

**ARSENAL HOME ADVANTAGE PACK TERMS AND CONDITIONS**  
**FOR SEASON 2023-2024**

**1. Application**

1.1 If you are a consumer, references in these Terms and Conditions to “you” are to the individual purchasing an Arsenal Women Home Advantage Pack from the Club for private and non-commercial purposes. If you are a business, references in these Terms and Conditions to “you” are to the business that you have the authority to bind in accordance with Clause 1.2.

1.2 If you are NOT a consumer:

- (A) you confirm that you have authority to bind any business on whose behalf you are purchasing the Arsenal Women Home Advantage Pack;
- (B) these Terms and Conditions, the Terms and Conditions of Entry and the Ground Regulations (together the “Agreement”) constitute the entire agreement between you and the Club and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between you and the Club, whether written or oral, relating to its subject matter; and
- (C) you acknowledge that, by entering into this Agreement, you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in this Agreement; however nothing in this section shall exclude liability for either party's fraudulent misrepresentation.

1.3 All the provisions of these Terms and Conditions, including all rights granted to you and the obligations of the Club hereunder, are subject to and limited by Applicable Law and Applicable Football Regulation and any restrictions contained therein. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any Applicable Law or Applicable Football Regulation, the relevant Applicable Law or Applicable Football Regulation shall prevail. For the avoidance of any doubt, the Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Applicable Football Regulation.

**Exclusion of liability**

1.4 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 responsibility or liability to you in respect of any failure to carry out, or any delay in carrying out, any matter in respect of your Arsenal Women Home Advantage Pack, including admitting you to the Stadium for a particular 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 due to an Epidemic; and/or (ii) the exercise of any discretion by the Club in respect of the availability, prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Football Regulation due to an Epidemic.

1.5 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. Issue of Arsenal Women Home Advantage Pack**

- 2.1 You shall pay the Fee to the Club (or as otherwise directed by the Club) on an annual basis. If you fail to pay the Fee when due, the Club (or such other entity as the Club shall direct) shall be entitled to charge you an administration charge and any bank charges incurred by the Club.
- 2.2 The Arsenal Women Home Advantage Pack is a package of matchday tickets for the Home Advantage Pack Matches referred to at Clause 5.1(A). Your access to the Arsenal Women Home Advantage Pack shall commence on the date of receipt of the appropriate Fee. Your Arsenal Women Home Advantage Pack is valid for the Season (unless terminated earlier in accordance with these Terms and Conditions), after which it will expire (unless renewed).
- 2.3 Provided your access to the Arsenal Women Home Advantage Pack has commenced in accordance with Clause 2.2 above, the Club will email your match day ticket for each of the Home Advantage Pack Matches referred to in Clause 5.1(A) to the email address used to register for your Arsenal Women Home Advantage Pack not less than one (1) working day prior to the relevant match. It is your responsibility to ensure that the email address the Club has for you is always kept up to date. You can contact the Club to update your email address using the contact details in Clause 9.
- 2.4 The Club shall be entitled to cancel your Arsenal Women Home Advantage Pack following the first 3 (three) of the Home Advantage Pack Matches (as referred to at Clause 5.1(A) below) unless you have used your Arsenal Women Home Advantage Pack ticket(s) for each of these first 3 (three) Home Advantage Pack Matches. For the purposes of this Clause 2.4 and Clause 2.5 below, "used" in respect of a Match shall mean: your attendance in person; (ii) your use of Ticket Transfer to transfer your ticket for the 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). In the event that your Arsenal Women Home Advantage Pack is cancelled in accordance with this Clause 2.4, the Club shall refund you for the remaining two (2) Home Advantage Pack Matches (on a pro rata basis) in accordance with the Terms and Conditions of Entry.
- 2.5 You may not be invited to renew or entitled to purchase any other Arsenal Women Home Advantage Pack for the 2024-2025 football season unless you have used your Arsenal Women Home Advantage Pack ticket(s) for at least three (3) out of the five (5) Home Advantage Pack Matches at the Stadium during the 2023-2024 football season as referred to at Clause 5.1(A) below. For the purposes of this Clause 2.5 and Clause 2.4 above, "used" in respect of a Match shall mean: your attendance in person; (ii) your use of Ticket Transfer to transfer your ticket for the 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).

## **3. Use of Arsenal Women Home Advantage Pack**

- 3.1 In order to obtain any Stadium-based benefits, you must present a valid match day ticket for inspection by the Club. In particular, your match day ticket must be brought to all the Club's home matches and other events at the Stadium which you are entitled to attend and you must make your match day ticket, together with photographic evidence of your identity, available for inspection on demand by any steward, security officer or other member of Arsenal or Stadium staff.
- 3.2 Save as provided in clauses 3.3 and 3.4 below, the Arsenal Women Home Advantage Pack (and all associated rights and benefits) is issued for your sole use and you shall not, and you shall not

attempt and/or take preparatory steps to, sell, dispose of, assign, transfer, lend or otherwise deal with the Arsenal Women Home Advantage Pack (or any ticket issued to you as part of your Arsenal Women Home Advantage Pack) or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Arsenal Women Home Advantage Pack 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 Arsenal Women Home Advantage Pack includes where, in the Club's reasonable opinion, a User: (a) offers, or attempts and/or takes preparatory steps, to sell the Arsenal Women Home Advantage Pack (or any ticket issued to you as part of the Arsenal Women Home Advantage Pack) including, without limitation, via any website or online auction site; (b) exposes or attempts and/or takes preparatory steps, to expose an Arsenal Women Home Advantage Pack (or any ticket issued to you as part of the Arsenal Women Home Advantage Pack) for sale; (c) makes or attempts and/or takes preparatory steps, to make an Arsenal Women Home Advantage Pack (or any ticket issued to you as part of the Arsenal Women Home Advantage Pack) available for sale by another person; and (d) advertises that an Arsenal Women Home Advantage Pack (or any ticket issued to you as part of the Arsenal Women Home Advantage Pack) is available for purchase.

3.3 The Arsenal Women Home Advantage Pack (or any ticket issued to you as part of your Arsenal Women Home Advantage Pack) 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 Football Association or the Club.

3.4 If you are unable to use your Arsenal Women Home Advantage Pack ticket(s) for a particular Home Advantage Pack Match, any ticket(s) issued to you 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 Arsenal Women Home Advantage Pack ticket(s) is transferred is registered in the name of the person using your Arsenal Women Home Advantage Pack 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 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;
- (D) such transfer to any Guest(s) will be subject to the Terms and Conditions of Entry (including, without limitation, all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club in respect of an Epidemic) which will apply to and bind each Guest as if he/she/they was the original purchaser of the ticket for that match only (save that the recipient will not have any rights to transfer under this clause 3.4 and clause 3.5) 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 any ticket breaches the Terms and Conditions of Entry. For example and without limitation, if the Club has reasonable grounds to suspect 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 Arsenal Women Home Advantage Pack 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; and

(E) you will provide the name, address, and contact details of your Guest(s) when asked to do so by any official, steward or employee of the Club and/or any police officer.

- 3.5 You may offer for sale, sell, or resell your Arsenal Women Home Advantage Pack ticket(s) in respect of a particular Home Advantage Pack Match to another member of the Club via Ticket Exchange (or via any other mechanism for the resale of tickets that the Club may put in place from time to time).
- 3.6 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.

- 3.7 Any physical or digital card, ticket or pass issued to you as part of the Arsenal Women Home Advantage Pack will remain the property of the Club at all times and must be produced together with photographic evidence of your identity or the transferee of the Arsenal Women Home Advantage Pack ticket via Ticket Transfer (as the case may be) 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.
- 3.8 Any ticket obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a ticket in breach of the Terms and Conditions of Entry 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 Arsenal Women Home Advantage Pack suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this clause 3.8 no refund shall be payable to the holder in respect of their Ticket or (if applicable) any unexpired portion of their Arsenal Women Home Advantage Pack. 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 Arsenal Women Home Advantage Pack.
- 3.9 Any ticket purchased using your Arsenal Women Home Advantage Pack will be recorded electronically; any tickets issued shall have your name, your Arsenal Women Home Advantage Pack number and/or your order number printed on it.
- 3.10 You agree to conduct yourself in a manner befitting a representative of the Club and will not do anything or procure that anything be done which might bring the name or reputation of the Club into disrepute.
- 3.11 Any Arsenal Women Home Advantage Pack holder, acting alone or with others, whose conduct, or incitement of others, results in disciplinary action being taken against the Club by a Football Authority shall be both individually and collectively responsible and liable to the Club for any

loss the Club thereby suffers. You shall also be both individually and collectively responsible and liable 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 your Arsenal Women Home Advantage Pack.

- 3.12 The unauthorised sale or disposal of a Match ticket (either as a whole or for a particular Match or Matches) may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police if it has reasonable grounds to suspect that a Match ticket (either as a whole or for a particular Match or Matches) has been sold or disposed of illegally and will press for charges to be brought against those breaking the law. We may also notify 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, Football Authorities 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](mailto:dpo@arsenal.co.uk).

#### 4. **Lost or Stolen Tickets**

The Club is not responsible for any match day ticket which is lost, stolen, defaced, damaged or destroyed. If your match day ticket is lost, stolen, defaced, damaged or destroyed, a duplicate match day ticket may be obtained by you, at the Club's discretion, upon payment by you of a non-refundable administration fee of £10.00. The Club reserves the right to withdraw this duplicate ticket facility without notice. Please note that it is your responsibility to contact the Club and/or visit the Club's match day ticket office on a match day if you do not have access to your match day ticket(s) for that match.

#### 5. **Benefits of Arsenal Women Home Advantage Pack**

- 5.1 Each Arsenal Women Home Advantage Pack holder shall be entitled to the following benefits during the Season:
- (A) attendance at five (5) Barclays FA Women's Super League matches played by the Women's First Team during the Season at Emirates Stadium, (the "**Stadium**"), such matches shall be chosen by the Club in its absolute discretion, (each a "**Home Advantage Pack Match**" and together, the "**Home Advantage Pack Matches**"), and to occupy the seat or, where applicable, safe standing area indicated by the Club in writing to you for such Home Advantage Pack Matches, save that:
- (i) if the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Behind Closed Doors Matches during the Season as a result of an Epidemic, 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 the Terms and Conditions of Entry;
- (ii) if the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Reduced Capacity Matches during the Season as a result of an Epidemic, there is no guarantee that any tickets will be available and/or issued to you in respect of such matches, in which case the

Club shall refund you for such matches in accordance with the Terms and Conditions of Entry; and

- (iii) if any Home Advantage Pack Match which was originally scheduled to be played at Emirates Stadium is relocated to be played at Meadow Park Stadium for any reason (which the Club shall be entitled to determine in its absolute discretion), you may not be entitled to a ticket in respect of such match, in which case the Club shall refund you for such matches in accordance with the Terms and Conditions of Entry.

- 5.2 You shall not be able to purchase more than one ticket per Arsenal Women Home Advantage Pack for any match, save as expressly permitted by the Club from time to time.
- 5.3 For the avoidance of doubt, if for any reason the Club plays more than 5 (five) Barclays FA Women's Super League matches at Emirates Stadium during the Season, such additional matches shall not be included in the Arsenal Women Home Advantage Pack.
- 5.4 Nothing in these Terms and Conditions shall constitute or imply that you have any guarantee of entitlement to any ticket, seat or access to any area of the Stadium (or any other ground or stadium) for any match or matches.
- 5.5 The Club will notify you from time to time, by way of notice in the match day programme or on the Website, of the availability of any home match day tickets for purchase and also the manner or system which must be followed by you in order to purchase any such tickets. The Club may impose any limitations or restrictions on the means of purchase of any such tickets as it may, in its discretion, determine, whether for any particular match or matches or otherwise.
- 5.6 Without limitation, the Club reserves the right to:
  - (A) vary the benefits provided to you and the priority, manner or system by which match tickets are allocated and/or sold. The Club will use reasonable endeavours to provide reasonable notice to you in the match day programme or through the Website or by email relating to changes to the priority, manner or system by which match tickets are allocated and/or sold;
  - (B) (save as otherwise expressly provided in these Terms and Conditions) substitute items or other benefits listed on the Website which are unavailable with similar items of equivalent value as the Club may from time to time decide in its sole discretion; and/or
  - (C) restructure, change and/or withdraw any level and/or type and/or priority of the Arsenal Women Home Advantage Pack ticket package and/or the associated benefits from season to season. Purchase of a particular Arsenal Women Home Advantage Pack for one season does not guarantee that such Arsenal Women Home Advantage Pack, any other ticket package or membership and/or the associated benefits will be available in the following season.
- 5.7 Any tickets purchased, or used in relation to, any Arsenal Women Home Advantage Pack, shall be used subject to the Terms and Conditions of Entry relevant to that ticket which can be located at: <http://www.arsenal.com/ticket-membership-terms>.
- 5.8 Whilst we try to ensure that pricing and ticketing information on our Website is correct, errors may occasionally occur. If we discover an error in the price or nature of the ticket you have ordered, we will inform you as soon as possible, and give you the option of reconfirming your order at the correct price/specification or cancelling it. If we are unable to contact you, we will unfortunately have to treat the order as cancelled. If the order is cancelled, we will provide you with a full refund (including booking fees). Please note that it is your responsibility to check the

relevant ticket delivery method and the relevant prices, as these may change on a match-by-match basis.

## **6. Concessionary Tickets**

- 6.1 Concessionary tickets may only be used by persons that qualify for such tickets, as follows:
- (A) “Junior” tickets may only be used by persons who will be under the age of eighteen (18) on 31 August in the year that the relevant season commences.
  - (B) “Young Adult” tickets may only be used by persons who will be aged between eighteen (18) and twenty-four (24) on 31 August in the year that the relevant season commences.
  - (C) “Senior” tickets may only be used by persons who will be aged sixty-five (65) or over at 31 August in the year that the relevant season commences.
  - (D) “Disability Access” tickets may only be used by or for the benefit of persons who are registered with the Club as a member with disability access.
- 6.2 You are not permitted to sell or transfer a concessionary ticket to someone who is not entitled to such concession as set out above. All proven abuses of concessionary tickets will be dealt with severely. If you enter or seek to enter the Stadium with a concessionary ticket in circumstances where you are not entitled to such concession as set out above, you will be refused entry to, or ejected from, the Stadium and will have the relevant Arsenal Women Home Advantage Pack(s) withdrawn. In such case, no refund will be given to you and it may result in criminal prosecution.

## **7. Suspension or Cancellation of Arsenal Women Home Advantage Pack**

- 7.1 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 Stadium, elsewhere or online. The Club wants the atmosphere at the Stadium to be welcoming to all who attend its games. Any Arsenal Women Home Advantage Pack holder who is caught abusing a player, official or any other individual whether at the Stadium, elsewhere or online will face arrest and prosecution by the police and a lengthy ban from the Club. In addition, their Arsenal Women Home Advantage Pack will be immediately withdrawn and no refund will be given.
- 7.2 The Club may suspend or cancel your Arsenal Women Home Advantage Pack (and all associated benefits) in the event of you, or any other person occupying a seat purchased using your Arsenal Women Home Advantage Pack, being ejected or banned from the Stadium or any other sports ground anywhere in the world, breaching any of the Terms and Conditions of Entry or any other of these Terms and Conditions, or in the event of any rude, disrespectful, offensive, abusive, harmful, dangerous or other unacceptable behaviour by you, whether in-person or online (such as on a social media platform).
- 7.3 In the event of the suspension or cancellation of your Arsenal Women Home Advantage Pack under Clause 7.1 above, the Club will be under no obligation to refund the Fee paid by you (or any part thereof) in relation to your Arsenal Women Home Advantage Pack and to the maximum extent permitted by law will have no other liability in connection therewith.

- 7.4 If the Club has reasonable grounds to suspect that you have searched for, reserved, bought or otherwise obtained match tickets and/or attempted and/or taken preparatory steps to search for, reserve, buy or otherwise obtain match tickets, with the intention of selling or transferring any such tickets in breach of these Terms and Conditions, the Club may suspend or cancel your Arsenal Women Home Advantage Pack (and all associated benefits) without payment of any refund of the Fee to you. The Club may also cancel any match tickets purchased without payment of any refund of the match tickets. If you have any queries about this, you may contact the Arsenal box office.
- 7.5 In the event that your Arsenal Women Home Advantage Pack is withdrawn or cancelled the Club reserves the right to exclude you from applying for (including joining any waiting list) or receiving any future memberships, ticket packages or tickets at its discretion.

## **8. Right to Cancel**

You do not have a right to cancel your Arsenal Women Home Advantage Pack 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.

## **9. Contact**

- 9.1 The Club can be contacted by email via our [Online Contact Form](#) or by post addressed to Arsenal Women, Arsenal Football Club, Highbury House, 75 Drayton Park, London N5 1BU or by phone on +44 (0)207 619 5000.
- 9.2 You should notify any change of address or email address to the Club immediately using the contact details provided in Clause 9.1.

## **10. General**

- 10.1 The Club reserves the right to change these Terms and Conditions from time to time and shall notify you of such changes if they materially affect your rights as a consumer. Any such changes will be notified to you in the match day programme or through the Website.
- 10.2 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.
- 10.3 If you are a consumer, you have legal rights in relation to goods that are not fit for purpose and services that are not carried out 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.
- 10.4 If you are a consumer, please note that these Terms and Conditions are governed by English law. This means that your Arsenal Women Home Advantage Pack and any dispute or claim arising out of or in connection with it (including 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.
- 10.5 If you are a business, these Terms and Conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law. You and we both irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to



settle any dispute or claim arising out of or in connection with these Terms and Conditions or their subject matter or formation (including non-contractual disputes or claims).

- 10.6 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.

## 11. Definitions

In 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 are 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 are subject and which is relevant to the Club and/or your rights or obligations under these Terms and Conditions (as the case may be).

**"Arsenal Women Home Advantage Pack"** means your entitlement to the benefits listed at Clause 5 of these Terms and Conditions.

**"Behind Closed Doors Match"** means a Match which the Club holds at the Stadium 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.

**"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 the threat thereof.

**"Fee"** means the relevant amount payable on an annual basis by you for your Arsenal Women Home Advantage Pack as detailed in the application form and on the Website.

**"Football Authority"** means The Football Association, FIFA, UEFA, and/or any other relevant governing body of association football, and **"Football Authorities"** shall be construed accordingly.

**"Ground Regulations"** means those ground regulations issued by the Club and/or relevant stadium owner (if applicable) from time to time that set out the terms and conditions upon which spectators are granted entry to the relevant Stadium (copies of which are on display at the relevant Stadium and on the Website) including without limitation any guidelines and/or codes of conduct issued by the Club and/or relevant stadium owner (if applicable) from time to time in relation to an Epidemic.

**“Guest”** means a relative, friend, colleague and/or, companion to disabled supporters who has been transferred a ticket in accordance with the Terms and Conditions of Entry.

**“Match”** and **“Matches”** means each football match at the Stadium played by the Women’s Team during the Season to which these Terms and Conditions Apply, including Home Advantage Pack Matches.

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

**“Relevant Cup Match”** means, subject to Clause 5.1(A), a home match in any of the following competitions played by the Women’s First Team at the Stadium during the Season: the Vitality Women’s FA Cup, the FA Women’s Continental League Cup or the UEFA Women’s Champions League.

**“Season”** means the 2023-2024 football season ending at the end of the day of the final match of the 2023-2024 football season.

**“Home Advantage Pack Match”** has the meaning given in Clause 5.1(A).

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

**“Terms and Conditions”** means these terms and conditions governing the Arsenal Women Home Advantage Pack, including the issue and use of the physical or digital entry card, ticket or pass entitling you admission to certain matches played by the Women’s First Team at the Stadium in accordance with the relevant Terms and Conditions of Entry. The Ground Regulations shall be incorporated in, and form part of, these Terms and Conditions. Any amendments to the Terms and Conditions and the Ground Regulations will be notified to you by being put on display at the Stadium and through the Website.

**“Terms and Conditions of Entry”** means the “Arsenal Women Home Ticket Terms and Conditions Season W2023-2024”, the rules and regulations of each Football Authority, and the Ground Regulations, each as may be amended from time to time.

**“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 Arsenal Women Home Advantage Packs to exchange tickets to games played by the Women’s First Team 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 Arsenal Women Home Advantage Packs to forward their Match tickets to any person within their network who is registered with an Online Box Office account.

**“User”** means: (i) you; or (ii) any person who uses the Ticket in accordance with clause 3.4 or 3.5.

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

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