragraph 3.2 below) and must be paid to the Club within fourteen (14) days of being invoiced by the Club.
- 1.4 By paying the Deposit to the Club, you accept these terms and conditions set out herein.
- 1.5 Once the Deposit is paid, you will be able to change your requested category of Disability Access Club Level Season Ticket(s) to a higher-priced category of Disability Access Club Level Season Ticket(s) (subject to paying the relevant increase in the amount of the Deposit) but you will not be able to change your requested location of Disability Access Club Level Season Ticket(s) to a lower-priced category of Disability Access Club Level Season Ticket(s) or reduce the quantity of Disability Access Club Level Ticket(s) you wish to apply for or cancel your request. This paragraph 1.5 shall not apply to wheelchair users.
- 1.6 If you have paid a Deposit in respect of any seasonal dining package(s) in addition to the Disability Access Club Level Season Ticket(s), you will not be able to change or cancel your request of seasonal dining package(s) following payment of the Deposit.
- 1.7 Following completion of the season ticket renewal period each season, the Club will offer any available Disability Access Club Level Season Ticket(s) to members of the Disability Access Club Level Priority Waiting List on a ‘first come, first served’ basis by reference to the date customers paid their Deposit. Once you reach the top of the Disability Access Club Level Waiting List for your requested category of Disability Access Club Level Season Ticket(s), and the quantity of Disability Access Club Level Ticket(s) you have requested is available, subject to reference to the Club Level Priority Ticket Waiting List, you will be contacted by the Club with details of the Disability Access Club Level Season Ticket(s) in your requested category and in the quantity you have requested, that are available for you to purchase (“**Purchase Offer Notification**”). The exact location

of the Disability Access Club Level Season Ticket(s) offered to you in your requested category will be determined by the Club in the Club's absolute discretion.

- 1.8 You must ensure that the Club has your up-to-date contact details, while you are on the Disability Access Club Level Priority Waiting List. To update your contact details, please contact the Club via <https://help.arsenal.com/support/tickets/new>. The Club shall not be responsible for any missed communications that are a result of your failure to keep your contact details up to date.
- 1.9 Unfortunately joining the Disability Access Club Level Priority Waiting List does not give you any entitlement to match tickets nor does it guarantee you a Disability Access Club Level Season Ticket. If you want access to match tickets before you become entitled to purchase a Season Ticket pursuant to paragraph 1.7 above, we advise that you purchase tickets via the Club website or enter into a Disability Access ballot. More information about purchasing tickets on a match-by-match basis can be found at <https://www.arsenal.com/tickets> (and separate terms & conditions shall apply to the purchase and use of such tickets).

2. Purchase of Disability Access Club Level Season Ticket(s)

- 2.1 If you wish to accept the Purchase Offer Notification, you must respond and complete the purchase of such Disability Access Club Level Season Ticket(s) before the deadline specified in your Purchase Offer Notification (the "**Deadline**").
- 2.2 If you accept the Purchaser Offer Notification before the Deadline, the full amount in respect of such Disability Access Club Level Season Ticket(s) for the relevant season (including any associated seasonal dining package(s)) will become due and payable (minus the Deposit already paid). Upon payment, you will become entitled to the full Platinum Membership benefits in respect of the relevant Disability Access Club Level Season Ticket(s) for the relevant season subject to the relevant ticketing terms and conditions in respect of the Disability Access Club Level Season Ticket(s) and the Club's Ground Regulations from time to time, as notified to you or published <https://www.arsenal.com/ticket-terms-conditions-other> or displayed at the Stadium.

3. Removal from Disability Access Club Level Priority Waiting List

- 3.1 If you:
 - 4.1.1 decline the Purchase Offer Notification;
 - 4.1.2 do not accept the Purchase Offer Notification before the Deadline; or
 - 4.1.3 breach the terms of any other agreement that you may have with the Club, or any Club terms and conditions applicable to you, or if you are, or become, subject to any banning orders whereby you are prohibited from attending football matches,

the Club may, at its sole discretion, remove you from the Disability Access Club Level Priority Waiting List. The Club will notify you of this decision in writing no later than 30 (thirty) days after you are removed from the Disability Access Club Level Priority Waiting List. If you are removed from the Disability Access Club Level Priority Waiting List for any reason listed under this paragraph 3.1, you will not be entitled to any refund of the Deposit. You can appeal the Club's decision to remove you from the Disability Access Club Level Priority Waiting List in writing within 21 days of the date of the decision. You must submit your appeal in writing by email to appeals@arsenal.co.uk, including the reason for the appeal and attaching any documents that you wish the Club to consider.

3.2 If the Club is not able to offer you the quantity of Disability Access Club Level Season Ticket(s) you have requested before the start of the 2027/28 season, or if your medical or disability access requirements change whilst you are on the Disability Access Club Level Priority Waiting List and you provide evidence of this, you will be offered the opportunity to either:

3.2.1 retain your chronological place on the Disability Access Club Level Priority Waiting List (so that you will receive priority access for subsequent seasons and your Deposit will be retained and be redeemable against any future purchases); or

3.2.2 leave the Disability Access Club Level Priority Waiting List and receive a full refund of the Deposit.

4. Miscellaneous

4.1 Information about how the Club handles personal data is available at www.arsenal.com/privacy-policy.

4.2 These terms and conditions, including all rights granted to you and the obligations of the Club hereunder, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Football Regulation. In the event of any inconsistency between the provisions of these terms and conditions and any such 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.

4.3 Without prejudice to the provisions of paragraph 4.4, the Club shall not be in breach of, or be deemed to be in breach of, any provision of these terms and conditions if it fails to perform any of its obligations under these terms and conditions by reason of any fact, matter or circumstance which is outside the reasonable control of the Club.

4.4 The Club shall not be liable to you, whether in contract, tort or otherwise, for any indirect, special or consequential loss or damage, or for any loss of profit or revenue, loss of use or enjoyment, loss of business or contracts, or loss of opportunity. The aggregate liability of the Club to you in connection with these terms and conditions, whether in contract or tort, including negligence, or in any other way, shall not exceed the aggregate amount of the Deposit paid by you as at the relevant date.

4.5 Notwithstanding any provision in these Terms and Conditions, neither the Club nor any Club Group Company seeks to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by the Club's negligence of the Club or any Club Group Company or the negligence of any of their 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.

4.6 The Club reserves the right to cancel or vary the Disability Access Club Level Priority Waiting List process at any time and at its sole discretion.

4.7 These terms and conditions are governed by, and shall be construed in accordance with English law. The parties agree that the Courts of England have exclusive jurisdiction to settle any dispute arising out of or in connection with these terms and conditions and the parties submit to the exclusive jurisdiction of the English courts.

5. Definitions

For the purposes of these terms and conditions:

“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 is/are subject and which is/are relevant to the Club and/or your 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 is/are required to comply with from time to time.

“Club” means The Arsenal Football Club Limited, a company registered in England and Wales under company number 109244 and with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU. VAT number: 769 4067 87 GB.

“Club Group Company” means, in respect of The Arsenal Football Club Limited, its holding companies and subsidiaries of its 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.

“Club Level Ticket Waiting List” means the priority waiting list for Club Level Season Ticket(s).

“Disability Access Club Level” means the area of the Stadium reserved for holders of Disability Access Club Level Season Tickets.

“Disability Access Club Level Season Ticket” means a season ticket entitling you for admission to Disability Access Club Level to watch Matches at the Stadium.

“Competitions” means the Premier League, the Football League (known as The Championship and Leagues One and Two at the date of these Terms and Conditions), the Football Association Challenge Cup (known as the FA Cup), the Football League Cup Competition, the UEFA Champions League, the UEFA Europa League and the UEFA Europa Conference League.

“Football Authority” means the FA Premier League, the Football Association, the Football Association of Wales, FIFA, UEFA, the Football League and/or any other relevant governing body of association football, and “Football Authorities” shall be construed accordingly.

“Match” means all home football matches to be played by the Men’s First Team at the Stadium during the relevant season in any of the Competitions. For the avoidance of doubt, a “Match” does not include: (i) any Women’s First Team match played at the Stadium; (ii) any semi-final or final (or replay thereof) played at the Stadium in any of the Competitions (whether or not the Men’s First Team plays in such match) where the reason that such match is being played at the Stadium is that the Stadium has been chosen by the relevant football authority organising that Competition as a neutral venue to host that match; or (ii) any other friendly or international matches, whether involving the Men’s First Team, the Women’s First Team or otherwise.

“Men’s First Team” means the Club’s men’s first XI.

“Stadium” means the stadium at Hornsey Road, London N7 7AJ known at the date of these terms and conditions as ‘Emirates Stadium’.

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