



GENERAL ADMISSION 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 Season Tickets are for the use of supporters of the Club only. By applying for Season Ticket(s) and/or using any physical or digital pass issued as part of your Season Ticket(s), you hereby warrant and represent that you are a supporter of the Club.
- 1.3 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.
- 1.4 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.
- 1.5 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.
- 1.6 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

- 1.7 If you are a consumer, the following terms shall apply subject to clause 1.9:
- (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 Premier League 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 If you are NOT a consumer, the following terms shall apply subject to clause 1.9:

- (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 Premier League 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 in respect of a particular Season or any breach of these Terms and Conditions in respect of a particular Season, 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 for that particular Season. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage.

- 1.9 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; (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.

Benefits

- 1.10 Subject to your payment of the relevant fee for the Season Ticket(s) in respect of the relevant Season (by the deadline notified to you by the Club prior to your acceptance of these Terms and Conditions or, as applicable, prior to the renewal of your Season Ticket(s) in accordance with clause 2 below) and subject to your compliance with the Terms and Conditions of Entry from time to time (including, without limitation, the Commitment), you will be entitled to the following benefits for the duration of the relevant Season:

- (A) you will automatically become a 'Gold' Member of the Club's Membership Scheme for the relevant Season (subject to the terms and conditions from time to time of the Membership Scheme, as available at <https://www.arsenal.com/ticket-membership-terms>);
- (B) you will be entitled to use the Seat(s) for the Matches during the relevant Season save as 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 clause 6 below.

2. Automatic Renewal

- 2.1 Provided that you satisfy the eligibility criteria set out in clause 2.2 below, your Season Ticket will be renewed automatically at the end of each Season unless you cancel the renewal of your Season Ticket in accordance with these Terms and Conditions.

- 2.2 To be eligible for the automatic renewal of your Season Ticket in accordance with clause 2.1:

- (A) you must have purchased your Season Ticket using a debit or credit card;
- (B) your Season Ticket must not have been unused for more than five of the Matches set out at clauses 4.4(A) and 4.4(B) below in respect of the 2023-2024 Season (the "**Minimum Utilisation Criteria**") (or, as applicable, such alternative Minimum Utilisation Criteria to apply in respect of any subsequent Season as notified to you by the Club pursuant to clause 2.4). For the purposes of this clause 2.2(B), "used" in respect of a Match shall mean: (i) your attendance in person at the relevant Match; (ii) your use of Ticket Transfer to transfer your ticket for the relevant Match provided that



the recipient attends the relevant Match in person; and/or (iii) posting your ticket for the relevant Match for sale via Ticket Exchange (whether or not your ticket is sold); and

- (C) as at the time your Season Ticket is due for auto renewal, your Season Ticket must not be suspended or withdrawn by the Club and/or you must not be banned from attending matches at the Ground.
- 2.3 If you purchased your Season Ticket by bank transfer or by financing the purchase of your Season Ticket using a season ticket loan provided by any season ticket loan provider appointed by the Club from time to time (currently V12 Retail Finance Limited) you will not be eligible for the automatic renewal of your Season Ticket.
- 2.4 The Club will email you in advance of each Season to let you know if and when your Season Ticket(s) are due for renewal; the matches your Season Ticket(s) shall admit you to during that Season; the price at which your Season Ticket(s) will be renewed for that Season; the Minimum Utilisation Criteria for that Season; and the deadline for notifying the Club whether you want to cancel the renewal of your Season Ticket(s). It is your responsibility to ensure that the email address registered to your Membership account is always kept up to date.
- 2.5 The price charged for the renewal of your Season Ticket(s) each Season will be the price of the relevant Season Ticket at the time of each renewal, which might be different to the price you paid for your Season Ticket(s) for the previous Season.
- 2.6 You may cancel the renewal of your Season Ticket(s) prior to the deadline notified to you by the Club by: (i) logging into the "Season Ticket Auto Renewal" section of your Online Box Office account and following the instructions to cancel your Season Ticket(s); or (ii) telephoning the Club's Fan Services Team on +44 (0) 20 7619 5000 (lines open Monday to Friday 9.30am to 5pm).
- 2.7 If you cancel the renewal of your Season Ticket(s) prior to the deadline notified to you by the Club, your Season Ticket(s) and Membership will not be renewed; you will not be charged the relevant fee for your Season Ticket(s) for the following Season; and you will cease to be a Member at the end of the then current Season.
- 2.8 If your Season Ticket(s) is eligible for renewal and you do not cancel the renewal of your Season Ticket(s) prior to the deadline notified to you by the Club, your Season Ticket(s) and Membership will be renewed for the following Season and the Club will charge the price for the renewal of your Season Ticket(s) to the payment card registered to your Membership account. It is your responsibility to ensure that the payment card details registered to your Membership account are kept up to date. You will be able to check and update these details via the "Season Ticket Auto Renewal" section when logged in to your Online Box Office account prior to the deadline notified to you by the Club. If you fail to provide the Club with a valid payment method for the renewal of your Season Ticket(s), then your Season Ticket(s) will not be renewed and will be deemed to have been cancelled and may be made available for re-sale.
- 2.9 If your Season Ticket(s) is renewed at the end of a Season, the Club cannot guarantee that you will be allocated the same Seat(s) as for the previous Season. Nothing in these Terms and



Conditions shall constitute or imply any entitlement to occupy the particular Seat indicated on the Season Ticket in any subsequent Season.

- 2.10 Notwithstanding the foregoing provisions of this clause 2, the Club shall be entitled in its absolute discretion to: (i) withdraw or exclude any Season Ticket(s) from the automatic renewal process (for example, if your Season Ticket(s) are located in an area of the Ground which may be redeveloped); and/or (ii) amend such renewal process provided that any such amendment will be communicated to the affected Season Ticket holders sufficiently in advance.

3. No statutory right of cancellation

Please note that you do not have a right to cancel your Season Ticket(s) (or any renewal of your Season Tickets(s)) under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Other than as set out in these Terms and Conditions, the price of the Season Ticket is non-refundable. 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.

4. Admission to the Ground

- 4.1 By purchasing and/or accepting and/or holding a Season Ticket and/or using any physical or digital pass issued to you as part of your 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 and Conditions of Entry from time to time (including, without limitation, the Commitment).
- 4.2 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).
- 4.3 In order to gain admission to the Ground, the digital pass issued to you as part of your Season Ticket must be downloaded to the wallet of your mobile device and you shall only be entitled to gain admission to the Ground after the digital pass has been validated by the control readers located at the appropriate turnstiles. The Ground access steward(s) will refuse admission to any person in the event that the digital pass is not so validated by such control readers. You are responsible for ensuring that your mobile phone is functional and able to display the digital pass issued to you as part of your Season Ticket. Once the digital pass issued to you as part of your Season Ticket has been scanned by the access control readers at the Ground and entry granted to you for the relevant Match, any subsequent attempts to enter the Ground for the same Match using the same digital pass will be denied.
- 4.4 The Season Ticket shall admit you to:
- (A) all Premier League home matches played by the Men's First Team in respect of the



2023-2024 Season at the Ground; and

(B) any home matches in the group stage of any UEFA Competition played by the Men's First Team in respect of the 2023-2024 Season at the Ground,

(each a "Match" and together, the "Matches").

- 4.5 If, for any reason, it is decided that any of the Men's First Team Matches referred to in clause 4.4 is to be played at another stadium, then one alternative physical or digital pass will be issued to you in respect of that Match. Any such passes will be either sent electronically or by post by the Club to you at your home address or email address (as the case may be) associated with your Membership account.
- 4.6 No refunds shall be paid in respect of any Matches which the Season Ticket entitled the User to attend but which the User did not attend.
- 4.7 All persons (including children) must have a valid physical or digital Season Ticket pass in their possession when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Season Ticket pass for the relevant Match.
- 4.8 Subject to clauses 1.10(B) and 2.9 above, your Season Ticket permits you to occupy the seat associated with your Season Ticket (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).
- 4.9 Save as set out in clause 4.10 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 Premier League and/or the Club.
- 4.10 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.



- 4.11 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 4.9 above, or pursuant to clause 4.10 above, or otherwise) is hereby assigned to the Premier League (in respect of any Premier League Match at the Ground) and the Club (in respect of any other Match at the Ground), 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 Premier League and/or the Club) to promptly execute all instruments and do all things necessary to vest the right, title, and interest in such rights to the Premier League and the Club absolutely and with full title guarantee.
- 4.12 Save for official Club merchandise and/or other football-related clothing worn in good faith, you shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 4.13 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 4.12 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.
- 4.14 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 relation to an Epidemic).
- 4.15 Any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Visiting Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.

In the event of an Epidemic

- 4.16 If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, in the event of an Epidemic to hold any Behind Closed Doors Matches during the relevant Season, you will not be entitled to attend any such Behind Closed Doors Matches however you will be entitled to a refund for the relevant Match in accordance with clause 11.2 below.
- 4.17 If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Reduced Capacity Matches during the relevant Season in the event of an Epidemic, there is no guarantee that any General Admission 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 General Admission 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 Seat associated with your Season Ticket(s);
- (C) the number of General Admission 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 General Admission 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) 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 ticket for a Reduced Capacity Match (whether because you are successful in a Ballot or otherwise), any General Admission tickets issued to you for that Match are not refundable if you and/or your Guest(s) are unable to use such General Admission tickets or are unable to comply with the requirements set out in clause 4.18 below;
- (G) payment to the Club for a Season Ticket(s) gives no guarantee that any General Admission tickets will be available and/or issued to you for any Reduced Capacity Matches. Being allocated a 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 ticket for another Reduced Capacity Match. Not being allocated a 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 ticket in respect of another Reduced Capacity Match. All rights to General Admission 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;
- (H) if you are not allocated any General Admission 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 refund for the relevant Match in accordance with clause 11.2 below; and
- (I) if you are allocated tickets for a Reduced Capacity Match you might not be allocated your usual Seat(s) in respect of that Match. If you are allocated General Admission ticket(s) for a Reduced Capacity Match which are in a lower-priced seat category than your Seat(s), you will be entitled to a partial refund for the relevant Match in accordance with clause 11.3 below.



4.18 By purchasing and/or accepting and/or holding a Season Ticket and/or using any physical or digital pass issued to you as part of your Season Ticket to gain access to the Ground, you declare that:

- (A) if required by Applicable Law or Applicable Football Regulation in the event of 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; 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 in the event of an Epidemic.

5. Other tickets

5.1 Your Season Ticket will not entitle you admission to the Ground for any matches other than those set out at clause 4.4, however you will be offered the right to purchase a ticket (or tickets) for all other competitive Men's First Team matches at the Ground during the Season. Details on how you may purchase a ticket (or tickets) for any such additional matches, including any priority period for season ticket holders, will be emailed to you and made available by the Club on the Website. Please note that if you purchase tickets for any such additional matches you might not be allocated your usual Seat(s).

5.2 Your season ticket will not entitle you admission to the Ground, or the right to purchase tickets, for any of the following matches which the Club may qualify for during the Season:

- (A) the FA Cup Semi-Final or Final; or
- (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 Club qualifies for will be made available by the Club on the Website.

- 5.3 No preference can be given to you in respect of any matches played at the Ground in which the Club is not participating.
- 5.4 Your Season Ticket will not entitle you to admission to the Ground to watch any matches played by the Women's First Team or any of the Club's academy teams.

6 Use of Season Ticket

- 6.1 Save as provided in clauses 6.3 and 6.4 below, the Season Ticket (and all associated rights and benefits) is issued for your sole use and you shall not attempt or take preparatory steps to sell, dispose of, assign, transfer, lend or otherwise deal with, the Season Ticket (or any physical or digital pass issued to you as part of your 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, only 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 (or any physical or digital pass issued to you as part of your Season Ticket) including, without limitation, via any website or online auction site; (b) exposes, attempts or takes preparatory steps, to expose a Season Ticket (or any physical or digital pass issued to you as part of your Season Ticket) for sale; (c) makes, attempts or takes preparatory steps, to make a Season Ticket (or any physical or digital pass issued to you as part of your Season Ticket) available for sale by another person; and (d) advertises that a Season Ticket (or any physical or digital pass issued to you as part of your Season Ticket) is available for purchase.
- 6.2 The Season Ticket (or any physical or digital pass issued to you as part of your Season Ticket) may not be: (a) offered as a prize in any promotion or competition or transferred, assigned, lent or sold to any third party as part of a hospitality or travel package; (b) given (or offered to be given) to a person who pays or agrees to pay for another good or service; or (c) used for any other commercial purpose, all save as expressly authorised by the Premier League or the Club.
- 6.3 If you are unable you use your Season Ticket(s) for a particular Match, any physical or digital pass(es) issued to you as part of your Season Ticket(s) for that Match may be transferred to another person for his/her/their personal use only, provided that:
 - (A) such transfer is only made via Ticket Transfer (and not by any other means) and the Ticket Transfer account to which the Season Ticket(s) is transferred is registered in the name of the person using your Season Ticket(s) for the relevant Match;
 - (B) such transfer does not take place in return for any payment or benefit in excess of the face value of the 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; and



(D) such transfer will be subject to the Terms and Conditions of Entry (including, without limitation, the Commitment, and all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club in the event of an Epidemic) which will apply to and bind the recipient as if he/she/they was the original purchaser of the Season Ticket for that Match only (save that the recipient will not have any rights to transfer under clauses 6.3 and 6.4 or any rights to a refund under clause 11) and you must inform the recipient of this and procure that he/she/they shall comply with the Terms and Conditions of Entry. You will be held liable if the person to whom you transfer any physical or digital pass issued as part of your Season Ticket(s) for the relevant Match 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, the physical or digital pass issued to you as part of your Season Ticket(s) for the relevant Match to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry.

6.4 You may offer for sale, sell, or resell your Season Ticket(s) in respect of a particular Match to another Member via Ticket Exchange (or via any other mechanism for the resale of tickets that the Club may put in place from time to time).

6.5 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 the 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.

6.6 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities suffered or incurred by it as a result of any breach by a User of the Terms and Conditions of Entry. If the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

OR

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

6.7 Any physical or digital card, ticket or pass issued to you as part of the Season Ticket will remain the property of the Club at all times and must be produced together with photographic I.D. if required to do so by any official, steward or employee of the Club or any police officer, and such photographic I.D. must match the name registered with the Club for the owner of the Season Ticket or the transferee of the Season Ticket via Ticket Transfer (as the case may be). The Club reserves the right to de-activate any digital pass issued to you as part of your Season Ticket at



any time and/or require the immediate return of any physical card, ticket or pass at any time. Any digital pass issued to you as part of your Season Ticket must only be downloaded onto your personal mobile device and the Club is not responsible for any such digital pass which is downloaded onto a third-party device or located on a lost or stolen device.

- 6.8 Any physical or digital card, ticket or pass issued as part of a Season Ticket which is 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 any physical or digital card, ticket or pass issued as part of a Season Ticket in breach of the Terms and Conditions of Entry (including, without limitation, the Commitment) in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her/their Season Ticket suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this clause 6.8 no refund shall be payable to the holder in respect of any 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.
- 6.9 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.
- 6.10 The unauthorised sale or disposal of a Season Ticket (either as a whole or for a particular Match or Matches) or any physical or digital pass issued as part of a Season Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police if we have reasonable grounds to suspect that a Season Ticket (either as a whole or for a particular Match or Matches) or any physical or digital pass issued as part of a Season Ticket has been sold or disposed of illegally and will press for charges to be brought against those breaking the law. We may also notify the Premier League, other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities if we have reasonable grounds to suspect ticket touting activities relating to you. Similarly, the Club may receive information from the police, the Premier League and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary to prevent or detect unlawful acts. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.



- 6.11 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 by a third party, such as a law enforcement body) to identify them as an individual, where permitted by data protection 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.
- 6.12 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.
- 6.13 Further to clause 6.12 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.
- 6.14 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).

7 Members with Disability Access

- 7.1 You will be required to submit an Access Requirement Form (which can be found at <https://www.arsenal.com/disabilityaccessmembership>) outlining your disability requirements, together with such supporting documentation as required by the Club, to apply to be registered with the Club as a Member with Disability Access. You will then be contacted by a member of the Club's Disability Liaison Team so that we can better understand your access requirements. All applications will be considered by the Club's Disability Liaison Team on a case-by-case basis. The Club's Disability Liaison Team's decision as to your eligibility for Disability Access shall be final.
- 7.2 If you are registered with the Club as a Member with Disability Access, your continued eligibility for Disability Access shall be subject to periodic review as and when required by the Club.
- 7.3 Members with Disability Access must bring their current Season Ticket with them, and a form of photographic identification, when attending a Match. If you will be attending a Match with a personal assistant, your personal assistant must also bring their relevant personal assistant ticket with them.



- 7.4 If you have stated in your Access Requirement Form that you require a personal assistant to attend matches, we reserve the right to refuse you entry to the Ground if you have subsequently attended any Club home or away match without a personal assistant.
- 7.5 If you will be attending a Match with a personal assistant, your personal assistant is responsible for providing you with the support you require for attending the Match and he/she/they must be at least 14 years of age. If the Club reasonably considers that your personal assistant is not providing you with the support you require for attending the Match or is not able to, the Club reserves the right to eject you and your personal assistant from the Ground without refund.
- 7.6 If you have a personal assistant, your personal assistant will not be permitted entry into the Ground using their personal assistant ticket without being in your presence. Personal assistants must not attend Matches on their own or with any non-disabled person.
- 7.7 If you are unable to attend a Match, please notify the Club's 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 Club's Disability Liaison Team, your ticket to another disabled supporter, a charity or local disability organisation.
- 7.8 Please note that stewards and Club staff will be carrying out checks of tickets. All proven abuses of the Club's Disabled Access concessionary scheme will be dealt with severely and will result in the loss of your Season Ticket. It may also result in criminal prosecution.
- 7.9 Contact details for the Club's Disability Liaison Team are as follows (and may be updated from time to time on the Website):
- Telephone: +44 (0)20 7619 5000, Option 2 (9.30am to 5pm Monday to Friday and on match days)
 - Online: Submit an enquiry at <https://arsenalfc.freshdesk.com/support/tickets/new>

8 Unavailability of seats (not due to an Epidemic)

- 8.1 The Club reserves the right, in its sole discretion, to allocate to you, on a temporary basis, an alternative seat anywhere in the Ground, including (but without limiting the circumstances when that discretion may be exercised):
- (A) when the stand or part of the stand in which the Seat allocated is located is closed for repairs, maintenance or re-building;
 - (B) to comply with the requirements of any Football Authority;
 - (C) when the visiting club is allocated the entire or any part of the stand at the Ground usually occupied by you; or
 - (D) when the Club, the police or any other relevant authority or Football Authority otherwise considers it desirable in the interests of safety, crowd control or other Club requirements to re-allocate the Seat.



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 the renewal of your Season Ticket(s), 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.

- 8.2 As far as possible, details of any Matches at which there will be a re-allocation of the Seat to which the Season Ticket applies will be notified on the Website and, where practicable, in advance in the Club's home Match day programme.

9 Repairs and maintenance

- 9.1 The Club will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to 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 any 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, any part of the Ground if, pursuant to clause 8 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.

- 9.2 The Club has the right to charge you for the cost of repairs, maintenance, replacement or cleaning of any part 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.

- 9.3 The Club and each of its employees, agents or contractors shall have the right at any time to carry out emergency repairs to any part 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.

10 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 (including booking fees).

11 Changes to dates, refunds, and exchanges

- 11.1 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 notice and 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. If a Match is rescheduled, your Season Ticket will enable you to attend the re-arranged Match if it is one of the Matches referred to in clause 4.4 above, 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 11.2 apply).

11.2 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 a General Admission ticket(s) for that Match but the spectator capacity for that Match is subsequently reduced and your ticket(s) is cancelled by the Club),

the Club shall refund you the full price of the relevant General Admission 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).

11.3 If you are allocated General Admission ticket(s) for a Reduced Capacity Match which is/are in a lower-priced seat category than your Season Ticket(s), the Club shall refund you the difference between the price of your Season Ticket(s) for the relevant category of Match and the price of the relevant General Admission 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).

11.4 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 Arsenal Fan Services (Tel: +44 (0) 20 7619 5000).

11.5 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 manager of the Men's First Team may consider it desirable on occasions to omit regular first team players and select the relevant team from the full playing squad.

12 Any lost or stolen Season Tickets

12.1 Please note that it is your responsibility to contact the Club if the mobile phone you have downloaded the digital pass issued to you as part of your Season Ticket for a particular Match has been lost or stolen or if you do not have access to your digital pass for that Match for any other reason. 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 at the Club's match day ticket office. The Club reserves the right to require photographic proof of identity and to withdraw this duplicate facility for any particular Match or Matches without notice.



13 Cancellation and withdrawal of Season Ticket

13.1 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.

13.2 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) (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); and/or
- (C) provide the police and any other relevant authorities including FIFA, UEFA, the FA, the Premier League, 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 where 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.

13.3 In the event of cancellation, suspension, withdrawal, refusal and/or ejection pursuant to clauses 13.1 and/or 13.2, no refund will be paid in respect of any unexpired portion of the Season Ticket(s) or during any period of suspension.

13.4 Without prejudice to the general nature of the above, the following actions shall constitute serious breaches of the Terms and Conditions of Entry by a User and shall enable the Club to exercise its rights as described in clauses 13.1, 13.2 and/or 13.3 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 (or any physical or digital pass issued as part of a Season Ticket) to any person has taken place;
- (E) the deliberate misuse of a Season Ticket;
- (F) any misrepresentation in relation to clause 1.2 above;
- (G) 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);
- (H) 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;
- (I) whether at the Ground, or travelling to or from a Match:
 - (i) the use of foul, obscene, abusive, sexist, racist, homophobic and/or transphobic language and/or gestures 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);



- (ii) the chanting of anything of an indecent, rude, disrespectful, offensive, 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); and/or
 - (iii) fighting, or engaging in, inciting or threatening violence;
 - (J) any rude, disrespectful, offensive, threatening or abusive language or behaviour to, or in respect of, any contractor, employee or agent of the Club;
 - (K) 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;
 - (L) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - (M) the supply of any misleading or incorrect information in any application;
 - (N) breach of the terms of any Membership Scheme;
 - (O) any breach of clause 4.9, 4.12, 4.14 or 4.15 above;
 - (P) 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 in respect of 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;
 - (Q) any prohibited activity as defined in the Commitment or any other activity in contravention of the Commitment; and/or
 - (R) 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.
- 13.5 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 13.1, 13.2 and 13.4 have either occurred or may occur.
- 13.6 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 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 Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.

- 13.7 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, 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).
- 13.8 Without prejudice to the rights of the Club under this clause 13, 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.
- 13.9 The User must immediately surrender the Season Ticket upon request by a Club official or a police officer.
- 13.10 In the event of cancellation and withdrawal of any Season Ticket in accordance with this clause 13:
- (A) no refund shall be payable to you and/or a User (as the case may be) in respect of any unexpired portion of the 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 Seat associated with the relevant Season Ticket to a third party immediately following the cancellation or withdrawal of the Season Ticket;
- (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 Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs; and
- (E) you shall not be permitted to re-apply for Membership or join any season ticket waiting list (whether or not using the same or different contact details and/or payment card details as your suspended or cancelled Season Ticket) during the period in which you are banned from attending matches at the Ground.

13.11 In the event that your Season Ticket (and the benefits and rights associated with the same) are suspended in accordance with this clause 13:

- (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 rights 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 Seat associated with any relevant Season Ticket to a third party for the period of suspension of the Season Ticket.

14 Undertakings

14.1 You shall, and shall procure that any User shall, at all times:

- (A) use the 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 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 no part of the Ground to which you or any other User may be granted access are damaged (fair wear and tear excepted).

14.2 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.



15 Security

The Club shall take all reasonable precautions to maintain the security of the Ground 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 Ground (including, without limitation, any property left behind by you (or any other User) in the Ground). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by you or any other User in the Ground.

16 Use of concessionary tickets

16.1 Concessionary-priced Season Tickets may only be used by persons that qualify for such Season Tickets, as follows:

- (A) "Team JGs" Season Tickets may only be used by persons who will be aged 4 to 11 (inclusive) on 31 August of the relevant season;
- (B) "Young Guns" Season Tickets may only be used by persons who will be aged 12 to 16 (inclusive) on 31 August of the relevant season;
- (C) "Cannon" Season Tickets may only be used by persons who will be aged 17 or 18 on 31 August during the Season and who were either part of the Young Guns or the Cannon for the whole of the previous season or who have otherwise become Cannon members by 31 August in the relevant season;
- (D) "Young Adult" Season Tickets may only be used by persons who will be aged 19 to 24 (inclusive) on 31 August of the relevant season; and
- (E) "Senior Citizen" Season Tickets may only be used by persons who will be aged 65 or over on 31 August during the Season.

16.2 You are not permitted to sell or transfer a concessionary Membership ticket to someone who is not entitled to such concession as set out above. All proven abuses of concessionary Memberships will be dealt with severely. Any person entering, seeking to enter or having entered the Ground with a concessionary priced Season Ticket in circumstances where such person is not entitled to such concession will be refused entry to, or ejected from, the Ground and will have the Season Ticket withdrawn and the Member who sold or transferred their concessionary Membership ticket to that person will have their relevant Season Ticket(s) and Memberships withdrawn. In such case, no refund will be given to you in respect of any games remaining in the Season.

17 Family Enclosure Policy for Gold Members

Within the Family Enclosure the following additional terms must be adhered to by Users at all times:

- (A) the Family Enclosure is restricted to members who are Junior Gunners or Senior Citizen Members only;



- (B) adult Gold Members, Cannon Members and Young Adult Members are only permitted to be in the Family Enclosure if they are accompanying a Junior Gunner. A maximum of two adult, Cannon or Young Adult Gold Members are permitted to accompany each Junior Gunner;
- (C) all Users must show their Membership Card or digital membership pass to a Club member of staff/stewards upon request. Other photographic identification and evidence of the date of birth of the User may also be requested and, if requested, must be shown to the Club member of staff/steward;
- (D) if a User who is an adult Gold Member wishes to attend a Match in the Family Enclosure without accompanying a Junior Gunner, then the User must contact Arsenal Fan Services (Tel: +44 (0) 207 619 5000) for advice on the correct procedure prior to the relevant Match. Failure to make contact with the Club prior to the date of the fixture may result in the Season Ticket being confiscated and/or the User being ejected from the Ground. The Club regrets that it is unable to deal with any requests or enquiries of this nature on the day of a fixture; and
- (E) you must show your Season Ticket to a Club member of staff/stewards upon request. Other photographic identification and evidence of your date of birth may also be requested and, if requested, must be shown to the Club member of staff or a steward.

18 Notices

- 18.1 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.
- 18.2 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 Arsenal Fan Services Team. You should quote your Membership Scheme number in any correspondence with the Club.

19 General

- 19.1 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, homophobic, sexist, 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 at the Website.

- 19.2 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.
- 19.3 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.
- 19.4 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.
- 19.5 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.
- 19.6 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.
- 19.7 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 the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

20 Definitions

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

“Address” means the address from time to time registered to your Online Box Office account.

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

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

“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.



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

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

“Family Enclosure” means the family enclosure section of the Ground.

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

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

“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 the event of an Epidemic.

“Guest” means a relative, friend, or colleague of a Season Ticket holder who would be entitled to use a Season Ticket under the Terms and Conditions of Entry.

“Junior Gunner” means a Member between the ages of 4 and 16.

“Match” and **“Matches”** have the meaning given to them in clause 4.4.

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

“Member” means a member of a Membership Scheme (and **“Membership”** shall be construed accordingly).

“Membership Card” means a physical or digital entry card, ticket or pass 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.

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

“Premier League” means the Football Association Premier League.

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



“Seat” means the seat (or seats) in the Ground to which these Terms and Conditions relates.

“Season” means the relevant football season in which the Season Ticket is valid, ending at the end of the day of the final Match of the relevant football season.

“Season Ticket” means the entitlement to admission to certain home games played by the Club at the Ground and includes any physical or digital card, ticket or pass issued from time to time or otherwise made available for the purposes of gaining admission to the Ground.

“Terms and Conditions” means these terms and conditions (as amended from time to time) 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 the event of 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 Match tickets to any person within their network who is registered with an Online Box Office account.

“UEFA Competition” means the UEFA Champions League, the UEFA Europa League or the UEFA Europa Conference League (as the case may be).

“User” means: (i) you; or (ii) any person who uses the Season Ticket in accordance with clause 6.3 or 6.4.

“Visiting Club” means the football club playing against the Club in respect of the Match.

“Website” means the Club’s website, currently www.arsenal.com.

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