



CLUB LEVEL SEASON TICKET TERMS AND CONDITIONS
SEASON 2023-2024

1. Issue of Season Ticket

- 1.1 The issue of a Season Ticket and subsequent access to the Ground is subject to the Terms and Conditions of Entry (as may be amended from time to time), which can be found on or accessed via the Website or can be provided upon written request to the Club. The Terms and Conditions of Entry incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct (the "**Commitment**"), which can be accessed via the Website at <https://www.arsenal.com/ticket-membership-terms> or via the Premier League's website at <https://www.premierleague.com/publications> or can be provided upon written request to the Club.
- 1.2 The Club, as selling agent for and on behalf of ASMCL, licenses you to use the Season Ticket(s) issued to you pursuant to these Terms and Conditions. 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 If you are a consumer, references in these Terms and Conditions to "**you**" are to the individual using the Season Ticket for private and non-commercial purposes.
- 1.4 If you are NOT a consumer, references in these Terms and Conditions to "**you**" are to the business on whose behalf you are purchasing the Season Tickets and you confirm that you have authority to bind that business in respect of the purchase of the Season Tickets.
- 1.5 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 relation to an Epidemic. In the event of any conflict or 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. 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 any such Applicable Law or Applicable Football Regulation.

Exclusion of liability

- 1.6 If you are NOT a consumer, the following terms shall apply:
- (A) 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.
- (B) 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.



- (C) 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 including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation in the event of an Epidemic; and/or (ii) the exercise of any discretion by the Club in respect of the availability, prioritisation and/or allocation of tickets in respect of any Reduced Capacity Match(es).
- (D) Subject to clause 1.9, 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. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage.

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

- (A) 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.
- (B) 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.
- (C) 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.
- (D) 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 including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation in the event of an Epidemic; and/or (ii) the exercise of any discretion by the Club in respect of the availability, prioritisation and/or allocation of tickets in respect of any Reduced Capacity Match(es).

1.8 Notwithstanding any provision in these Terms and Conditions, the Club does not seek to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by the Club's negligence or the negligence of any of its officers, employees or



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

2. 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 (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) and subject to your compliance with the Terms and Conditions of Entry (including, without limitation, the Commitment), 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 (subject to the terms and conditions from time to time of the Membership Scheme for the relevant Season, as available at <https://www.arsenal.com/ticket-membership-terms>);
- (B) you will be entitled to use the Club Seat(s) for each Match during the Licence Period unless expressly provided otherwise in these Terms and Conditions; and
- (C) for each Match you are entitled to attend, 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 for each Match you are entitled to attend (subject to the additional terms and conditions set out in Schedule 1).

4. Renewal

4.1 Provided that your Season Ticket(s) are used for the required number of Matches during the 2023-2024 Season as notified to you by the Club before the start of the 2023-2024 Season (and, for the purposes of this clause 4.1, "used" shall mean: (i) your attendance in person (or a Guest attending a match in person in accordance with clauses 7.3 or 7.4) at the relevant Match; (ii) your use of 'Ticket Transfer' or 'Ticket Transfer+' to transfer your ticket for the relevant Match to another person provided that the recipient attends the relevant Match in person; and/or (iii) posting your ticket for the relevant Match for sale via 'Ticket Exchange' (whether or not your ticket is sold)), 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. When such renewal is available, the Club will email you using the latest email address supplied by you to the Club and you should ensure that your contact details held by the Club are kept up to date. Ordinarily, the Club would expect such renewal offers to be made by the Club prior to the end of the then current Season. 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 and you do not renew your membership of the WM Club you will also no longer be entitled to the benefits set out at Schedule 1. In those circumstances, if you wish to continue to be a Platinum Member (without the additional benefits that are available as set out in Schedule 1) 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. If 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 certify that you have read, understood, and accepted, and agree to be bound by and comply with, the Terms & Conditions of Entry (including, without limitation, the Commitment).

5.2 Before attending a Match using a Season Ticket, you shall be responsible for undertaking a risk assessment as to whether it would be appropriate for you and any Guest(s) to attend the relevant Match. In undertaking such assessment, you should take into consideration your age, health status and clinical vulnerability and the age, health status and clinical vulnerability of your Guest(s).

5.3 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) will refuse admission to any person whose Season Ticket is not validated by such control readers.

5.4 If, for any reason, it is decided that any Match is to be played at another stadium, then, subject to any capacity restrictions of the alternative stadium, one alternative ticket or digital pass per Club Seat associated with your Season 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.

5.5 The Season Ticket must be used if the User wishes to gain access to the Ground for any Relevant Cup Match, save that the Club shall notify you whether the physical or digital card, ticket or pass issued to you as part of the Season Ticket will be valid for each home UEFA Competition fixture and (if applicable) the Club will issue you with a replacement physical or digital card, ticket or pass for the relevant UEFA Competition fixture.

5.6 All persons (including children) must have a valid ticket or digital pass when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid ticket or digital pass for the relevant Match.

5.7 Subject to clause 3.1(B) above, a Season Ticket permits you to occupy 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 or if required by the relevant Football Authority) for



the relevant Match. All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the relevant Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).

- 5.8 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.
- 5.9 Save as set out in clause 5.10 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.
- 5.10 Mobile telephones and other similar 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.
- 5.11 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 5.9 above, or pursuant to clause 5.10 above, or otherwise) is hereby assigned to the PL and the Club 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 PL and/or the Club) to promptly execute all instruments and to do all things necessary to vest the right, title and interest in such rights to the PL and the Club absolutely and with full title guarantee.
- 5.12 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.
- 5.13 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 5.12 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.
- 5.14 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 (including, without limitation, the



Commitment, and any requirements and/or supporter code(s) of conduct issued by the Club from time to time in the event of an Epidemic).

In the event of an Epidemic

- 5.15 If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, in the event of an Epidemic to hold any Behind Closed Doors Matches during the Licence Period, you will not be entitled to attend any such Behind Closed Doors Matches however you will be entitled to a partial refund of the Licence Fee in accordance with clause 10.3 below.
- 5.16 If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, in the event of an Epidemic to hold any Reduced Capacity Matches during the Licence Period, there is no guarantee that any Club Level tickets will be available and/or issued to you in respect of such Matches. The Club reserves the right to determine (in its absolute discretion) the availability, prioritisation and allocation of tickets in respect of any Reduced Capacity Match(es). The Club may elect to allocate Club Level tickets for Reduced Capacity Matches by Ballot. Full details regarding any such Ballots, including how to enter, will be published on the Website and/or communicated to you via email. By agreeing to these Terms and Conditions, you acknowledge that:
- (A) the Club may hold a Ballot in respect of more than one Reduced Capacity Match at a time;
 - (B) for any such Ballot you enter you will receive one entry per Club Seat associated with your Season Ticket;
 - (C) the number of Club Level tickets available (if any) in respect of any such Ballot will be determined in the Club's absolute discretion and the Club reserves the right to cancel a Ballot if it considers there are insufficient Club Level tickets available to justify holding such a Ballot;
 - (D) the result of a Ballot shall be entirely at the discretion of the Club whose decision in all matters relating to a Ballot shall be final;
 - (E) the availability of WM Dining Packages in respect of any Reduced Capacity Match(es) will be determined in the Club's absolute discretion;
 - (F) if you are successful in relation to a Ballot you will be notified by email within five (5) days of the closing date of the relevant Ballot;
 - (G) if you are allocated a ticket for a Reduced Capacity Match (whether because you are successful in a Ballot or otherwise), any Club Level tickets issued to you for that Match are not refundable if you and/or your Guest(s) are unable to use such Club Level tickets or are unable to comply with the requirements set out in clause 5.17 below. Please note that the right of cancellation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply to these Terms and Conditions or any purchase of a Club Level ticket under these Terms and Conditions;



- (H) payment to the Club for a Season Ticket(s) gives no guarantee that any Club Level tickets will be available and/or issued to you for any Reduced Capacity Matches. Being allocated a Club Level ticket for a Reduced Capacity Match (whether because you are successful in a Ballot or otherwise) gives no guarantee that you will be allocated a Club Level ticket for another Reduced Capacity Match. Not being allocated a Club Level ticket for a Reduced Capacity Match (whether because you are not successful in a Ballot or otherwise) gives no guarantee that you will be allocated a Club Level ticket for another Reduced Capacity Match. All rights to Club Level tickets for Reduced Capacity Matches are expressly subject to availability and the Club's discretion as to the prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation;
 - (I) if you are not allocated any Club Level tickets in respect of a Reduced Capacity Match (whether because you are not successful in a Ballot or otherwise), you will not be entitled to attend the relevant Reduced Capacity Match however you will be entitled to a partial refund of the Licence Fee in accordance with clause 10.3 below; and
 - (J) if you are allocated tickets for a Reduced Capacity Match you might not be allocated your usual Club Seat(s) in respect of that Match. If you are allocated Club Level ticket(s) for a Reduced Capacity Match which are in a lower-priced Seat Category than your Club Seat(s), you will be entitled to a partial refund of the Licence Fee in accordance with clause 10.4 below.
- 5.17 By purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you declare that:
- (A) if required by Applicable Law or Applicable Football Regulation in relation to an Epidemic, you and/or any Guest(s) will not attend any Match if you and/or any Guest(s) are displaying any symptoms of the relevant disease at the date of the relevant Match or are required or recommended to self-isolate or quarantine at the date of the relevant Match;
 - (B) you and any Guest(s) will comply with all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club regarding an Epidemic, including but not limited to: (a) compliance with any required social distancing measures; (b) compliance with any requirements regarding the circulation and/or behaviour of spectators within the Ground; (c) undertaking temperature checks if required by the Club; (d) providing to the Club such information and/or documentation as may be required by Applicable Law, Applicable Football Regulation and/or the Club in relation to an Epidemic; and (e) providing photographic proof of identity if required by the Club;
 - (C) if required by Applicable Law or Applicable Football Regulation in relation to an Epidemic, you will provide names and contact details for any Guest(s) who intend to attend the relevant Match with you, to assist with any 'track and trace' requirements; and
 - (D) your Guest(s) are not prohibited from attending the Match with you by virtue of



Applicable Law, Applicable Football Regulation and/or any requirements or stipulations of the Club regarding an Epidemic.

6. Other tickets

6.1 Your Season Ticket will not entitle you to tickets for any of the following matches which the Men's First Team may qualify for during the Licence Period:

- (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,

however, details on how you may apply to purchase a ticket (or tickets) for any such matches which the Men's First Team qualifies for will be made available by the Club on the Website.

6.2 No preference can be given to you in respect of any matches played at the Ground in which the Men's First Team is not participating.

6.3 Your Season Ticket will not entitle you to access the Ground to watch any matches played by the Women's First Team or any of the Club's academy teams.

7. Use of Season Ticket

7.1 Save as provided in clauses 7.3 to 7.5 (inclusive) below, the Season Ticket (and all associated rights and benefits) are issued for your sole use and you shall not, and you shall not attempt or take preparatory steps to, sell, dispose of, assign, transfer, loan or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Season Ticket for any commercial purpose, other than (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business. The reference to selling the Season Ticket includes where, in the Club's reasonable opinion, a User: (a) offers, attempts or takes preparatory steps, to sell a Season Ticket (including, without limitation, via any website or online auction site); (b) exposes, attempts or takes preparatory steps, to expose a Season Ticket for sale; (c) makes, attempts or takes preparatory steps, to expose a Season Ticket available for sale by another person; and/or (d) advertises that a Season Ticket is available for purchase.

7.2 No Season Ticket 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 or travel package other than (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business; (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 to accompany you to the relevant Match provided that:

- (A) such transfer is made only via 'Ticket Transfer' or 'Ticket Transfer+' (and not by any other means);
- (B) such transfer does not take place in consideration of any payment or benefit in excess of the face value of the Season Ticket for that Match;
- (C) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business other than, in each case, (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business;
- (D) such transfer to any Guest(s) will be subject to the Terms and Conditions of Entry (including, without limitation, the Commitment, and any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time in respect of an Epidemic) which will (save for any rights to transfer under clauses 7.3, 7.4 and 7.5) apply to and bind each Guest as if he/she/they was the original purchaser of the Season Ticket for that Match only (and you must inform the Guest(s) of this and procure that he/she/they shall comply with the Terms and Conditions of Entry). You will be held liable if the person to whom you transfer your Season Ticket(s) breaches the Terms and Conditions of Entry. For example and without limitation, if the Club has reasonable grounds to suspect that that any such person has sold or transferred, or attempted or taken preparatory steps to sell or transfer, your Season Ticket(s) to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry.

7.4 If you are unable to use any Season Ticket for a particular Match, you may transfer that Season Ticket for that Match to a natural person who is known to you personally provided that:

- (A) such transfer is only made via 'Ticket Transfer' or 'Ticket Transfer+' (and not by any other means);
- (B) such transfer does not take place in return for any payment or benefit in excess of the face value of the Season Ticket for that Match;
- (C) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business other than, in each case, (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business;
- (D) such transfer will be subject to the Terms and Conditions of Entry (including, without limitation, the Commitment, and any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time in the event of an Epidemic) which will (save for any rights to transfer the Season Ticket under clauses 7.3, 7.4 and 7.5) apply to and bind the transferee as if he/she/they was the original purchaser of the Season Ticket for that Match only (and you must inform the transferee



of this). You will be held liable if the person to whom you transfer your Season Ticket(s) breaches the Terms and Conditions of Entry. For example and without limitation, if the Club has reasonable grounds to suspect that that any such person has sold or transferred, or attempted or taken preparatory steps to sell or transfer, your Season Ticket(s) to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry.

- 7.5 You may offer for sale, sell or resell your Season Ticket for an individual game to another Member via Ticket Exchange (or via any other mechanism for the resale Season Tickets that the Club may put in place from time to time).
- 7.6 If you pass away, the Club will issue your estate with a pro-rata refund of the unexpired portion of your Season Ticket(s) with effect from the date on which Club is provided with a copy of your death certificate or the Club will, if requested, transfer your Season Ticket(s) to someone whom the Club is satisfied is a close relative of yours. In order to consider any such request the Club will require the following information: (i) a copy of the death certificate of the deceased Season Ticket holder; (ii) the name, any existing membership number, address, email, contact telephone number and date of birth of the family member to which the Season Ticket(s) are to be transferred; and (iii) proof of the family relationship between the deceased Season Ticket holder and the person the Season Ticket(s) are to be transferred to.
- 7.7 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities suffered or incurred by it as a result of any breach by a User of the Terms and Conditions of Entry. If the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

OR

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

- 7.8 Any physical or digital card, ticket or pass issued to you as part of your Season Ticket will remain the property of the Club at all times and must be produced together with photographic evidence of you and your Guest(s) 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 any such card, ticket or pass at any time.
- 7.9 Any Season Ticket obtained or used in breach of the Terms and Conditions of Entry (including, without limitation, the Commitment) shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Terms and Conditions of Entry (including, without limitation, the Commitment) 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/their Season Ticket suspended, cancelled or withdrawn. In the event of any suspension, cancellation or withdrawal in accordance with this clause 7.9 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.

- 7.10 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.
- 7.11 The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police when it becomes aware that ticket(s) have been sold or disposed of illegally and will press for charges to be brought against those breaking the law. We may also notify the PL about ticket touting activities relating to you, who may in turn notify other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities. We may also notify other football clubs directly. Similarly, the Club may receive information from the police, the PL and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.
- 7.12 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. All persons further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or a third party, such as a law enforcement body) to identify them as an individual, where permitted by data protections laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions of Entry (including, without limitation, the Commitment). For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.
- 7.13 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 he/she/they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Matches.



- 7.14 Further to clause 7.13 above, if such person is under 18 years of age, the parent, guardian or responsible adult who is accompanying him/her/them into the Ground shall be deemed to have provided consent on his/her/their behalf.
- 7.15 If a User is not 16 years old or over, his/her/their parent(s) and/or guardian(s) are also responsible for his/her/their actions, conduct and compliance with these Terms and Conditions (including, without limitation, the Commitment).

8. **Catering**

- 8.1 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, 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 Seasonal Match Dining Booking on your own behalf (or on behalf of any Guest(s)), as detailed in clause 8.9 below.

Refreshments

- 8.3 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, you will be entitled to a complimentary drink (house red or white wine, beer, tea, coffee or 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.

Seasonal WM Match Dining Booking

- 8.9 Each Seasonal WM Match Dining Membership which you book will be subject to the additional terms and conditions set out in Schedule 1.

9. Disability Access Members

- 9.1 This clause 9 applies to you if you have a Season Ticket and are registered with the Club as a Disability Access Member.
- 9.2 You must bring your current Season Ticket with you when attending a Match. If you will be attending a Match with a personal assistant, your personal assistant must also bring their relevant Season Ticket with them.
- 9.3 If you have a personal assistant, your personal assistant 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 and, unless in exceptional circumstances, not later than 72 hours prior to the relevant Match so that we can help you to sell, transfer, or donate, via the Disability Liaison Team, your ticket to another disabled supporter, a charity or local disability organisation.
- 9.4 You must bring a form of photographic identification with you when attending a Match.
- 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. 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):
- Telephone: +44 (0)20 7619 5000 (9.30am to 5pm Monday to Friday and matchdays)
 - Online: Submit an enquiry at <https://arsenal.fc.freshdesk.com/support/tickets/new>

10. Changes to dates, refunds and exchanges

- 10.1 No guarantees are given by the Club that a Match will take place at a particular time or on a particular date or at a particular spectator capacity. The Club reserves the right, without liability save as expressly provided otherwise in these Terms and Conditions, to reschedule any Match or, if necessary, play the Match out of view of the public or reduce the spectator capacity for the Match.
- 10.2 If a Match is rescheduled, your Season Ticket will enable you to attend the re-arranged Match, unless the Match is required to be played out of view of the public or the spectator capacity is



reduced and you are not offered the right to attend the match (in which case the provisions of clause 10.3 below will apply).

10.3 In respect of:

- (A) any Behind Closed Doors Matches; and/or
- (B) any Reduced Capacity Matches which you are not offered the right to attend (including, without limitation, in circumstances where you are allocated Club Level ticket(s) for that Match but the spectator capacity for that Match is subsequently reduced and your ticket(s) are cancelled by the Club),

the Club shall refund you the full price of the relevant Club Level ticket, as stated in the pricing schedule notified to you by the Club and/or published on the Website, and such refund shall be credited against your membership account and may be withdrawn by you periodically during such cashback windows as notified by the Club or (if applicable), at your discretion, set-off against any renewal of your Season Ticket(s).

10.4 If you are allocated Club Level ticket(s) for a Reduced Capacity Match which is/are in a lower-priced Seat Category than your Club Seat(s), the Club shall refund you the difference between the price of your Club Seat(s) for the relevant category of Match and the price of the relevant Club Level ticket(s) allocated to you for the relevant Reduced Capacity Match, as stated in the pricing schedule notified to you by the Club and/or published on the Website, and such refund shall be credited against your membership account and may be withdrawn by you periodically during such cashback windows as notified by the Club or (if applicable), at your discretion, set-off against any renewal of your Season Ticket(s).

10.5 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 telephone the Arsenal Platinum Memberships Team (Tel: 0345 262 0001 or +44 (0) 20 7619 5005 from outside the UK).

10.6 The Club does not guarantee that the team for any particular Match will necessarily only be selected from the regular Men's First Team players. The Men's First Team manager may consider it desirable on occasions to omit regular Men's First Team players and select the team from the full playing squad.

11. **Unavailability of seats (not due to an Epidemic)**

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, Applicable Law, Applicable Football Regulation 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,

in each case not relating to an Epidemic,

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 Men's 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) in such circumstances, 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.

12. Repairs and maintenance

12.1 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 11 or otherwise, it provides you with an alternative seat (or seats) at the Ground or any other stadium where the Men's First Team plays its home football matches in any competition.

12.2 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.

12.3 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) have 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.

13. Pricing and ticket information

Whilst the Club tries to ensure that pricing and ticketing information on the Website is correct, errors may occasionally occur. If the Club discovers an error in the price or nature of the ticket you have 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 provide you with a full refund.



14. Any lost or stolen Season Tickets

- 14.1 In order to gain admission to the Ground for a Match, the Season Ticket must be presented in its entirety.
- 14.2 If you have forgotten the Season Ticket, or otherwise cannot produce it, a duplicate Match day physical or digital card, ticket or pass may be issued to you, at the Club's discretion, upon payment by you of a non-refundable administration fee of £10.00 via the Premium Services Team or on a Matchday, at the East or West Club Level Entrance. The Club reserves the right to require photographic proof of identity and to withdraw this duplicate 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.
- 14.4 If any Season Ticket(s) issued to you under these Terms and Conditions is lost or stolen, you must inform the Club immediately. In addition, if any such Season Ticket(s) are stolen, you must also inform the police immediately.

15. Cancellation and withdrawal of Season Ticket

- 15.1 The Club may remove you and/or any User from the Ground whom:
- (A) the Club, acting reasonably, believes to be the subject of a banning or other order prohibiting him/her/them from entering the Ground or any other stadium;
 - (B) the Club, acting reasonably, considers to be in breach of or have breached the Commitment including, without limitation, 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 or official (including, without limitation, any language or behaviour relating to an individual's or group's race, nationality, ethnic or national origins, gender, sexual orientation, marital status, religion, age or disability);
 - (C) the Club, acting reasonably, considers to be in breach, be likely to breach, or have breached, any other provision of the Terms and Conditions of Entry;
 - (D) the Club, acting reasonably, 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 or 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; or
 - (E) fails or refuses to provide photographic proof of identity when requested by any official, steward or employee of the Club or any police officer.



- 15.2 Without prejudice to any other remedies it may have, the Club shall have the right at its absolute discretion to:
- (A) suspend for a period determined by the Club, withdraw indefinitely or cancel any Season Ticket(s) associated with a User's Membership (including without limitation, use of the Season Ticket(s) and all other related benefits);
 - (B) exclude (indefinitely or for a period determined by the Club) a User from using and/or applying to purchase any future Season Ticket (including any associated benefits);
 - (C) provide the police and any other relevant authorities including FIFA, UEFA, the FA, the PL, the Football League and/or any other football clubs with relevant information,
- in any of the following circumstances:
- (i) any serious or persistent breach by a User of these Terms and Conditions or the Terms and Conditions of Entry (including, without limitation, the Commitment) or the Club has reasonable grounds to suspect such breach; and/or
 - (ii) the Club reasonably suspects that entry into the Ground by the User will result in a serious breach of these Terms and Conditions, the Terms and Conditions of Entry or the terms and conditions of any other Club-related scheme.
- 15.3 In the event of cancellation, suspension, withdrawal, refusal and/or ejection pursuant to clauses 15.1 and/or 15.2, no refund will be paid in respect of any unexpired portion of the Season Ticket(s) or during any period of suspension.
- 15.4 Without prejudice to the general nature of the above, the following actions shall constitute serious breaches of the Terms & Conditions of Entry by a User and shall enable the Club to exercise its rights as described in clauses 15.1 and 15.2 above (as the case may be):
- (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 Club has reasonable grounds to suspect that the unauthorised sale or transfer, or any attempt or preparatory steps in respect of the unauthorised sale or transfer, of a Season Ticket to any person has taken place;
 - (E) the deliberate misuse of a Season Ticket;
 - (F) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, sexist, racist, homophobic, transphobic or otherwise discriminatory (including, without limitation, any such language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability);



- (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, sexist, racist, homophobic, transphobic language and/or gestures or other discriminatory abuse (including, without limitation, any language, gestures or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability);
 - (ii) the chanting of anything of an indecent, sexist, racist, homophobic and/or transphobic nature or other discriminatory abuse (including, without limitation, any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability);
 - (iii) fighting, or engaging in, inciting and/or threatening violence;
- (I) any rude, disrespectful, offensive, threatening or abusive language or behaviour to, or in respect of, any contractor, employee or agent of the Club;
- (J) bringing any of the following into the Ground (or using them within the Ground): alcohol; illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; drones; bottles; glass vessels or any item that might be used as a weapon or compromise public safety or any other item prohibited from time to time under the Ground Regulations;
- (K) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (L) the supply of any misleading or incorrect information in any application;
- (M) breach of the terms of any Membership Scheme;
- (N) any breach of clauses 5.9, 5.10, 5.12 and/or 5.13 above;
- (O) any breach of the requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club regarding an Epidemic, including but not limited to (a) any required social distancing measures; (b) any requirements regarding the circulation and/or behaviour of spectators within the Ground; (c) undertaking temperature checks if required by the Club; (d) providing to the Club such information and/or documentation as may be required by Applicable Law, Applicable Football Regulation and/or the Club ; and (e) providing photographic proof of identity if required by the Club;
- (P) any prohibited activity as defined in the Commitment or any other activity in contravention of the Commitment;



- (Q) 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;
 - (R) any failure to pay when due any part of the Licence Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season), or any failure to pay when due any other amount payable under these Terms and Conditions or any other agreement between you and Club;
 - (S) (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);
 - (T) (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;
 - (U) a bankruptcy petition is presented against you; and/or
 - (V) any event analogous to any of the foregoing occurs in respect of you in any jurisdiction.
- 15.5 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 15.1, 15.2, 15.3 and 15.4 have either occurred or may occur.
- 15.6 The Club will not tolerate racial, homophobic, sexist, transphobic or other discriminatory abuse in any form (including, without limitation, any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability), whether at the Ground, elsewhere or online. 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, official or any other individual whether at the Ground, elsewhere or online will face arrest and prosecution by the police and a lengthy ban from the Club. In addition, the Season Ticket(s) will be immediately withdrawn and no refund will be given. If your Season Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the PL and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.
- 15.7 The Season Ticket(s) 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 (including, without limitation, the Commitment); or



- (B) prior to or whilst the User is using the Season Ticket(s), 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 (including, without limitation, the Commitment).
- 15.8 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) 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/they enters the Ground, subject to a banning or other order prohibiting you or him/her/them from entering the Ground or any other stadium.
- 15.9 The User must immediately surrender any physical or digital card, ticket or pass issued as part of the Season Ticket(s) upon request by a Club official or a police officer.
- 15.10 In the event of cancellation and withdrawal of any Season Ticket in accordance with this clause 15:
- (A) no refund shall be payable to you and/or a User (as the case may be) in respect of any unexpired portion of any Season Ticket. 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;
 - (B) the Club reserves the right to exclude you and/or any User (as the case may be) from any Membership Scheme and/or to disqualify you and/or any User (as the case may be) 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);
 - (C) the Club reserves the right to sell the Club Seat associated with the relevant Season Ticket to a third party immediately following the cancellation or withdrawal of the Season Ticket; and
 - (D) if your Season Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the PL and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.
- 15.11 In the event of any cancellation of your Season Ticket and/or your membership of the WM Club by your own volition, no refund shall be payable to you in respect of any unexpired portion of the Season Ticket.
- 15.12 In the event that any Season Ticket (and the benefits and rights associated with the same) are suspended in accordance with this clause 15:
- (A) no refund shall be payable to you and/or to any User (as the case may be) in respect of the period of suspension. 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

- (B) the Club reserves the right to sell the Club Seat associated with any relevant Season Ticket to a third party for the period of suspension of the Season Ticket.

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, in accordance with Applicable Law, Applicable Football Regulation and the Terms and Conditions of Entry (including, without limitation, the Commitment) 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 (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) 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. Notices

19.1 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.

19.2 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; or

(B) in writing to the Premium Memberships Team. You should quote your Membership Scheme number in any correspondence with the Club.

20. General

20.1 Each User acknowledges that the Club will hold and process data relating to them, which may include personal data, for administrative, health and safety, and legal purposes (including, without limitation, to assist with any 'track and trace' requirements of Applicable Law and/or Applicable Football Regulation in relation to an Epidemic). In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, sexist, homophobic, transphobic or other discriminatory abuse, chanting or harassment (including, without limitation, any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability) and with enforcing sanctions under the Commitment. We may also share your data to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. 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.

20.2 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.

20.3 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.

- 20.4 The Terms and Conditions of Entry (including, without limitation, the Commitment) 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.
- 20.5 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.
- 20.6 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.
- 20.7 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 English law. 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.

- 20.8 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.

21. 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).



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

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

“ASMCL” means Arsenal Stadium Management Company Limited.

“Ballot” means the ticket allocation process which may be applied (in the Club’s absolute discretion) for any Reduced Capacity Match(es), subject to availability (determined in the Club’s absolute discretion), capacity restrictions, Applicable Law and Applicable Football Regulation.

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

“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, if you are a WM Member, will be deemed also to incorporate the WM Club).

“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.

“Commitment” means the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-membership-terms> or via the Premier League’s website at <https://www.premierleague.com/publications> or can be provided upon written request to the Club.

“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.

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



“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.

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

“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.

“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) including without limitation any guidelines and/or supporter codes of conduct issued by the Club from time to time in relation to an Epidemic.

“Guest” means a relative, friend, colleague and/or, personal assistant 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.

“Licence Fee” means the fee which is payable by you to the Club pursuant to these Terms and Conditions (including, for the avoidance of doubt, any additional fee payable if the Men’s First Team qualify to participate in a UEFA Competition in the Season) as notified to you by the Club prior to your acceptance of these Terms and Conditions.

“Licence Period” means the period notified to you by the Club prior to your acceptance of these Terms and Conditions for which you will 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 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 Women’s First Team match played at the Ground; (ii) any semi-final or final (or replay thereof) played at the Ground 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 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 Men’s First Team, the Women’s First Team or otherwise.



“Material” means any audio, visual or audio-visual material or any information or data.

“Member” means a member 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.

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

“PL” means the Football Association Premier League.

“Platinum Member” means any Member of the “Platinum” Membership Scheme.

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

“Relevant Cup Match” means, subject to clause 3.1(B), any home matches in the FA Cup or a UEFA Competition played by the 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 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.

“Season” means the relevant Season falling within the Licence Period.

“Season Ticket” means the physical or digital entry card, ticket or pass entitling you to admission to Matches at the Ground and includes any alternative card, ticket or pass issued or otherwise made available in accordance with clause 5.4 and any replacement card, ticket or pass issued or otherwise made available in accordance with clause 14.

“Seasonal Match Dining Membership” means a dining membership on a seasonal basis in the WM Club.

“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, the Commitment, any requirements and/or supporter code(s) of conduct issued by the Club from time to time in relation to an Epidemic, and these Terms and Conditions, each as may be amended from time to time. 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.

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

“Ticket Transfer+” means the Club’s authorised ticket transfer facility made available by the Club from time to time, which provides an online secure service for holders of season tickets to forward their tickets to a third party (such as friends, family or colleagues).

“UEFA Competition” means the UEFA Champions League, the UEFA Europa League or the UEFA Europa Conference 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.

“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, whose Licence Fee includes payment for membership of the WM Club.

“WM Ticket Holder” means any person who is in possession of any Season Ticket which includes membership of the WM Club, including any guest of the relevant WM Member, issued pursuant to these Terms and Conditions.

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



Schedule 1: WM Club Terms and Conditions

1. WM Benefits

If you are a WM Member, subject to the Terms and Conditions (including, without limitation, any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time in the event of an Epidemic), and to compliance with the Dress Code, you and any WM Ticket Holders will be entitled to the following WM Benefits:

- (A) Subject to clause 3.1(B) of these Terms and Conditions, exclusive access to the WM Club for every Match including:
- a private table or booth for the day;
 - 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);
 - complimentary 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 to attend an end of Season pitch tournament event.
- (C) A dedicated account manager.
- (D) First option to purchase dining packages in the WM Club for other events at the Ground (subject to contract).
- (E) A discount of ten per cent (10%) 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

- 2.1 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 Season Ticket (including Seasonal Match Dining Membership) for inspection by or on behalf of the Club.
- 2.2 The minimum unaccompanied age for entry to the WM Club is 18 years of age.



3. Catering in the WM Club

- 3.1 Subject to any restrictions and/or requirements of Applicable Law and/or Applicable Football Regulation from time to time, 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 he/she/they requires 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 you 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, you or he/she/they should, at first instance, refer such complaints to your personal account manager.

4. In the event of an Epidemic

- 4.1 If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, in the event of an Epidemic, to hold any Reduced Capacity Matches during the Licence Period, there is no guarantee that any WM Benefits will be available and/or issued to you in respect of such Matches. The Club reserves the right to determine (in its absolute discretion) the availability and allocation of WM dining packages in respect of any Reduced Capacity Match(es). The Club may elect to allocate dining packages in the WM Club for such Matches by Ballot. Full details regarding any such Ballots, including how to enter, will be published on the Website and/or communicated to you via email. By agreeing to these Terms and Conditions, you acknowledge that:
- (A) the Club may hold such Ballots in respect of more than one Reduced Capacity Match at



a time;

- (B) for any such Ballot you enter you will receive one entry per WM Club dining package associated with your Seasonal Match Dining Membership;
- (C) the number of dining packages in the WM Club available (if any) in respect of any such Ballot will be determined in the Club's absolute discretion and the Club reserves the right to cancel a Ballot if it considers there are insufficient dining packages in the WM Club available to justify holding such a Ballot;
- (D) the result of a Ballot shall be entirely at the discretion of the Club whose decision in all matters relating to a Ballot shall be final;
- (E) if you are successful in relation to a Ballot you will be notified by email within five (5) days of the closing date of the relevant Ballot;
- (F) if you are allocated a dining package(s) in the WM Club for a Reduced Capacity Match (whether because you are successful in a Ballot or otherwise), any such dining package(s) shall not be refundable if you and/or your Guest(s) are unable to use such dining package(s) or are unable to comply with the requirements set out in clause 5.1(B)(ii) of the Terms and Conditions. Please note that the right of cancellation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply to these Terms and Conditions or any purchase of a dining package for the WM Club under these Terms and Conditions;
- (G) payment to the Club for a Seasonal Match Dining Membership gives no guarantee that any dining package(s) in the WM Club will be available and/or issued to you for any Reduced Capacity Matches. Being allocated a dining package(s) in the WM Club for a Reduced Capacity Match (whether because you are successful in a Ballot or otherwise) gives no guarantee that you will be allocated a dining package(s) in the WM Club for another Reduced Capacity Match. Not being allocated a dining package(s) in the WM Club for a Reduced Capacity Match (whether because you are not successful in a Ballot or otherwise) gives no guarantee that you will be allocated a dining package(s) in the WM Club for another Reduced Capacity Match. All rights to dining package(s) in the WM Club for Reduced Capacity Matches are expressly subject to availability and the Club's discretion as to the prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation in relation to an Epidemic; and
- (H) if you are not allocated any dining package(s) in the WM Club for a Reduced Capacity Match (whether because you are not successful in a Ballot or otherwise), you will not be entitled to access the WM Club for the relevant Reduced Capacity Match, however you will be entitled to a partial refund of the Licence Fee in respect of your Seasonal Match Dining Membership in accordance with paragraph 5.1(B) below.

5. Unavailability of the WM Club and other benefits

5.1 In respect of:



- (A) any Behind Closed Doors Matches;
- (B) any Reduced Capacity Matches for which you are not offered a dining package in the WM Club (including, without limitation, in circumstances where you are allocated dining package(s) in the WM Club for that Match but the spectator capacity for that Match is subsequently reduced and your dining package(s) is cancelled by the Club); and/or
- (C) any other Match at which the Club is not able to provide the WM Benefits set out in paragraph 1 of this Schedule 1 due to any restrictions and/or requirements of Applicable Law, Applicable Football Regulation and/or the Club from time to time in respect of an Epidemic,

the Club shall refund you the full price of the relevant WM Club dining package, as stated in the pricing schedule notified to you by the Club and/or published on the Website, and such refund shall be credited against your membership account and may be withdrawn by you periodically during such cashback windows as notified by the Club or (if applicable), at your discretion, set-off against any renewal of your Season Ticket(s) and/or WM Membership.

- 5.2 If the Club determines, under clause 11 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.