

**CLUB LEVEL SEASON TICKET**  
**TERMS AND CONDITIONS**  
**SEASON 2018-2019**

**1. Issue of Season Ticket**

- 1.1 The issue of a Season Ticket and subsequent access to the Ground (including, without limitation, the Club Area) is subject to the Terms and Conditions of Entry (as may be amended from time to time and which can be found on or accessed via the Website or can be provided upon written request to the Club).
- 1.2 The Club licenses you to use the Season Tickets and any Card as selling agent for, and on behalf of, ASMCL. As a result, ASMCL will have all of the rights and obligations of the Club under these Terms and Conditions and your rights and obligations under these Terms and Conditions shall lie against ASMCL only.
- 1.3 The Season Ticket and each Card remains the property of the Club at all times. The Season Ticket and each Card may be cancelled in whole or in part by the Club at any time without providing any reason. A proportionate refund will be given to you, in the absolute discretion of the Club and/or in accordance with the Terms and Conditions of Entry, in the event of any such cancellation.
- 1.4 In the event of any Season Tickets or Cards issued under these Terms and Conditions becoming lost or stolen, you must inform the Club immediately. In addition, if any such Season Tickets or Cards are stolen, you must also inform the police immediately.
- 1.5 If you are a consumer then references in these Terms and Conditions to “you” are to the individual using the Season Ticket for private and non-commercial purposes.
- 1.6 If you are NOT a consumer, references in these Terms and Conditions to “you” are to the business that you are binding and you confirm that you have authority to bind any business on whose behalf you are purchasing the Season Ticket.

**2. Term**

These Terms and Conditions are valid for the duration of the Licence Period, unless terminated earlier in accordance with these Terms and Conditions.

**3. Benefits**

- 3.1 Subject to your payment of the Licence Fee and the Terms and Conditions of Entry, you will be entitled to the following benefits for the duration of the Licence Period:
- (A) you will automatically become a Platinum Member for the Licence Period and the Membership Scheme terms and conditions for the relevant Season shall apply to such Membership, as available at [www.arsenal.com](http://www.arsenal.com) from time to time; and
- (B) you will be entitled to the benefits set out in clauses 7 and 8 below.

- 3.2 If you are a WM Member, you will be entitled to the additional WM Benefits (subject to the additional terms and conditions set out in Schedule 1).
- 3.3 If you are a Foundry Member, you will be entitled to the additional Foundry Benefits (subject to the additional terms and conditions set out in Schedule 2).

#### **4. Renewal**

- 4.1 The Club would expect, in normal circumstances, to be able to permit you to renew your licensing arrangements in respect of the Club Seat(s) at the end of the Licence Period on such terms, including the amount of the Licence Fee, as may be determined by the Club in its discretion, and when such renewal is available the Club will contact you using the latest contact details supplied by you to the Club. Ordinarily, the Club would expect such communications to come out, and renewals to take place, prior to the end of the then current Season and you should ensure that your contact details held by the Club are kept up to date. However, this clause 4 does not constitute any guarantee by the Club whatsoever of any renewal, or give you any rights to renew these Terms and Conditions or any other rights in respect of the Club Seat(s) after the end of the Licence Period.
- 4.2 If you are a WM Member, Foundry Member or Highbury Member and you do not renew your membership of the WM or Foundry Club or Highbury Restaurant (as applicable) you will also no longer be entitled to the benefits set out at clauses 7 and 8 below. In those circumstances, if you wish to continue to be a Platinum Member (without the additional benefits that are available as set out in Schedules 1 to 4 (as applicable)) you must submit a written request to the Club to this effect. On receipt of this request and subject to availability we will use reasonable endeavours to offer you the use of alternative Club Seat(s) for the following Season. In the event that you decline to take up the option of alternative Club Seat(s), or if alternative Club Seat(s) are unavailable, you will cease to be a Platinum Member at the end of the Licence Period. In those circumstances, should you wish to be a Platinum Member for the following Season you would need to re-apply to join the Platinum Membership Scheme.

#### **5. Admission to the Ground**

- 5.1 By purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms and Conditions of Entry.
- 5.2 The Season Ticket shall only entitle the User to gain admission to the Ground after it has been validated by the control readers located at the appropriate turnstiles. The Ground access steward(s) have strict instructions to, and will, refuse admission to any person in the event that such person's Season Ticket is not so validated by such control readers.
- 5.3 The Season Ticket shall admit you to each Match. If, for any reason, it is decided that any Match is to be played at another stadium, then one alternative ticket will be issued to you in respect of that Match. Any such tickets will be either sent electronically or by post by the Club to you at the registered email or Address, at your risk.

- 5.4 The Season Ticket must be used if the User wishes to gain access to the Ground for any Relevant Cup Match, save that it may not be valid for any UEFA Competition fixture. The Club will notify you in advance of any such fixture (such notification may only be the posting of details on the Website so the User is advised to check the Website regularly for relevant information) as to:
- (A) whether the Season Ticket will be valid for each home UEFA Competition fixture; or
  - (B) whether the Club will send a replacement card or ticket to you at the Address, at your risk, for each home UEFA Competition fixture.
- 5.5 All persons (including children) must have a valid card or ticket when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid card or ticket for the relevant Match.
- 5.6 A Season Ticket permits you to occupy at the Match the Club Area and the Club Seat or such other alternative seat of equivalent value as the Club may, from time to time, allocate to you at its reasonable discretion. All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 5.7 Unless otherwise agreed and stated in the Renewal Form, nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy a Club Seat in any Season following the end of the Licence Period.
- 5.8 Save as set out in clause 5.9 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the PL and/or the Club and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the Club and the PL, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the Club and/or the PL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the PL absolutely and with full title guarantee.
- 5.9 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (a) they are used for personal and private 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 for any commercial purposes); and (b) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated 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.

- 5.10 Save for official Club merchandise and/or other football related clothing worn in good faith, you and any Guest(s) shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 5.11 You 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. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 5.10 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 5.12 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms and Conditions of Entry.

## **6. Other tickets**

- 6.1 If, during the Season, the Club qualifies for any of the following:

- (A) the FA Cup Semi-Final or Final;
- (B) the Football League Cup Semi-Final (Away Leg) or Final; or
- (C) the Semi-Final (Away Leg) or Final of a UEFA Competition,

details on how you may apply for a ticket (or tickets) for such match will be made available by the Club on the Website and, where practicable, in advance in the Club's home match day programme. Where possible, subject to the Club's overall ticket allocation for such fixture, you will be allocated one ticket in respect of the Season Ticket. However, the Club cannot guarantee that any such allocation will be made.

- 6.2 No preference can be given to you in respect of any matches played at the Ground in which the Club is not participating.

## **7. Use of Season Ticket**

- 7.1 Subject to clauses 7.3 to 7.5 (inclusive) below, the Season Ticket and any Card are issued for your sole use and you shall not sell, dispose of, assign, transfer, loan or otherwise deal with the Season Ticket and/or any Card or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Season Ticket and/or any Card for any commercial purpose, other than to the extent you are NOT a consumer and only for corporate hospitality which is not itself a business activity of that business. The reference to selling the Season Ticket and/or any Card includes: (a) offering to sell a Season Ticket and/or any Card (including, without limitation, via any website or online auction site); (b) exposing a Season Ticket and/or any Card for sale; (c) making a Season Ticket and/or any Card available for sale by another person; and (d) advertising that a Season Ticket and/or any Card is available for purchase.

- 7.2 No Season Ticket and/or Card may 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 (other than to the extent you are NOT a consumer and only for corporate hospitality which is not itself a business activity of that business) 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 PL or the Club.
- 7.3 If more than one Season Ticket is issued to you, one Season Ticket must be retained by you for personal use (subject to the provisions below) and the remainder may be transferred to a Guest(s) for his/her/their personal use only, PROVIDED THAT:
- (A) such transfer takes place in consideration of no payment or benefit in excess of the face value of the Season Ticket for that Match;
  - (B) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business (other than, in each case, to the extent you are NOT a consumer and only for corporate hospitality which is not itself a business activity of that business);
  - (C) such transfer to any Guest(s) will be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to and bind each Guest as if he/she was the original purchaser of the Season Ticket for that Match only (and you must inform the Guest(s) of this); and
  - (D) you will provide the name and address of your Guest(s) when asked to do so by any official, steward or employee of the Club and/or any police officer.
- 7.4 In the event that you and/or your Guest(s) are unable to use any Season Ticket then you may transfer that Season Ticket(s) to a natural person who is known to you personally and who would be entitled (under the Terms and Conditions of Entry and otherwise) to purchase such Season Ticket and attend such Match PROVIDED THAT:
- (A) such transfer takes place in consideration of no payment or benefit in excess of the face value of the Season Ticket for that Match;
  - (B) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business (other than, in each case, to the extent you are NOT a consumer and only for corporate hospitality which is not itself a business activity of that business);
  - (C) such transfer will be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to and bind the transferee as if he/she were the original purchaser of the Season Ticket for that Match only (and you must inform the transferee of this); and
  - (D) you will provide the name and address of the transferee when asked to do so by any official, steward or employee of the Club and/or any police officer.

- 7.5 You may offer for sale, sell or resell any part of the Season Ticket or any benefit of it (not including any Card) through the Ticket Exchange, or any other mechanism for the resale, gift or transfer of Season Tickets that the Club may put in place from time to time.
- 7.6 If you die the Club will take into account your wishes in considering the transfer of your Season Ticket and/or Card to another person, but is under no obligation to follow such wishes. Prior to any such transfer, these Terms and Conditions will continue, but the Club may terminate these Terms and Conditions (i) if any sums due under these Terms and Conditions are not paid on the due dates, or (ii) otherwise in accordance with its terms.
- 7.7 The Club hereby notifies you that the Club has assigned to The Law Debenture Trust Corporation Plc, in its capacity as security trustee for certain of the secured creditors of ASMCL, the Club and certain Emirates Stadium Companies (the "**Security Trustee**", which expression shall include the successors and assigns of The Law Debenture Trust Corporation Plc in such capacity), as security, all of the Club's rights in respect of these Terms and Conditions and each Season Ticket and/or Card. You hereby expressly acknowledge such assignment and agree to comply with the terms of any written notice or instruction from the Security Trustee in connection with amounts payable to the Club under or in respect of these Terms and Conditions.
- 7.8 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. In the event that 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. In the event that the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

- 7.9 The Season Ticket and each Card 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 or any police officer. The Club reserves the right to require the immediate return of the Season Ticket and any Card at any time.
- 7.10 Any Season Ticket and/or Card obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket and/or Card shall be nullified. Any person seeking to use a Season Ticket and/or Card in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match may 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 will have his/her Season Ticket and/or Card suspended, cancelled or withdrawn. In the event of any suspension, cancellation or withdrawal in accordance with this clause 7.10 no refund shall be payable to the holder in respect of any unused or unexpired portion of the 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 Season Ticket and/or Card.

- 7.11 Any User, acting alone or with others, whose conduct, or incitement of others, results in disciplinary or legal action against the Club by any Football Authority or any relevant law enforcement authorities, shall be both individually responsible and liable, and collectively responsible and liable with you, to the Club for any loss the Club thereby suffers. The User shall also be both individually responsible and liable, and collectively responsible and liable with you, 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 the ticket with the User's permission.
- 7.12 The unauthorised sale or disposal of a Season Ticket and/or Card (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 will inform the police when it becomes aware that a Season Ticket and/or Card (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. If you are convicted of a ticket touting offence, or we reasonably suspect you to have committed such an offence, we will notify the PL who may in turn notify other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities. The information that the Club shares may include your personal details, information about the offence and about ticket purchases (including payment details) and, to the extent necessary, you consent to the Club's use of your data for such purposes. The Club will use this to identify and prevent ticket touting offences and disorder at Matches. The Club also has access to information shared by the police, the Premier League and Premier League clubs relating to illegal sales or disposals of tickets elsewhere in the UK which the Club may use in determining breaches of these Terms and Conditions of Entry.
- 7.13 By entering the Ground, all persons 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 and may also be used, by way of example and without limitation, in televised coverage of the game or by the Club, any other Club Group Company and/or any Football Authority or others (including commercial partners and accredited media organisations), in perpetuity, by way of any present or future media, for marketing, editorial, training or promotional purposes or for any other purpose deemed reasonable by the Club.
- 7.14 All persons attending Matches acknowledge that the Matches are public events. The appearance and actions of the persons attending inside and in the perimeter of the Ground are public in nature and all persons attending agree that they shall have no expectation of privacy with regard to their actions or conduct at the Matches.
- 7.15 Further to clause 7.13 above, if such person is under 18 years of age, the parent, guardian or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 7.16 If a User is not 16 years old or over, his/her parent(s) and/or guardian(s) are also responsible for his/her actions, conduct and compliance with these Terms and Conditions.

## 8. **Catering**

- 8.1 The Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**Catering Supplier**”)) of a refreshments service in the Club Area during the Relevant Times (excluding those times during the Relevant Times in which play in any Match is in progress).
- 8.2 You may use such refreshments service on an ad-hoc basis, as detailed in clauses 8.3 to 8.8 inclusive. Alternatively, you may make an advance booking for Match Dining Booking on your own behalf (or on behalf of any Guest(s)) either on a seasonal or a match-by-match basis, as detailed in clauses 8.9 to 8.11 inclusive.

### Refreshments

- 8.3 You will be entitled to a complimentary drink (house red and white wine, beer, tea, coffee and a selection of soft drinks) at Half-Time of each Match.
- 8.4 The Club may from time to time, but shall be under no obligation whatsoever to, provide, or procure the provision of, any refreshments to the Club Area at other times and on other occasions than the Relevant Times.
- 8.5 The costs of all refreshments ordered by you, other than the complimentary drinks described in clause 8.3 above, shall be paid by you to the Catering Supplier. The Club shall provide in the Club Area, or shall procure the provision in the Club Area of, details of the costs of each of the refreshments available in the Club Area. The Club or the Catering Supplier may change the costs of any refreshments from time to time.
- 8.6 The provision of any refreshments (including, without limitation, alcoholic beverages) to any persons in the Club Area shall be subject to all legal restrictions applicable to the Club, any other Club Group Company or the Catering Supplier (including, without limitation, all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any other User shall, consume all alcoholic drinks within the interior of the Club Area and not within sight of the pitch.
- 8.7 The only refreshments which may be consumed in the Club Area are those supplied by the Catering Supplier pursuant to the provisions of this clause 8. You shall not, and will procure that any other User shall not, bring any food, drink or other refreshments into the Club Area for consumption by any person or for any other reason.
- 8.8 If you (or any other User) have any complaints in respect of the catering or refreshments service provided in the Club Area, you (or that User) should take up such complaints with the Club in the first instance.

### Match Dining Booking

- 8.9 Each Seasonal Match Dining Membership which you book will be subject to the following schedule, as applicable: Schedule 1 for a Seasonal WM Match Dining Membership; Schedule 2



for a Seasonal Foundry Match Dining Membership; Schedule 3 for a Seasonal Highbury À La Carte Match Dining Membership; and Schedule 4 for a Seasonal Highbury Buffet Match Dining Membership.

- 8.10 Each Match-by-Match Dining Booking which you book will be subject to the Premium Concierge Service Terms and Conditions.
- 8.11 Due to the limited number of Match Dining Bookings available, the Club shall accept bookings on a first come, first served basis.

## **9. Disabled Members**

- 9.1 This clause 9 applies to you if you have a Season Ticket and are registered with the Club as a disabled Member.
- 9.2 You must bring your current Season Ticket with you to every Match. Your enabler/companion must also bring their relevant Membership Card with them to every Match.
- 9.3 Enablers/companions must not attend Matches on their own or with any non-disabled person. If you are unable to attend a Match please notify the Disability Liaison Team as soon as possible so that we can sell or donate your place to another disabled supporter, a charity or local disability organisation.
- 9.4 You must bring a form of personal identification with you when attending the Ground.
- 9.5 Please note that stewards and Club staff will be carrying out checks of tickets. All proven abuses of the disabled supporter's concessionary scheme will be dealt with severely and will result in the loss of your Season Ticket and/or Membership Card. It may also result in criminal prosecution.
- 9.6 Contact details for the Disability Liaison Team are as follows (and may be updated from time to time on the Website):
- Tel - +44 (0) 20 7619 5050 (Mon to Fri 9.30am to 5pm)
  - Fax - +44 (0) 20 7704 4041
  - Email - [disability@arsenal.co.uk](mailto:disability@arsenal.co.uk)
  - Matchday Contact Number - +44 (0) 20 7619 5003

## **10. Unavailability of seats**

If the Club determines that all or any relevant part of the Ground, is unavailable for a Match due to:

- (A) health and safety requirements and/or the Terms and Conditions or Entry;

- (B) the need for any other repairs or alterations to be made to the Ground (or any relevant part) or any fixtures or fittings therein and such repairs or alterations are in the Club's opinion necessary or desirable; or
- (C) any other circumstances at the Club's discretion,

the Club will use its reasonable endeavours to provide you, during any such period of unavailability, with alternative seating elsewhere in the Ground or, where the Ground is unavailable, such other stadium where the First Team plays its home football matches in any competition (in which case these Terms and Conditions shall apply equally to such seats and such stadium), for each of your Club Seat(s) which is so unavailable, the location of each of which will be determined by the Club and which, subject to availability, will be in the same Seat Category as your Club Seat(s). Where the Club is not able to provide you with an alternative seat (or seats), you will be entitled to a refund, or to a credit against future licence fee payments for future seat purchases, in respect of the relevant Match(es), the amount of such refund or credit, and the form and timing thereof, to be determined by the Club acting reasonably.

## **11. Repairs and maintenance**

- 11.1 The Club will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to the Club Area and all other areas of the Ground provided that the Club will not accept liability for, and shall not be in breach of its obligations by reason of, any breakages or defects to the Club Area (or any part thereof or other part of the Ground) which are not the result of fair wear and tear or are caused by the acts or omissions of any User or any other person in possession of a Season Ticket. Notwithstanding the foregoing, the Club will not be liable for and will not be in breach of its obligations by reason of any breakages in, or defects to, the Club Area or any other area of the Ground if, pursuant to clause 10 or otherwise, it provides you with an alternative seat (or seats) at the Ground or any other stadium where the First Team plays its home football matches in any competition.
- 11.2 The Club has the right to charge you for, and if you are NOT a consumer you agree to indemnify the Club against, the cost of repairs, maintenance, replacement or cleaning of the Club Area or any other areas of the Ground to which you (or any other User) have access, or any fixtures or fittings therein, resulting from any act or omission of you (or any other User) other than as a result of fair wear and tear.
- 11.3 The Club and each of its employees, agents or contractors shall have the right at any time to carry out emergency repairs to the Club Area or any other areas of the Ground to which you (or any other User) has access, or any fixtures or fittings therein, or any adjoining property of the Club, and to suspend access to such areas of the Ground as necessary.

## **12. Pricing and ticket information**

Whilst the Club tries to ensure that pricing and ticketing information on the Website is correct at all times, errors may occasionally occur. If the Club discovers an error in the price or nature of the ticket the Club has ordered, the Club will inform you as soon as reasonably practicable, and give you the option of reconfirming your order at the correct price/specification or cancelling it.

If the Club is unable to contact you, it will unfortunately have to treat the order as cancelled. If the order is cancelled, the Club will of course provide you with a full refund.

**13. Changes to dates, refunds and exchanges**

- 13.1 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match or, if necessary, play the Match out of view of the public, without notice and without any liability whatsoever. Your Season Ticket will, unless the Match is required to be played out of view of the public, enable you to attend the re-arranged Match. The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances. For up to date information, please visit the Website or ring the Arsenal Contact Centre (Tel: +44 (0) 20 7619 5000). 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.
- 13.2 The Club does not guarantee that the team for any particular Match will necessarily only be selected from the Club's regular First Team players. The team manager may consider it desirable on occasions to omit regular First Team players and select the team from the full playing squad.

**14. Any lost or stolen Season Tickets**

- 14.1 In order to gain admission to the Ground, the Season Ticket must be presented in its entirety at every Match.
- 14.2 If you have forgotten the Season Ticket, or otherwise cannot produce it, a duplicate Match day card or ticket may be issued to you, at the Club's discretion, upon payment by you of a non-refundable administration fee of £10.00 at the East or West Club Level Entrance. The Club reserves the right to require proof of identity and/or withdraw this duplicate ticket facility for any particular Match or Matches.
- 14.3 The Club is not responsible for any Season Ticket which is lost, stolen, defaced, damaged or destroyed. If the Season Ticket is lost, stolen, defaced, damaged or destroyed, the Club may, subject to these Terms and Conditions, and in its discretion, issue a replacement season ticket to you, upon payment by you of a non-refundable fee of £10.00.

**15. Cancellation and withdrawal of Season Ticket**

- 15.1 The Club may remove you or any User from the Ground whom it, acting reasonably:
- (A) believes to be the subject of a banning or other order prohibiting him/her from entering the Ground or any other stadium;
  - (B) considers to be using, or have used, any rude, threatening or abusive language or behaviour to, or in respect of, any contractor, employee or agent of the Club, or any other spectator (including, without limitation, any language or behaviour relating to an individual's or group's colour, race, nationality, ethnic or national origins, sex, marital status, religion, age or disability);

- (C) considers to be in breach, be likely to breach, or have breached, any other provision of the Terms and Conditions of Entry; or
- (D) believes to be behaving in such a manner as will, or is likely to, cause a hazard to safety or security, or cause any contravention by such person, the Club of (a) any laws or regulations, including the terms of any health and safety, operating or other certificate, licence, consent, permit, approval or other authorisation, applicable to such person or entity or the Ground, or (b) any restrictions imposed by the police or any other relevant authority in relation to any Match from time to time.

15.2 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 the Terms & Conditions of Entry to (i) cancel and withdraw your Season Ticket and/or any Card, and/or (ii) refuse you or any User entry to and/or eject you or any User from the Ground in respect of a particular Match. In the event of such cancellation, refusal or ejection no refund will be paid in respect of any unexpired portion of the Season Ticket and/or any Card. Without prejudice to the general nature of the above, the following actions shall constitute serious breach of the Terms & Conditions of Entry:

- (A) Smoking (including the use of electronic cigarettes or vaporisers);
- (B) being (or appearing to be) drunk or intoxicated;
- (C) persistent standing in seated areas whilst the Match is in progress;
- (D) the sale or transfer (save as permitted) of a Season Ticket and/or any Card to any person;
- (E) the deliberate misuse of a Season Ticket and/or any Card;
- (F) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
- (G) the throwing of any object within the Ground that may cause injury, distress, annoyance or damage to people or property without lawful authority or excuse;
- (H) whether at the Ground, or travelling to a Match:
  - (i) the use of foul, obscene, abusive and/or racist language and/or gestures;
  - (ii) the chanting of anything of an indecent or racist nature;
  - (iii) fighting, or engaging in and/or inciting violence;
- (I) bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;

- (J) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
  - (K) the supply of any misleading or incorrect information in any application;
  - (L) breach of the terms of any Membership Scheme;
  - (M) any breach of clause 5.8, 5.9 and/or 5.10 above;
  - (N) any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket and/or any Card;
  - (O) you fail to pay when due any part of the Licence Fee or any other amount payable under these Terms and Conditions or any other agreement between you and Club;
  - (P) (being a body corporate) there is a change of control of you (within the meaning of section 840 of the Income and Corporation Taxes Act 1988), or application for an order is made, or resolution passed, for the winding up of you, application for an administration order is made, a provision liquidator, receiver or administrative receiver or administrator is appointed, or a voluntary arrangement is proposed, in each case, in respect of you (or over any of your assets);
  - (Q) (being a partnership) you are dissolved or any event analogous to a dissolution occurs in any jurisdiction (excluding a dissolution of you (a) if and to the extent that it relates only to your conversion to a solvent UK limited liability partnership (the "LLP"), and (b) the LLP enters into an agreement with the Club in respect of the Club Seat(s) on identical terms to these Terms and Conditions;
  - (R) a bankruptcy petition is presented against you; or
  - (S) any event analogous to any of the foregoing occurs in respect of you in any jurisdiction.
- 15.3 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 15.1 and 15.2 have either occurred or may occur.
- 15.4 The Club will not tolerate racial, homophobic or discriminatory abuse in any form. The Club wants the atmosphere at the Ground to be welcoming to all who attend its games. Any User who is caught abusing a player or any other individual in the Ground will face arrest and prosecution by the police and a lengthy ban from the Club. In addition, the Season Ticket and/or any Card will be immediately withdrawn and no refund will be given.
- 15.5 The Season Ticket and/or any Card may be suspended, withdrawn and/or cancelled without the payment of any refund to you, in the event that:
- (A) the User is under investigation by the Police, charged, cautioned or found guilty of any football related offence anywhere in the world, is ejected and/or banned from the Ground or any other sports stadium anywhere in the world or breaches any of these Terms and Conditions; or

- (B) prior to or whilst the User is using the Season Ticket and/or any Card, the User is under investigation by the Police, charged, cautioned or found guilty of any football related offence anywhere in the world, is ejected and/or banned from the Ground or any other sports stadium anywhere in the world or breaches any of these Terms and Conditions.
- 15.6 Without prejudice to the rights of the Club under this clause 15, the Club shall be entitled to terminate these Terms and Conditions (and cancel any Season Tickets and/or any Card) with immediate effect by notice in writing to you in the event that you are at any time, or any other User is, at the time he/she enters the Ground, subject to a banning or other order prohibiting him/her from entering the Ground or any other stadium.
- 15.7 The User must immediately surrender the Season Ticket and/or any Card upon request by a Club official or a police officer.
- 15.8 In the event of any cancellation and withdrawal in accordance with this clause 15, no refund shall be payable to you in respect of any unexpired portion of the Season Ticket and/or any Card. The Club further reserves its right to take any legal and/or disciplinary action against any persons as it sees fit in connection with such matters including a claim for an account of profits made from an unauthorised use of the Season Ticket and/or any Card.
- 15.9 In the event of any cancellation of your Season Ticket and/or your membership of the WM Club, Foundry or the Highbury Restaurant by your own volition, no refund shall be payable to you in respect of any unexpired portion of the Season Ticket and/or any Card.
- 15.10 In the event that your Season Ticket and/or any Card is withdrawn or cancelled, the Club reserves the right to exclude you from any Membership Scheme and/or to disqualify you from applying for any match ticket or season ticket at its discretion and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).
- 16. Undertakings**
- 16.1 You shall, and shall procure that any User shall, at all times:
- (A) use the Club Area, the Club Seat(s) and the Ground in a proper and lawful manner and not so as to cause any nuisance, annoyance or inconvenience to the Club or any other person (including any other licensees of seats, spectators or visitors to the Ground or local residents) or to render void or voidable, in part or whole, any insurance maintained by the Club in respect of the Ground; and
- (B) ensure that neither the Club Area (or any part thereof) nor any other part of the Ground to which you or any other User may be granted access are damaged (fair wear and tear excepted).
- 16.2 You shall not make, and will procure that no other User makes, without the prior written consent of the Club, any public statement or announcement linking, or implying any relationship between, or engage in any marketing, advertising or promotional activity which links, or implies any relationship between, you and the Club.

## 17. Payments

- 17.1 If you do not pay to the Club any part of the Licence Fee or any other payment due under or in respect of these Terms and Conditions on the due date for payment (a “**Late Payment**”), in addition and without prejudice to the Club’s rights under clause 15, such Late Payment shall bear interest at the rate of 2.5% above the base rate of Barclays Bank Plc from the due date until the date of actual payment (both dates inclusive) by you to the Club.
- 17.2 All payments to be made by you under these Terms and Conditions shall be made in full without any set-off, restriction, condition or deduction for, or on account of, any counterclaim or any other matter. Any payments due to be made by the Club to you under these Terms and Conditions may be set off against any sums owed to the Club by you under these Terms and Conditions or any other agreement between the Club and you.

## 18. Security

The Club shall take all reasonable precautions to maintain the security of the Club Area between Matches but it shall not be responsible in any way for the loss of, or damage to, any property of you (or any other User) in the Club Area or in any other part of the Ground (including, without limitation, any property left behind by you (or any other User) in the Club Area). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by you or any other User in the Club Area.

## 19. Exclusion of liability

If you are NOT a consumer, the following terms shall apply:

- 19.1 The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.
- 19.2 Neither the PL nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 19.3 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 liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other User to the Ground for a Match or Matches, caused by any circumstances outside the Club’s reasonable control.
- 19.4 Subject to clause 19.9, the Club’s total liability in respect of your use of the Season Ticket or any breach of these Terms and Conditions, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not in any event exceed the amount paid by you to the Club for the Season Ticket.

If you are a consumer, the following terms shall apply:

- 19.5 The Club only provides you with use of the Season Ticket for your domestic and private use and you agree not to use the Season Ticket for any commercial or business purposes, and the Club has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 19.6 If the Club fails to comply with these Terms and Conditions, the Club is responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms and Conditions or the Club's negligence, but the Club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you purchased the Season Ticket.
- 19.7 Neither the PL nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 19.8 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 liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other User to the Ground for the Match, caused by any circumstances outside the Club's reasonable control.
- 19.9 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.

## **20. Notices**

- 20.1 The Club reserves the right to make changes to any of these Terms and Conditions. Such changes will be notified to the User by being put on display at the Ground and on the Website.
- 20.2 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 to the Premium Memberships Team. You should quote your Membership Scheme number in any correspondence with the Club.

## **21. General**

- 21.1 Each User consents to the Club holding and processing data relating to them for administrative and legal purposes. The personal data that each User provides to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available on the Website.



- 21.2 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. If any invalid, unenforceable or illegal provision of these Terms and Conditions would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 21.3 You acknowledge that the Club may fulfil any of its obligations under these Terms and Conditions by procuring such fulfilment from another Club Group Company. Each Club Group Company may benefit from the rights granted to the Club under these Terms and Conditions. Other than the foregoing, and with the exception of each Football Authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 21.4 The Terms and Conditions of Entry constitute the entire agreement between the Club and you in respect of the subject matter and neither the Club nor you shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the subject matter which is not set out therein.
- 21.5 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.
- 21.6 You do not have a right to cancel your 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.
- 21.7 If you are NOT a consumer, these Terms and Conditions, and any contractual or non-contractual dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Terms and Conditions (including in relation to any non-contractual disputes or claims).

OR

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

- 21.8 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Terms and Conditions shall apply.

## 22. Definitions

In these Terms and Conditions, the following words and phrases shall have the following meanings:

**“Address”** means your address provided to the Club upon application (or such other address notified by you to the Club in accordance with these Terms and Conditions).

**“ASMCL”** means Arsenal Stadium Management Company Limited.

**“Card”** means, to the extent applicable to you, your WM Club entry card, Foundry entry card or Highbury Restaurant entry card and **“Cards”** shall be construed accordingly.

**“Club”** means The Arsenal Football Club Plc, 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 Area”** means the area of the Ground reserved for holders of Club Season Tickets (and, where you are a WM Member, Foundry Member or Highbury Member, will be deemed also to incorporate the WM Club, the Foundry or the Highbury Restaurant, as appropriate).

**“Club Group Company”** means, in respect of The Arsenal Football Club Plc, 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 Seat(s)”** means the seat (or seats) in the Club Area to which these Terms and Conditions relate.

**“Competitions”** means the PL, 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 and the UEFA Europa League.

**“Dress Code”** means such dress code as the Club, in its discretion, may reasonably impose from time to time and notify to you by way of notice displayed in the Ground, which dress code as at the date of these Terms and Conditions shall comprise a prohibition on the wearing of shorts, singlets and vests.

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

**“Football Authority”** means the PL, 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.

**“Foundry”** means the members’ area of the Ground, known as the “Foundry”.

**“Foundry Benefits”** means those benefits set out in paragraph 1 of Schedule 2.

**“Foundry Member”** means a member of the Foundry, as stipulated on the Renewal Form and whose Licence Fee includes payment for membership of the Foundry.

**“Foundry Membership Card”** means a membership card which gives the holder the right of admission to The Foundry for all of the Matches during the Licence Period.

**“Foundry Ticket Holder”** means any person who is in possession of any Foundry Membership Card, including any guest of a Foundry Member using a Foundry Membership Card, made available pursuant to these Terms and Conditions.

**“Ground”** means Emirates Stadium, London N7 7AJ.

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

**“Guest”** means a relative, friend, colleague and/or, companion to disabled supporters who would be entitled to purchase a Season Ticket under the Terms and Conditions of Entry.

**“Half-Time”** means the period of time during each Match commencing on the referee’s whistle that signals the end of the first half and finishing on the kick-off of the second half.

**“Highbury Member”** means a member of the Highbury Restaurant, as stipulated on the Renewal Form and whose Licence Fee includes payment for membership of the Highbury Restaurant.

**“Highbury Restaurant Ticket Holder”** means any person who is in possession of any Highbury Restaurant Membership Card, including any guest of a Highbury Member using the Highbury Restaurant Membership Card, made available pursuant to these Terms and Conditions.

**“Highbury Restaurant Membership Card”** means a membership card which gives the holder the right of admission to the Highbury Restaurant for all of the Matches during the Licence Period.

**“Highbury Restaurant”** means the area of the Ground, known as the “Highbury Restaurant”.

**“Licence Fee”** means the fee which is payable by you to the Club pursuant to these Terms and Conditions as set out in the Renewal Form(s).

**“Licence Period”** means the period selected in the Renewal Form(s) for which you have use of the Club Area and the Club Seat(s) pursuant to these Terms and Conditions and ending at the end of the day of the final Match of the last Season of the Licence Period.

**“Match”** means all home football matches to be played by the Club’s men’s First Team at the Ground during any Season in any of the Competitions. For the avoidance of doubt, a “Match”

does not include: (i) any semi-final or final (or replay thereof) played at the Ground in any of the Competitions (whether or not the Club's men's First Team plays in such match) where the reason that such match is being played at the Ground is that the Ground 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 First Team or otherwise.

**"Match Dining Booking"** means a Seasonal Match Dining Membership or a Match-by-Match Dining Booking.

**"Match-by-Match Dining Booking"** means a dining booking for an individual Match in a Club Area restaurant (excluding the WM Club and Foundry restaurants).

**"Material"** means any audio, visual or audio-visual material or any information or data.

**"Member"** means a member of a Membership Scheme.

**"Membership Card"** means a card issued by the Club to indicate membership of a Membership Scheme.

**"Membership Scheme"** means each of the membership schemes of the Club available to fans, the terms and conditions of which are available on the Website.

**"PL"** means the Football Association Premier League.

**"Platinum Member"** means any Member of the "Platinum" Membership Scheme.

**"Premium Concierge Service Terms and Conditions"** means the terms and conditions governing the Club's "Premium Concierge Service", as amended from time to time at the discretion of the Club and available at <http://premiumconcierge.arsenal.com/>.

**"Relevant Cup Match"** means any home matches in the FA Cup or a UEFA Competition played by the Club's men's First Team at the Ground during the Season (including any home replays and any matches in the FA Cup or a UEFA Competition played by the Club's men's First Team which are switched from another team's ground and played at the Ground).

**"Relevant Times"** means two (2) hours prior to the scheduled kick off time for each Match and one (1) hour after the final whistle for each Match. The Club reserves the right to alter the foregoing times, at its discretion.

**"Renewal Form(s)"** means the renewal documents sent to you setting out the Licence Period, the Licence Fee and payment terms in respect of your Club Season Ticket(s), which form part of these Terms and Conditions.

**"Season"** means each Season to which these Terms and Conditions relate, as set out in the Renewal Form.

**“Season Ticket”** means the electronic entry card entitling you to admission to certain home games played by the Club at the Ground and includes any alternative card coupon or ticket issued or otherwise made available in accordance with clause 5.3 and any replacement card coupon or ticket issued or otherwise made available in accordance with clause 14.

**“Seasonal Match Dining Membership”** means a dining membership on a seasonal basis in the Foundry, the WM Club or the Highbury Restaurant.

**“Seat Category”** means the applicable category of Club Seat (“half-way line”, “midfield”, “behind goal” or “corner”).

**“Terms and Conditions”** means these terms and conditions governing the issue and use of a Season Ticket.

**“Terms and Conditions of Entry”** means each of the rules and regulations of each Football Authority, the Ground Regulations and these Terms and Conditions, each as may be amended from time to time at the sole discretion of the Club. Any amendments to the Terms and Conditions of Entry will be notified to you either through the respective organisation’s website, or by being put on display at the Ground and through the Website.

**“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 Season Tickets to exchange tickets to games played by the Club with other Members of the Club and, where permitted by the Club from time to time, other supporters of the Club.

**“UEFA Competition”** means the UEFA Champions League or the UEFA Europa League.

**“User”** means: (i) you; or (ii) any person who uses the Season Ticket in accordance with clause 7.3 or 7.4.

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

**“WM Benefits”** means those benefits set out in paragraph 1 of Schedule 1.

**“WM Club”** means the members’ area of the Ground, known as the “WM Club”.

**“WM Member”** means a member of the WM Club, as stipulated on the Renewal Form and whose Licence Fee includes payment for membership of the WM Club.

**“WM Membership Card”** means a membership card which gives the holder the right of admission to the WM Club for all of the Matches during the Licence Period.

**“WM Ticket Holder”** means any person who is in possession of any WM Membership Card, including any guest of a WM Member using the WM Membership Card, made available pursuant to these Terms and Conditions.

### **Schedule 1: WM Club Terms and Conditions**

#### **1. WM Benefits**

If you are a WM Member, subject to the Terms and Conditions, and to compliance with the Dress Code, you and any WM Ticket Holders will be entitled to the following WM Benefits:

- (A) Exclusive access to the WM Club for every Match including:
- a private table or booth for the day;
  - a drinks reception on arrival;
  - a five course a la carte menu (please note that, where you or WM Ticket Holders have special dietary requirements, a supplementary fee may be payable at the Club's discretion);
  - complementary house wines and beers, and soft drinks before the Match, at Half-Time and also after the Match;
  - betting table service; and
  - occasional post-Match appearances by current players and/or Club 'Legends'.

The WM Club will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

- (B) One invitation yearly to a cocktail party, held at either London Colony or the Ground, hosted by the then current manager of the First Team.
- (C) One invitation to attend an end of Season pitch tournament event.
- (D) A dedicated account manager.
- (E) First option to purchase dining packages in the WM Club for other events at the Ground (subject to contract).
- (F) A discount of ten per cent on the price charged by the Club for use of the WM Club, whether for business meetings or the hosting of social functions on non-match or other non-event days at the Ground. Any such use will be subject to availability.

#### **2. Use of the WM Club and WM Benefits**

Prior to start of the Season, you will be issued with the appropriate number of WM Membership Cards. In order to obtain any of the WM Benefits to which you and/or WM Ticket Holders are entitled at any time, you and/or such WM Ticket Holders must each present a valid WM Membership Card for inspection by or on behalf of the Club.

#### **3. Catering in the WM Club**

- 3.1 The Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the "**WM Catering Supplier**")) of a refreshments service in

the WM Club during the hours referred to in paragraph 1(A) of this Schedule 1 (excluding those times during that period in which play in any Match is in progress).

- 3.2 You shall, and will procure that any WM Ticket Holders shall, make all arrangements concerning any refreshments they require directly with your personal account manager.
- 3.3 The costs of all refreshments ordered or consumed by you and/or any WM Ticket Holders in the WM Club, other than the food and drinks described in paragraph 1(A) of this Schedule 1, shall be paid by you to the WM Catering Supplier. The Club shall provide in the WM Club, or shall procure the provision in the WM Club of, details of the costs of each of the refreshments available in the WM Club. The WM Catering Supplier or the Club may change the costs of any refreshments from time to time.
- 3.4 The provision of any refreshments (including, without limitation, alcoholic beverages) to any persons in the WM Club shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the WM Catering Supplier and/or the Ground (including, without limitation, all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any WM Ticket Holders shall, consume all alcoholic drinks within the interior of the WM Club.
- 3.5 The only refreshments which may be consumed in the WM Club are those supplied by the WM Catering Supplier pursuant to the provisions of paragraph 1 of this Schedule 1. You shall not, and shall procure that any WM Ticket Holders shall not, bring any food, drink or other refreshments into the WM Club for consumption or for any other reason.
- 3.6 If you or any WM Ticket Holders have any complaints in respect of the catering or refreshments service provided in the WM Club, they should, at first instance, refer such complaints to your personal account manager.

**4. Unavailability of the WM Club and other benefits**

If the Club determines, under clause 10 of the Terms and Conditions, that all or any part of the WM Club is unavailable for a Match, the Club will use reasonable endeavours to provide you and/or WM Ticket Holders during any such period of unavailability, with a suitable alternative dining option elsewhere in the Ground, the location of each of which will be determined by the Club and which, subject to availability, will be of as high a standard as possible. Where the Club is not able to provide you and/or WM Ticket Holders with such alternative dining, you will be entitled to a refund in respect of the relevant Match(es), the amount of such refund and, the form and timing thereof, to be determined by the Club acting reasonably.

## **Schedule 2: The Foundry Terms and Conditions**

### **1. Foundry Benefits**

If you are a Foundry Member, subject to the Terms and Conditions, and to compliance with the Dress Code, you and any Foundry Ticket Holders will be entitled to the following Foundry Benefits:

- (A) Exclusive access to The Foundry for every Match including:
- a private table or booth for the day;
  - a cocktail drinks reception on arrival;
  - a four course seasonal buffet menu (please note that, where you or Foundry Ticket Holders have special dietary requirements, a supplementary fee may be payable at the Club's discretion);
  - complementary house wines and beers, and soft drinks before the Match, at Half-Time and also after the Match;
  - betting table service; and
  - occasional post-Match appearances by current players and/or Club 'Legends'.

The Foundry will be open will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

- (B) One invitation yearly to a cocktail party, held at either London Colony or the Ground, hosted by the then current manager of the First Team.
- (C) One invitation to attend an end of Season pitch tournament event.
- (D) A dedicated account manager.
- (E) First option to purchase dining packages in The Foundry for other events at the Ground (subject to contract).
- (F) A discount of ten per cent on the price charged by the Club for use of The Foundry, whether for business meetings or the hosting of social functions on non-match or other non-event days at the Ground. Any such use will be subject to availability.

### **2. Use of The Foundry and Benefits**

Prior to start of the Season, you will be issued with the appropriate number of Foundry Membership Cards. In order to obtain any of the Foundry Benefits to which you and/or Foundry Ticket Holders are entitled at any time, you and/or such Foundry Ticket Holders must each present a valid Foundry Membership Card for inspection by or on behalf of the Club.



### **3. Catering in The Foundry**

- 3.1 The Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**Foundry Catering Supplier**”)) of a refreshments service in The Foundry during the hours referred to in paragraph 1(A) of this Schedule 2 (excluding those times during that period in which play in any Match is in progress).
- 3.2 You shall, and will procure that any Foundry Ticket Holders shall, make all arrangements concerning any refreshments they may require directly with your personal account manager.
- 3.3 The costs of all refreshments ordered or consumed by you and any Foundry Ticket Holders in The Foundry, other than the food and drinks described in paragraph 1(A) of this Schedule 2, shall be paid by you to the Foundry Catering Supplier. The Club shall provide in The Foundry, or shall procure the provision in The Foundry of, details of the costs of each of the refreshments available in The Foundry. The Foundry Catering Supplier or the Club may change the costs of any refreshments from time to time.
- 3.4 The provision of any refreshments (including, without limitation, alcoholic beverages) to any persons in The Foundry shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the Foundry Catering Supplier and/or the Ground (including, without limitation, all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any Foundry Ticket Holders shall, consume all alcoholic drinks within the interior of The Foundry.
- 3.5 The only refreshments which may be consumed in The Foundry are those supplied by the Foundry Catering Supplier pursuant to the provisions of paragraph 1 of this Schedule 2. You shall not, and will procure that any Foundry Ticket Holders shall not, bring any food, drink or other refreshments into The Foundry for consumption or for any other reason.
- 3.6 If you or any Foundry Ticket Holders have any complaints in respect of the catering or refreshments service provided in The Foundry, they should, at first instance, refer such complaints to your personal account manager.

### **4. Unavailability of The Foundry and other benefits**

If the Club determines, under clause 10 of the Terms and Conditions, that all or any part of The Foundry is unavailable for a Match, the Club will use reasonable endeavours to provide you and/or Foundry Ticket Holders during any such period of unavailability, with a suitable alternative dining option elsewhere in the Ground, the location of each of which will be determined by the Club and which, subject to availability, will be of as high a standard as possible. Where the Club is not able to provide you and/or Foundry Ticket Holders with such alternative dining, you will be entitled to a refund in respect of the relevant Match(es), the amount of such refund and, the form and timing thereof, to be determined by the Club acting reasonably.

### **Schedule 3: Highbury Restaurant À La Carte Terms and Conditions**

#### **1. Highbury Restaurant À La Carte benefits**

If you are a Highbury Member having purchased Highbury À La Carte, subject to the Terms and Conditions, and to compliance with the Dress Code, you and any Highbury Restaurant Ticket Holders will be entitled to the following Highbury Benefits:

Exclusive access to the Highbury Restaurant for every Match including:

- private table for the day;
- a three course À La Carte menu;
- a glass of champagne on arrival;
- betting table service; and
- a dedicated account manager (together, the “**Highbury Benefits**”).

The Highbury Restaurant will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

#### **2. Use of the Highbury Restaurant**

Prior to start of the Season, you will be issued with the appropriate number of Highbury Restaurant Membership Cards. In order to obtain any of the Highbury Benefits to which you and/or any Highbury Restaurant Ticket Holders are entitled at any time, you and/or such Highbury Restaurant Ticket Holder must each present a valid Highbury Restaurant Membership Card for inspection by or on behalf of the Club.

#### **3. Catering in the Highbury Restaurant**

- 3.1 The Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**Highbury Catering Supplier**”)) of a refreshments service in the Highbury Restaurant during the hours referred to in paragraph 1(A) of this Schedule 1 (excluding those times during that period in which play in any Match is in progress).
- 3.2 You shall, and will procure that any of your Highbury Restaurant Ticket Holders shall make all arrangements concerning any refreshments they require directly with your personal account manager.
- 3.3 The costs of all refreshments ordered or consumed by you and/or Highbury Restaurant Ticket Holders in the Highbury Restaurant, other than the food and drinks described in paragraph 1(A) of this Schedule 1, shall be paid by you to the Highbury Catering Supplier. The Club shall provide in the Highbury Restaurant, or shall procure the provision in the Highbury Restaurant of, details of the costs of each of the refreshments available in the Highbury Restaurant. The Highbury Catering Supplier or the Club may change the costs of any refreshments from time to time.

- 3.4 The provision of any refreshments (including, without limitation, alcoholic beverages) to any persons in the Highbury Restaurant shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the Highbury Catering Supplier and/or the Ground (including, without limitation, all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any Highbury Restaurant Ticket Holders shall, consume all alcoholic drinks within the interior of the Highbury Restaurant.
- 3.5 The only refreshments which may be consumed in the Highbury Restaurant are those supplied by the Highbury Catering Supplier pursuant to the provisions of paragraph 1 of this Schedule 1. You shall not, and shall procure that any Highbury Restaurant Ticket Holder shall not, bring any food, drink or other refreshments into the Highbury Restaurant for consumption or for any other reason.
- 3.6 If you or any Highbury Restaurant Ticket Holders have any complaints in respect of the catering or refreshments service provided in the Highbury Restaurant, they should, at first instance, refer such complaints to your personal account manager.

**4. Unavailability of the Highbury Restaurant and other benefits**

If the Club determines, under clause 10 of the Terms and Conditions, that all or any part of the Highbury Restaurant is unavailable for a Match, the Club will use reasonable endeavours to provide you and/or Highbury Restaurant Ticket Holders during any such period of unavailability, with a suitable alternative dining option elsewhere in the Ground, the location of each of which will be determined by the Club and which, subject to availability, will be of as high a standard as possible. Where the Club is not able to provide you and/or Highbury Restaurant Ticket Holders with such alternative dining, you will be entitled to a refund in respect of the relevant Match(es), the amount of such refund and, the form and timing thereof, to be determined by the Club acting reasonably.

## **Schedule 4: Highbury Restaurant Buffet Terms and Conditions**

### **1. Highbury Restaurant Buffet benefits**

If you are a Highbury Member having purchased Highbury Restaurant Buffet, subject to the Terms and Conditions, and to compliance with the Dress Code, you and any guests will be entitled to the following Highbury Benefits:

Exclusive access to the Highbury Restaurant for every Match including:

- private table for the day;
- a three course buffet menu;
- a glass of champagne on arrival;
- betting table service; and
- a dedicated account manager (together, the “**Highbury Benefits**”).

The Highbury Restaurant will be open up to two and a half (2.5) hours prior to the scheduled kick off time for each Match and up to two (2) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

### **2. Use of the Highbury Restaurant**

Prior to start of the Season, you will be issued with the appropriate number of Highbury Restaurant Membership Cards. In order to obtain any of the Highbury Benefits to which you and/or any Highbury Restaurant Ticket Holders are entitled at any time, you and/or such Highbury Restaurant Ticket Holder must each present a valid Highbury Restaurant Membership Card for inspection by or on behalf of the Club.

### **3. Catering in the Highbury Restaurant**

- 3.1 The Club shall procure the provision (by any third party or other entity appointed by the Club, in its sole discretion, for this purpose (the “**Highbury Catering Supplier**”)) of a refreshments service in the Highbury Restaurant during the hours referred to in paragraph 1(A) of this Schedule 1 (excluding those times during that period in which play in any Match is in progress).
- 3.2 You shall, and will procure that any of your Highbury Restaurant Ticket Holders shall make all arrangements concerning any refreshments they require directly with your personal account manager.
- 3.3 The costs of all refreshments ordered or consumed by you and/or Highbury Restaurant Ticket Holders in the Highbury Restaurant, other than the food and drinks described in paragraph 1(A) of this Schedule 1, shall be paid by you to the Highbury Catering Supplier. The Club shall provide in the Highbury Restaurant, or shall procure the provision in the Highbury Restaurant of, details of the costs of each of the refreshments available in the Highbury Restaurant. The Highbury Catering Supplier or the Club may change the costs of any refreshments from time to time.

- 3.4 The provision of any refreshments (including, without limitation, alcoholic beverages) to any persons in the Highbury Restaurant shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the Highbury Catering Supplier and/or the Ground (including, without limitation, all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any Highbury Restaurant Ticket Holders shall, consume all alcoholic drinks within the interior of the Highbury Restaurant.
- 3.5 The only refreshments which may be consumed in the Highbury Restaurant are those supplied by the Highbury Catering Supplier pursuant to the provisions of paragraph 1 of this Schedule 1. You shall not, and shall procure that any Highbury Restaurant Ticket Holder shall not, bring any food, drink or other refreshments into the Highbury Restaurant for consumption or for any other reason.
- 3.6 If you or any Highbury Restaurant Ticket Holders have any complaints in respect of the catering or refreshments service provided in the Highbury Restaurant, they should, at first instance, refer such complaints to your personal account manager.

**4. Unavailability of the Highbury Restaurant and other benefits**

If the Club determines, under clause 10 of the Terms and Conditions, that all or any part of the Highbury Restaurant is unavailable for a Match, the Club will use reasonable endeavours to provide you and/or Highbury Restaurant Ticket Holders during any such period of unavailability, with a suitable alternative dining option elsewhere in the Ground, the location of each of which will be determined by the Club and which, subject to availability, will be of as high a standard as possible. Where the Club is not able to provide you and/or Highbury Restaurant Ticket Holders with such alternative dining, you will be entitled to a refund in respect of the relevant Match(es), the amount of such refund and, the form and timing thereof, to be determined by the Club acting reasonably.