

**WEST BROMWICH ALBION FOOTBALL CLUB LIMITED**  
**Stilecard Conditions of Issue 2024/25**

Details of how the Club uses and protects your personal data, as well as your rights in respect of it, how to exercise your rights and how to contact us is set out in our [Customer Privacy Notice](#). More information about how the Club processes personal data in general can be found in our Privacy Policy at <https://www.wba.co.uk/privacy-policy>.

**Information about other people**

If you provide information to us about any other people such as your Guests, you must give them a copy of this Privacy Notice so that they understand how their information will be used. You should only provide information about them if you are authorised to do so.

**1. Issue of Stilecard**

- 1.1. The issue of a Stilecard and subsequent access to the Ground is subject to the Terms & Conditions of Entry as may be amended from time to time, which includes:
  - 1.1.1. The Conditions of Issue;
  - 1.1.2. The Ground Regulations (which can be found on the Club's website and at various locations around the Ground);
  - 1.1.3. The applicable Football Authority Rules and Regulations in respect of the relevant competition;
  - 1.1.4. The Club Coronavirus Covid-19 Policy as issued and updated by the Club from time to time (which when applicable can be found on the Club's website) - the Club recommends that you check the Club's website regularly for the latest position; and
  - 1.1.5. The Spectator Code of Conduct as issued and updated by the Club from time to time (which when applicable can be found on the Club's website) - the Club recommends that you check the Club's website regularly for the latest position.
- 1.2. The Club reserves the right without liability to cancel or withdraw a Stilecard, or, eject from the Ground, any person who fails to comply with the Terms & Conditions of Entry. The Club shall determine the applicable capacity of the Ground for each Match in its absolute discretion and shall have no liability in respect of the same. The foregoing includes the Club determining (including without limitation where this is required by the applicable authorities from time to time) that Matches must be played with a restricted number of fans attending or played behind closed doors with no spectator access. Stilecards are for the use of supporters of the Club only. A Stilecard can only be used for a Match and cannot be transferred and/or used at any other match. By applying for a Stilecard and/or using the same you hereby warrant and represent that you are (1) a supporter of the Club and that you are not a supporter of a Visiting Club and/or any other club (other than the Club), and (2) you are not prohibited by law from attending any football ground (including the Ground) and are not subject to any football stadium bans, any Club issued bans, football related criminal and/or civil proceedings.
- 1.3. At the point of purchasing a Stilecard, the Stilecard Holder (or a person authorised to provide such information to the Club) shall provide (1) their date of birth and up to date and accurate contact details requested of them and (2) upload an up to date photograph of the Stilecard Holder (such photograph to be a true likeness and be able to clearly identify the relevant Stilecard Holder) using such method and in such format and size as requested by the Club from time to time. Such photograph will be included on the Stilecard and may be checked prior to entry into the Ground. You will inform the

Club using your Club online account of any change to the likeness of the Stilecard Holder and the photo provided and/or contact details. If no photo is provided in accordance with these terms then the Stilecard will not be issued or shall be cancelled where such failure is identified. If you present a Stilecard without a photograph or the relevant photograph is not a true likeness or is illegible or is not of the person presenting the Stilecard then the Club reserves the right without liability to cancel such Stilecard or refuse entry to such Stilecard Holder or request you to leave the Ground at any time if you are admitted and it is found that you are in breach of this clause 1.3. No refunds will be issued in such circumstances.

- 1.4. The Club does not tolerate foul and/or abusive behaviour either in person, or via any form of communication with Club staff, including telephone, email and social media. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with this clause 1.4, and, in such circumstances, no refunds will be issued and you may also receive a lengthy and potential life ban.
- 1.5. You warrant that all information provided as part of the Stilecard purchasing process was correct at the point of purchase and that you will make the Club immediately aware of any changes to such information.

## **2. Admission to the Ground**

- 2.1. All Stilecards are issued subject to all applicable laws, guidance, restrictions, protocols and rules from the Government, a national authority, a local authority, emergency service, safety body/group, Football Authority and/or the Club that apply from time to time. The Club reserves the right to cancel without liability any Stilecard where required to do so by any applicable laws, guidance, restrictions, protocols or rules from the Government, a national authority, a local authority, safety body/group, emergency service, Football Authority and/or the Club. By purchasing and/or accepting and/or holding a Stilecard and/or using a Stilecard to gain access to the Ground you: (a) certify that you have read, understood and accept; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms & Conditions of Entry.
- 2.2. By purchasing a Stilecard you hereby acknowledge and agree that your attendance at the relevant Match(es) is at your own risk and (to the extent permitted by applicable laws and except for the losses set out in clause 12.1) the Club accepts no responsibility and/or liability from any illness and/or injury resulting therefrom. You agree to comply with all applicable laws, guidance, restrictions, protocols or rules from the Government, a national authority, a local authority, emergency service, safety body/group, Football Authority and/or the Club that are implemented from time to time.
- 2.3. You agree and acknowledge that you will not and are not permitted to attend a Match where to do so would breach any applicable laws, guidance, restrictions, protocols or rules from the Government, a national authority, a local authority, emergency service, safety body/group, Football Authority and/or the Club. In such circumstances, the Club shall have no liability to you whatsoever and no refund will be offered in respect of the relevant Match that you are unable to attend due to these circumstances.
- 2.4. You warrant (1) that you will not, unless requested otherwise by the Club, remain at the Ground if you develop any symptom(s) of an infectious disease, and (2) that your condition and conduct will not impair the safety of any other person attending the relevant Match to which your Stilecard relates.

- 2.5. With the health and safety of all those attending Match(es) in mind, all Stilecard Holders may be required at point of purchase and/or in respect of certain or all Matches and/or at such other times as required by the Club from time to time throughout the term of the Stilecard (either by themselves or by someone they have authorised to do so) to (1) provide their contact details, (2) complete health questionnaire(s), (3) provide a medical passport / certificate / pass (including without limitation a Covid pass), vaccine confirmations and/or travel confirmations, (4) be subject to non-invasive temperature checks and/or any other appropriate medical processes/questioning as is prudent in order to safeguard against any infectious disease and (5) provide such other documentation / information or be subject to such medical processes that are required from time to time by the Government, a national authority, a local authority, safety body/group, Football Authority, Medical Professional(s), Emergency Service and/or the Club (together the **"Information"**). Parents and legal guardians are responsible for completing any required paperwork in respect of a relevant minor (if any) and shall be present at all times when a minor is having its temperature taken or is being subject to appropriate medical processes/questioning (if any). You warrant that you will provide, when requested, all Information, you have the permission to provide such Information where such Information relates to a third party and all Information provided will be truthful, accurate and complete. A Stilecard Holder is required to inform the Club, at any point prior to entry into the Ground or whilst in the Ground, of any changes to their Information. Without liability on the Club's part, a Stilecard may not be issued (or, if issued, may be deactivated without refund in entirety or in respect of relevant Matches) unless all required Information is fully and accurately completed or where such Information reveals that such Stilecard Holder should not be attending Match(es) due to any applicable laws, guidance, restrictions, protocols or rules from the Government, a national authority, a local authority, safety body/group, Football Authority and/or the Club or where the Stilecard Holder is suffering from any infectious disease.
- 2.6. All Stilecard Holders are requested to arrive at the Ground (1) in good time to ensure all checks can be completed prior to entry and (2) if provided in accordance with the time advised to you by the Club. In addition, all Stilecard Holders are required to follow all guidance/instructions provided by the Club regarding the exit of the Ground. All Stilecard Holders may be contacted by the Club regarding their attendance at the Ground and, where required, for their contact details to be given to NHS Test and Trace (or successor or equivalent service) who may contact such Stilecard Holder or their parent/guardian to help stop the spread of COVID-19 and/or any other infectious disease.
- 2.7. If you have and/or develop symptom(s) of an infectious disease whilst at the Ground you will immediately report such symptom(s) to a Club representative. The Club reserves the right without liability to the Stilecard Holder or to any other person to take such action the Club deems appropriate, which may include, without limitation refused entry to the Ground, being taken to an isolation room for further assessment and/or removal from the Ground of any Stilecard Holder that is (1) found to be displaying any symptoms of an infectious disease and/or (2) breaching, or the Club reasonably suspects is breaching, any applicable laws, guidance, restrictions, protocols or rules from the Government, a national authority, a local authority, emergency service, safety body/group, Football Authority and/or the Club relating to an infectious disease. In such circumstances no refund will be offered.

2.8. Subject to the Terms & Conditions of Entry, a Stilecard permits you to occupy at the Match(es) the seat indicated on the Stilecard or such other alternative seat of equivalent value as the Club may, from time to time, allocate to you at its reasonable discretion (you have no right to be allocated the seat that you have previously been allocated be that on an individual match basis or as part of any Stilecard / season ticket you have held (if applicable)). The Club reserves the right, at any time and without notice, to move Stilecard Holders to alternative seats for any reason. For example (and without limitation), the Club reserves the right to allocate the Stilecard Holder an alternative seat in the Ground:

2.8.1. For operational and/or health and safety reasons;

2.8.2. Because the relocation is necessary in order to comply with the requirements, rules and/or regulations of any Football Authority (including without limitation additional ticket allocation having to be provided to away supporters for example at cup and/or play-off games), Licensing Authorities, Government, Local and other Public Authorities or such other relevant body/authority;

2.8.3. should promotion to another league/competition occur, after the commencement of the sale of season tickets or home match tickets, the Club reserves the right to relocate Stilecard Holders sat within areas of the Ground that are required for away supporters or at the request of the Premier League and/or English Football League and/or any other Football Authority and/or competition organiser;

2.8.4. in the event of construction, development or maintenance work being carried out in any part of the Ground;

2.8.5. in the event of unforeseen circumstances affecting any part of the Ground;

2.8.6. to ensure social distancing can be maintained in accordance with Government and/or Football Authority guidelines to comply with any other measures required to minimise the risk of transmission of COVID-19 or any other infectious disease;

2.8.7. where the Club, Football Authorities, Licensing Authorities, Police and/or other emergency services consider the relocation is necessary in the interest of public safety.

Wherever possible the Club will use reasonable endeavours to relocate Stilecard Holders to a seat of equivalent value. However, the Club's decision will be final on all relocation matters.

2.9. Nothing in the Terms & Conditions of Entry shall constitute or imply any entitlement to occupy the seat indicated on the Stilecard in any subsequent season.

2.10. All access to the Ground pursuant to a Stilecard shall be for the purposes of private enjoyment of the Match only and not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities). To be admitted into the Ground, you must present the Stilecard (in whatever format it is provided to you by the Club from time to time) at the turnstile reader or as otherwise directed by the Club. Admission will be refused to any person who attempts to use the same Stilecard on more than one occasion at the same Match, or use a Stilecard that has been cancelled. Children under 14 years of age on the date of the relevant Match must be accompanied at the Match at all times by a responsible adult aged 18 years of age or older who has a valid ticket for the relevant Match and where such under 14 year old is not accompanied in accordance with this clause 2.10 they will not be permitted access to the Match, the relevant Stilecard will be deactivated in respect of that Match and no refund will be issued. The responsible adult accompanying the under 14 year old will be responsible for the under 14 year old's actions, conduct and compliance with the Terms & Conditions of Entry.

- 2.11. You may be asked to provide further proof of age and/or photographic identification before entry to the Ground is granted. If you fail to provide such proof and/or identification (as applicable), your admission to the Ground will be refused. No refunds will be issued in such circumstances.
- 2.12. The Club reserves the right to request Stilecard holders to attend the ticket office on the day of a Match in order for a ticket to be validated and photo ID to be checked prior to entry to the Ground should the Club deem this appropriate.
- 2.13. Transferring or copying of e-tickets to other devices not registered with your account is strictly prohibited, as is any behaviour deliberately carried out to de-fraud the Club. In the event or suspicion of such activity the Club reserves the right to cancel the relevant Stilecard and/or terminate the Stilecard Holder's account and to pursue any losses or damages as a result through the civil or criminal courts as appropriate. The Club uses various techniques to detect and identify fraudulent activity, and such activity will be reported to the relevant authorities. If the Stilecard Holder would like to sell their Stilecard in respect of individual Matches, this must be conducted in accordance with clause 4 and any other terms and conditions that apply to the use of the Official Ticket Exchange.
- 2.14. Save as set out in clause 2.15 below, you (unless you hold an appropriate licence and have prior authorisation from the Club) shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to any 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/Football League and/or the Club. Without prejudice to any other rights available to the Club, the Club reserves the right to eject you from the Ground without liability on the part of the Club where you are in breach of this clause 2.14. No refunds will be provided in such an instance.
- 2.15. Mobile telephones and other mobile/electronic 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 or transmitting, playing, issuing, showing or any other communication of any Material for any commercial purposes (this includes without limitation, courtsiding betting); and (b) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile/electronic device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 2.16. The copyright, database rights 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 2.14 above, or pursuant to clause 2.15 above, or otherwise) is hereby assigned to

the Premier League/Football League/the Club (as applicable), 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/Football League/the Club (as applicable)) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Premier League/Football League/the Club (as applicable) absolutely and with full title guarantee.

- 2.17. 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 or any item that in the Club's reasonable opinion constitutes a threat to public order. A Stilecard Holder will not partake in ambush marketing before, during or after any of the Matches.
- 2.18. 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 2.16 and/or 2.17 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.
- 2.19. Without prejudice to any other rights available to the Club, the Club reserves the right to refuse admission or eject from the Ground any person who fails to comply with the Terms & Conditions of Entry. No refunds will be issued in such circumstances.
- 2.20. Without prejudice to the warranties and representations at clause 1.2 above, and in light of Club supporters being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, shirts, hats, badges and/or scarves) that demonstrate support for the Visiting Club and/or any other football club (other than the 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.
- 2.21. A Stilecard Holder is not entitled to re-enter the Ground if they leave the Ground at any time on the relevant Match day, except where the Club expressly approves such re-entry.
- 2.22. Other than sealed bags from the Club shop containing Club shop purchases, you are only entitled to bring into the Ground one bag that is no larger than a sheet of A4 (21cm x 21cm x 30cm). No bag or items larger than this will be permitted into the Ground. There are no bag storage facilities at the Ground, which means that if you do not comply with this rule, you may be refused entry to the Ground. No refund will be provided in such an instance.
- 2.23. Stilecard Holders should be aware that certain seats situated in the lower stands of the Ground may be affected by adverse weather conditions.
- 2.24. E-tickets (if available) will only be accessible via the Mobile Application. If you select to receive your Stilecard as an e-ticket (where such option is offered by the Club) such e-ticket must be presented via the Mobile Application. If you select an e-ticket (where such option is offered by the Club), you confirm that you have a suitable Smart Device with the Mobile Application downloaded on which you can receive and display the

relevant e-ticket clearly. If you use an e-ticket, it is your responsibility to present your valid Stilecard in e-ticket form on the Mobile Application on your Smart Device at the Ground. If you fail to do so and you do not have a valid other form of Stilecard in your possession, your admission to the Ground will be refused.

- 2.25. In the event that your (i) physical card or (ii) your e-ticket presented via the Mobile Application on your Smart Device (as applicable) is lost, damaged, or stolen, or your physical card or e-ticket is corrupted, damaged or illegible in any way, or if you arrive at the Ground without a functioning ticket and/or Smart Device, save for in accordance with clause 6.4, we will not be able to provide a duplicate or replacement ticket and no refund will be issued to you and the Club will have no liability to you in such circumstances.
- 2.26. If multiple e-tickets have been booked for more than one person and have been loaded on to one device, then all Stilecard Holders must arrive at the Ground together and scanning and entry will be conducted via the Mobile Application on your (the purchaser's) Smart Device.
- 2.27. By selecting an e-ticket you agree to co-operate fully with Club staff and hand over your Smart Device for inspection if asked to do so.

### **3. Disabled Supporter(s)**

- 3.1. Clause 3 applies to you if you are a Stilecard Holder and are registered with the Club as a Disabled Supporter.
- 3.2. Disabled Supporters are entitled to a free ticket to bring a Personal Assistant with them to the Match only if they require additional assistance to be able to attend the Match. The Disabled Supporter must register proof of their disability with the Club's Ticket Office in advance of a Match day to be able to benefit from clause 3. Proof of disability includes the following:
  - 3.2.1. receipt of the enhanced rate of the mobility component of the Personal Independence Payment (PIP);
  - 3.2.2. receipt of the Attendance Allowance (AA);
  - 3.2.3. receipt of the Severe Disablement Allowance (SDA);
  - 3.2.4. receipt of the War Disabled Pension;
  - 3.2.5. a Certificate of Visual Impairment (CVI 2003); or
  - 3.2.6. receipt of the middle or high rate Disability Living Allowance (DLA).

If the Disabled Supporter is not in receipt of any of the above, they can provide a letter from their GP stating that they require personal assistance in order to attend Matches and submit this to the Club for approval, which shall be given by the Club in its sole discretion. The decision of the Club shall be final.

- 3.3. The Personal Assistant may only attend a Match in the position of carer to the Disabled Supporter, they are not deemed to be a Stilecard Holder in their own right, and as such are not entitled to any other benefits to which a Stilecard Holder is entitled. If the Disabled Supporter cannot attend a Match, the Personal Assistant will not be admitted into the Ground without such Disabled Supporter unless they have purchased their own ticket for the Match. In the event that the Disabled Supporter puts their seat up for re-sale via the Official Ticket Exchange, their Personal Assistant's ticket for that Match will automatically be released for re-sale at the same time. Stilecard or match ticket at

full price. Notwithstanding the foregoing, the Personal Assistant by attending the Match agrees to comply with and be bound by the Terms & Conditions of Entry (and you must inform the Personal Assistant of this).

- 3.4. The Personal Assistant should sit with the Disabled Supporter and assist them with their needs throughout the course of the Match. The Club will make every effort to allocate the Personal Assistant with a seat adjacent to the Disabled Supporter, however if this is not possible, the Club will allocate the closest available seat to the Disabled Supporter. The Club requires that the Personal Assistant is fully capable of meeting the needs of the Disabled Supporter.
- 3.5. Failure to comply with the Terms & Conditions of Entry by any Disabled Supporter and/or their Personal Assistant may result in the ejection of both the Disabled Supporter and their Personal Assistant from the Ground and cancellation of the Stilecard(s) without refund.

#### **4. Use of Stilecard**

4.1. The Stilecard is issued for your sole personal use, is not transferable and you shall not resell, dispose of, assign, transfer, lend or otherwise deal with the Stilecard or the benefit of it to any other person without the prior written consent of the Club and/or in accordance with clause 4.2. Further, you shall not use the Stilecard for any commercial purpose. The reference to reselling the Stilecard includes without limitation: (a) offering to sell the Stilecard (including, without limitation, on any website or online auction site); (b) exposing the Stilecard for sale, (c) making the Stilecard available for sale by another person, (d) advertising that the Stilecard is available for purchase, which for the avoidance of doubt (and by way of example only) means that the Stilecard may not be offered as a gift and/or prize in any promotion or competition, (e) transferring, lending or selling any Stilecard to any third party as part of a hospitality or travel package, and (f) giving (or offering to give) a Stilecard to any third party who pays or agrees to pay for some other goods or services (or offers to do so), all save as expressly authorised by the Premier League/Football League/Football Authority and/or the Club. You must not advertise or market the availability of a Stilecard on a loan basis (or otherwise). For the avoidance of doubt, the Club **does not** authorise and/or sell any Stilecards through any third party nor does it authorise any person to do so (other than in circumstances where it has provided its prior written consent for such person to do so in accordance with clause 4.2 or where a Stilecard Holder lists their Stilecard for sale in respect of an individual Match via the Official Ticket Exchange where the Club has opened the Official Ticket Exchange in respect of that individual Match) – please note that sales of tickets on the Club Official Ticket Exchange are not permitted in respect of corporate hospitality and/or sponsor tickets.

4.2. Notwithstanding clause 4.1, the Stilecard Holder:

4.2.1. may only sell the right to attend a Match using the Stilecard through a sale in respect of an individual Match via, and in accordance with the terms and conditions that apply to, the Official Ticket Exchange and provided that (i) the Club opens the Official Ticket Exchange for that Match and (ii) the Club provides its consent to the relevant sale. If a Stilecard Holder's Stilecard is sold in accordance with this clause 4.2.1 then the Stilecard Holder's Stilecard will be deactivated for the relevant Match. In the event that the Disabled Supporter puts their seat up for re-sale via the Official Ticket Exchange, their Personal Assistant's ticket for that Match will automatically be released for re-sale at the same time. Please note that



sales of tickets on the Club Official Ticket Exchange are not permitted in respect of corporate hospitality and/or sponsor tickets; or may only sell and/or transfer a Stilecard or the right to attend a Match using a Stilecard to a Guest with the express written consent of the Club (given at the Club's absolute discretion), provided that such resale or transfer is in respect of an individual Match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and provided further that such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. In respect of a Guest, you or the relevant Guest will provide the Information and the name, date of birth and address of your Guest(s) when asked to do so by any official, steward, employee or representative of the Club and/or any Police Officer / member of the emergency services and/or as part of the application to purchase the relevant Stilecard (as applicable). Where a Stilecard Holder holds a Stilecard that has a concession rate applied to it, such Stilecard Holder will not be entitled to transfer or resell such Stilecard to a Guest under this clause 4.2.1 unless such Guest (1) qualifies for the same concession applied to that Stilecard or (2) the appropriate upgrade cost is paid to the Club prior to the relevant Match taking place (i.e. the difference between the price of a Stilecard with a concession rate applied and the relevant full price Stilecard). In addition to the Information, where requested by the Club, the Stilecard Holder and/or the Guest shall provide the Club with the name and contact details of the Guest, an up to date identifiable photograph of the Guest and any other information required by the Club in respect of the Guest attending a Match. Each such resale and/or transfer under this clause 4.2.1 is hereby provided to be subject to the Terms & Conditions of Entry which will (save for any rights to resell and/or transfer under this clause) apply to and bind the relevant purchaser and/or Guest (as relevant) as if they were the original purchaser of the Stilecard (and you must inform the Guest of this). A Guest cannot attend a Match where doing so would contravene the Terms & Conditions of Entry or any other ticketing conditions that apply to that specific Match.

You may not purchase or resell or transfer a Stilecard to a Guest or any other person save for as permitted in these Conditions of Issue or as prescribed by the Club from time to time.

- 4.3. The unauthorised sale or disposal of a Stilecard 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. The Club will inform the police when it becomes aware that a Stilecard has been sold, or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed a ticketing offence, we will notify the Police and relevant Football Authorities who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that we share may include your personal data, including your name, contact details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticketing offences and disorder at matches.
- 4.4. The Stilecard will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. Proof of age or status may be required to validate a concession rate (if applicable) at the point of purchase, the Stilecard is used or attempted to be used to attend a Match and/or when evidence is requested in accordance with the terms of this clause 4.4. The Club reserves the right to require the

immediate return of the Stilecard at any time – if you fail to do so, it shall be deemed a breach of the Terms & Conditions of Entry.

- 4.5. Any Stilecard obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Stilecard shall be nullified. Any person seeking to use a Stilecard in breach of the Terms & 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 the Stilecard may be cancelled or withdrawn. In the event of any cancellation and/or withdrawal in accordance with this clause 4.5, no refund shall be payable. The Club further reserves its right to take any legal action against any person(s) as it sees fit in connection with such matters, including (but not limited to) a claim for an account of profits made from an unauthorised use of the Stilecard.

## **5. Payment, Changes to Dates, Refunds & Exchanges**

- 5.1. Whilst the Club tries to ensure all Matches take place as scheduled, no guarantees can be given by the Club that a Match will take place at a particular time or on a particular date for reasons including (but not limited to) that the Club may need to rearrange a Match because of the requirements of broadcasters, Football Authorities, the Police or for any other reason beyond the control of the Club. Subject to Clause 5.3 below, the Club reserves the right to reschedule any Match without notice and without any liability whatsoever. The Club recommends that you visit the Club website on a regular basis to check the latest times and dates of Matches.

- 5.2. Subject to clause 5.3, the Club reserves the right to play the Match with a reduced capacity or out of view of the general public without notice and without liability whatsoever.

- 5.3. In the event:

- 5.3.1. of Match(es) and/or all remaining Matches being rescheduled, postponed or abandoned; or
- 5.3.2. if Match(es) and/or all remaining Matches, for any reason, have to be played out of view of the public or at a reduced capacity and the Club has determined your Stilecard is withdrawn/cancelled in respect of Match(es) or all remaining Matches; or
- 5.3.3. if Match(es) or all remaining Matches are moved to an alternative ground from the Ground;

the Club at its discretion shall choose to either:

- 5.3.3.1. Permit the Stilecard Holder to attend the Match(es) on the rearranged date(s) (if applicable and permitted);
- 5.3.3.2. Provide a substitute right to the Stilecard Holder of equivalent or similar value in respect of the relevant Match(es) (for example and for illustrative purposes only, providing the ability to view the Match(es) through another method or credit to use against future Club tickets, Club merchandise and/or other services/goods offered by the Club from time to time); or
- 5.3.3.3. Provide an applicable pro-rata refund in respect of the relevant Match(es).

Where a Stilecard is purchased via a credit card / loan payment option with a third party finance provider, the Club reserves the right to issue any refund issued under these Conditions of Issue to the relevant lender and not the Stilecard Holder (where applicable). Where the Club complies with the terms of this clause 5.3, and subject to the Conditions of Issue, the Club will have no further liability whatsoever in relation to a Match being postponed, rescheduled, abandoned, played behind closed doors, played at an alternative ground, played in front of a limited capacity or your Stilecard is otherwise cancelled/withdrawn pursuant to clause 5.3 and/or 5.4, including but not limited to any losses, liabilities, costs and expenses incurred by you, including any direct, indirect or consequential loss or damage, loss of enjoyment and/or travel/accommodation costs. In respect of the option the Club selects in accordance with this clause 5.3 the final decision belongs to the Club.

5.4. If the Ground capacity is reduced for whatever reason in respect of a Match between your purchase of the Stilecard and that Match or where a Match has to be played at a ground not being the Ground that means not all Stilecard Holders can attend that Match (an "Amended Capacity Match"), the Club reserves the right to allocate tickets at the Amended Capacity Match and other matches in the future as it sees appropriate without any liability to any Stilecard Holder and/or any third party (this may include the Club operating a ballot to select Stilecard Holders that shall be entitled to attend the Amended Capacity Match). Stilecard Holders that are successful in the selected ticket allocation process will be permitted to attend the Amended Capacity Match and all Stilecard Holders that are unsuccessful in such process will be notified, not entitled to attend the Amended Capacity Match and the Club shall select and provide one of the options detailed in 5.3.3.2 and 5.3.3.3 above. Where there is more than one Amended Capacity Match and the Club decides to operate a ballot to allocate tickets, in order to provide each Stilecard Holder with an equal opportunity to attend an Amended Capacity Match, ballot(s) may operate on a cycle based on the total number of Stilecard Holders and the available capacity of the Ground. To facilitate this mechanism, the Club reserves the right (where the Club considers it appropriate to ensure a fair distribution between Stilecard Holders) to (1) give priority/weighting in a ballot or such other method of allocation chosen by the Club from time to time to those Stilecard Holders that have not been successful in previous ballot(s) operated by the Club or such other method of ticket allocation chosen by the Club from time to time and/or (2) exclude Stilecard Holder(s) who have been successful in one ballot in any cycle from participating in any or certain further ballot cycles and/or such other method of ticket allocation chosen by the Club from time to time. For the avoidance of doubt, a Stilecard Holder shall be treated as having been successful in a ballot in a particular cycle where they are selected as a winner of a relevant ballot irrespective of whether or not the relevant Stilecard Holder attends the relevant Amended Capacity Match. The Club is not obliged to operate a ballot. The Club reserves the right to allocate tickets at an Amended Capacity Match as it sees fit and the allocation method and rules that apply may vary during the term of the Stilecard.

5.5. Except as expressly stated in these Conditions of Issue, all Stilecards are sold on a non-refundable basis.

5.6. Payment for Stilecards shall be made using such payments methods accepted by the Club from time to time.

## **6. Lost or Stolen Stilecards**

6.1. In order to gain admission to the Ground the Stilecard must be presented in its entirety at the Match.

- 6.2. Save for as set out in the Conditions of Issue, the Club shall not be obliged to issue any replacement for a lost, stolen or destroyed Stilecard.
- 6.3. The Club does not, under any circumstances, accept responsibility whatsoever for any Stilecards lost, damaged, destroyed or stolen, and an administration fee will be charged to replace the Stilecard. On the request of the replacement Stilecard under this clause 6.3, you will be notified of the applicable administration fee that applies. Only one duplicate Stilecard will be issued to the relevant Stilecard Holder and, if required by the Club, they or their parent/guardian in the case of a minor will be required to sign a document confirming that the original Stilecard is damaged, lost, stolen or destroyed and the relevant Stilecard Holder (or their parent/legal guardian (where applicable)) will be responsible for any losses, expenses or other costs incurred by the Club as a consequence of such matters having been falsely represented or stated to the Club. The Club shall be entitled to call for all reasonable evidence of the need for a replacement Stilecard, including, but not limited to, a police crime reference number in the event that a Stilecard is stolen and proof of the Stilecard Holder's identification.
- 6.4. Should a Stilecard Holder mislay or forget their Stilecard when attending a specific Match, to gain entry into the Ground they must contact the Club's Ticket Office at the Ground. The Club shall be entitled to call for all reasonable evidence of the need for a replacement Stilecard, including, but not limited to, proof of the Stilecard Holder's identification (including validation of a concession rate (if applicable)). Where such evidence is produced and the Stilecard has not already been used to gain entry to the Stadium and/or the relevant Match or the Stilecard has not been deactivated for the relevant Match due to it being sold on the Official Ticket Exchange or where it has been cancelled, terminated and/or withdrawn in accordance with the Terms & Conditions of Entry, a ticket will be issued for the relevant Match and the applicable Stilecard will be deactivated for the relevant Match. There may be an administration fee for this service, the amount of which will be notified to you at time of you requesting a replacement Stilecard under this clause 6.4.

## **7. Criteria for purchase and use of a concession ticket**

### **7.1. To qualify for:**

- 7.1.1. an Under 17 concession Stilecard, the applicant must be under the relevant age on August 31st of the season for which the Stilecard applies. For the avoidance of doubt, anyone who has their 17th birthday on August 31st does not qualify for the concession;
- 7.1.2. a 17-19 concession Stilecard, the applicant must be under the relevant age on August 31st of the season for which the Stilecard applies. For the avoidance of doubt, anyone who has their 20th birthday on August 31st does not qualify for the concession;
- 7.1.3. a 20-25 concession Stilecard, the applicant must be under the relevant age on August 31st of the season for which the Stilecard applies. For the avoidance of doubt, anyone who has their 26<sup>th</sup> birthday on August 31st does not qualify for the concession; or
- 7.1.4. a Senior concession Stilecard, the applicant must be 65 years of age or older on August 31st of the season for which the Stilecard applies;
- 7.1.5. a disabled supporters concession Stilecard, the applicant must be able to demonstrate they qualify for the concession in accordance with the with the Terms & Conditions of Entry and eligibility criteria operated by the Club that is available on request at the Club's Ticket Office.

- 7.2. In addition to the Terms & Conditions of Entry, any Stilecard with a concession rate applied to it will be sold subject to the specific terms set out for that category from time to time. The Club in their absolute discretion will have the right to refuse any application to purchase which does not in their opinion comply with any such conditions.
- 7.3. All concession Stilecards must be used by a person of the age/concession category to which the Stilecard is assigned unless the person that does not qualify for the concession upgrades the relevant Stilecard for the Match in which it wants to use the Stilecard and the terms of clause 4.2 are complied with. In the event of a person not upgrading the Stilecard and that person entering the Ground, or attempts to enter the Ground, with a concession Stilecard for which he/she does not qualify the Stilecard will be nullified, no refund will be given and the relevant person using the Stilecard in contravention with these Conditions of Issue and the relevant Stilecard Holder will not be allowed access to the Ground.
- 7.4. Price upgrades of Stilecards are closely monitored. Notwithstanding clauses 4.2 and 7.3, the Club reserves the right to withdraw and cancel any Stilecard which it believes to have been obtained with the intention to consistently upgrade the Stilecard for the majority of Matches. For the purposes of these Conditions of Issue, consistently upgrading the Stilecard means upgrading the Stilecard for 5 or more Matches within the relevant season.
- 7.5. Purchasing a Stilecard either through a Club promotion, at a concession price or at full price, using the required identification, with a view to 'reserving' a seat or keeping a seat unused is a breach of these Conditions of Issue. In this circumstance the Club reserves the right to cancel the Stilecard, at any time, where the Club identifies that the relevant Stilecard Holder has consistently not been attending Matches at the Ground. For the purposes of these Conditions of Issue, consistently not attending Matches means not attending 5 or more Matches within the relevant season.
- 7.6. Each time you apply for a Stilecard that has a concession rate applied to it, you will be asked by the Club to provide evidence (to the satisfaction of the Club) to validate the requested concession rate.

## **8. Change of Details**

If you change your personal details during the season you must notify the Club as soon as reasonably practicable by contacting the Club's ticket office.

## **9. Cancellation & Withdrawal of Stilecard**

9.1. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry. Without prejudice to any other remedies or rights it may have, the Club shall have the right in the case of any unlawful behaviour, serious breach of the Terms & Conditions of Entry and/or persistent breach of the Terms & Conditions of Entry to cancel and withdraw your Stilecard. In the event of such cancellation no refund will be paid, including without limitation in respect of the unexpired portion of the Stilecard (i.e. the Matches that remain after the date of termination/cancellation of the Stilecard) or otherwise and you can expect a lengthy and potential life ban, depending on the severity of the breach. Without prejudice to the general nature of the above the following actions of a Stilecard Holder shall constitute serious breach of the Terms & Conditions of Entry:

- 9.1.1. smoking in the Ground (for the avoidance of doubt this includes the use of electronic cigarettes, imitation cigarettes, personal vaporizers and the like);

- 9.1.2. being (or appearing to be) to be in breach of The Sporting Events (Control of Alcohol etc.) Act 1985 and/or being (or appearing to be) intoxicated;
- 9.1.3. persistent standing in seated areas whilst the Match is in progress;
- 9.1.4. sale or transfer (save as permitted) of a Stilecard to any person;
- 9.1.5. deliberate misuse of the Stilecard and/or fraudulent use of the Stilecard;
- 9.1.6. use (or attempted use) of a non-applicable concession Stilecard without the necessary upgrade payment being made prior to entry;
- 9.1.7. the supply of any false, misleading or incorrect information in any application to the Club including without limitation an application for a Stilecard and/or setting up a duplicate account where the owner has previously been blocked/banned in order to obtain Stilecards and/or any other match tickets;
- 9.1.8. providing any information to the Club at any time (either at the Ground or otherwise) that is false, materially incomplete, misleading or which is intended to deceive the Club (or which the Club has reasonable grounds to believe is false, materially incomplete, misleading or intended to deceive) or refusing to provide information reasonably requested by the Club;
- 9.1.9. purchasing a concession Stilecard with the intention of upgrading such Stilecard for the majority of Matches within the relevant season;
- 9.1.10. purchasing a Stilecard with a view to consistently "reserve" a seat or keep a seat unused;
- 9.1.11. whether at the Ground, and/or travelling to and/or from a Match and/or otherwise (including in person and on social media);
  - 9.1.11.1. the use of foul, incendiary, obscene, discriminatory, abusive, racist, sexist and/or homophobic language;
  - 9.1.11.2. the use of harassing, foul, incendiary, obscene, discriminatory, abusive, racist, sexist and/or homophobic acts/gestures;
  - 9.1.11.3. fighting, or engaging in and/or inciting violence;
  - 9.1.11.4. the chanting of anything of an indecent, offensive or discriminatory nature; or
  - 9.1.11.5. acting in a manner which in the Club's reasonable opinion is prejudicial, offensive, damaging and/or embarrassing to the Club, its team, players, employees, directors, owner, commercial partners or any other entity connected with the Club and/or is detrimental to the success of the Club on the pitch;
  - 9.1.11.6. the possession of any item, including without limitation a banner or flag, that bears materials or slogans that, in the Club's opinion, are offensive, abusive, obscene or racist;
- 9.1.12. the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- 9.1.13. bringing into the Ground (or using within the Ground and/or whilst travelling to the Ground) any illegal drugs, other illegal substances, psychoactive substances (otherwise known as legal highs), alcohol, fireworks, firecrackers, smoke canisters, pyrotechnic device, air horns, flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or compromise public safety;
- 9.1.14. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 9.1.15. any misrepresentation in relation to clause 1.2 or where the Club reasonably believes that you are in breach of such representations;
- 9.1.16. any breach of clause 1.3, 1.4 and/or 1.5;
- 9.1.17. any breach of the Terms & Conditions of Entry and/or any other rules and regulations that the Club brings to your attention from time to time;

- 9.1.18. breach of the terms of any membership scheme maintained or organised by the Club;
  - 9.1.19. any breach of clause 2;
  - 9.1.20. any breach of clause 4;
  - 9.1.21. any breach of clause 10;
  - 9.1.22. any breach of clause 13;
  - 9.1.23. any failure to pay or default of payment in respect of any sums owing to the Club (or any third party in respect of Club purchases) whether in respect of a Stilecard or otherwise;
  - 9.1.24. failure to comply with any reasonable request made by an officer of the Club and/or emergency services; and/or
  - 9.1.25. where the Stilecard Holder purchases an away match ticket or any other Club ticket and breaches the terms and conditions of entry applicable to that ticket;
  - 9.1.26. any other material or persistent breach of the Terms and Conditions of Entry, including without limitation the Supporter Code of Conduct.
- 9.2. The Club reserves the right to conduct security searches on any person, entering the Ground or who is within the Ground, for security purposes and/or where it has reason to believe that any of the breaches set out in 9.1 above has either occurred or may occur. Further, the Club reserves the right to use electronic body scanning/detection equipment for the purpose of conducting body searches and the purchase and/or use of the Stilecard to enter the Ground constitutes consent to such use.
- 9.3. Children under 14 years of age on the date of the relevant Match are not allowed access to the relevant Match save for where clause 2.10 is complied with. In addition, if a Stilecard Holder is over 14 years of age but not over 16 years of age ("**14/16 Year Old**"), his/her parent(s) and/or guardian(s) are responsible for the 14/16 Year Old's actions, conduct and compliance with the Terms & Conditions of Entry and if such 14/16 Year Old attends a Match unaccompanied their parent(s) and/or guardian(s) are deemed to have provided their permission for such unaccompanied attendance.
- 9.4. In the event that your Stilecard is withdrawn or cancelled the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any Stilecard or any other ticket connected with the Club 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). In addition, where your Stilecard is withdrawn, cancelled, deactivated and/or terminated for whatever reason you will not be permitted to transfer and/or resell your Stilecard to a third party or to sell the right to attend a Match in accordance with clause 4.2.
- 9.5. The Club shall be further entitled to cancel, suspend and/or withdraw your Stilecard if you are under investigation by the Police, charged, cautioned or found guilty of (i) any violent, sexual and/or hate crime, (ii) any offence and/or alleged offence that was undertaken at or within the vicinity of the Ground, (iii) any football related offence anywhere in the world, or (iv) you are ejected and/or banned from any other sports stadium anywhere in the world. In such circumstances, no refunds will be issued.
- 9.6. In addition to any other rights available to the Club, the Club shall be further entitled to suspend your Stilecard during any period where the relevant Stilecard Holder is under investigation by the Club in respect of suspected breaches of clause 9.1 above. In such circumstances, no refunds will be issued.

9.7. Without prejudice and in addition to any other rights available to the Club, the Club shall have the further right if it so chooses to cancel or withdraw your Stilecard at its sole discretion provided that a refund is paid in respect of such unexpired Stilecard.

9.8. The Club reserves the right to charge an administration fee to cancel or withdraw a Stilecard, including without limitation any direct debit scheme payment plan (if any). Such fee captures the administration costs of the Club.

9.9. Please note that you do not have a right to cancel your Stilecard under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Other than as set out in these Conditions of Issue, the price of the Stilecard is non-refundable. However, if you are a consumer, you have legal rights if the Club does not comply with its obligations in these Conditions of Issue 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 Conditions of Issue will affect these legal rights.

#### **10. Filming, Photography and Taping**

10.1. All Stilecard Holders who enter the Ground 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 Match and/or for promotional, training, editorial or marketing purposes by the Club, the relevant Football Authority or others (including commercial partners and accredited media organisations). You 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 you as an individual, where permitted by data protection laws, for the purposes of preventing, detecting and/or investigating crime, or any breach of these Conditions of Issue or the Terms & Conditions of Entry or any other legitimate reason detailed in the Club's privacy policy.

10.2. All Stilecard Holders agree that the Matches for which Stilecards have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

#### **11. Away and cup matches**

11.1. Subject to the Terms & Conditions of Entry, a Stilecard only provides access to Matches. Where a Stilecard Holder obtains a ticket for a cup match, play off match or an away match (including an away cup match or play off match) or any other match other than a Match through the relevant application process (as determined by the Club from time to time), that ticket shall be personal to the ticket holder, is not transferable and shall not be transferred or re-sold in any circumstances, save where expressly permitted by the Club (or, if applicable, the relevant away club or the governing body or competition organiser).

11.2. Where a Stilecard Holder obtains a ticket for a home cup match or play off match or any match (other than a Match) at the Ground, that ticket will be subject to terms and conditions issued with that ticket and any breach of those terms and conditions will be deemed a breach of the Terms & Conditions of Entry that apply to your Stilecard and the Club shall have the right to cancel and withdraw your



Stilecard. In the event of such cancellation/withdrawal no refund will be paid in respect of your Stilecard, including any unexpired portion of the Stilecard.

- 11.3. Where a Stilecard Holder obtains a ticket for any away match through the relevant application process conducted by the Club, that ticket is sold: (i) by the Club as agent on behalf of the away club (or, if applicable, the governing body or competition organiser); (ii) subject to the relevant terms and conditions of the away club (or, if applicable, the governing body or competition organiser) and all issues relating to access to, crowd control and stewarding at the away club's stadium shall be the responsibility of the away club (or, if applicable, the governing body or competition organiser) and not the Club (and the Club shall have no liability to the Stilecard Holder or any third party in respect of such matters); and (iii) subject to any additional terms and conditions imposed by the Club in respect of away match tickets.
- 11.4. If, following the allocation of an away match ticket to a Stilecard Holder, and that Stilecard Holder: (i) transfers or re-sells such away match ticket to any third party without the express permission of the Club or the away club (or, if applicable, the governing body or competition organiser); and/or (ii) commits a breach of the terms and conditions and/or ground regulations of the relevant away club (or, if applicable, the governing body or competition organiser); and/or (iii) commits a breach of any additional terms and conditions imposed by the Club in respect of away match tickets; in each case, it shall be deemed to be a breach of the Terms & Conditions of Entry and (a) the Club shall be entitled to bar the Stilecard Holder from any future application process conducted in respect of away match tickets; and (b) it will be deemed a breach of the Terms & Conditions of Entry and the Club shall have the right to cancel and withdraw your Stilecard. In the event of such cancellation/withdrawal no refund will be paid in respect of your Stilecard, including any unexpired portion of the Stilecard.

## **12. Exclusion of Liability**

- 12.1. For the avoidance of doubt nothing in the Terms & Conditions of Entry excludes or limits the Club's liability for death or personal injury arising from its negligence, or the Club's fraud or fraudulent misrepresentation, or any other liability of the Club that cannot be excluded or limited under applicable law. All limits on liability within the Terms & Conditions of Entry that apply and refer to you apply equally to Guests and Personal Assistants.
- 12.2. Subject to clause 12.1, neither the Football Authorities, Premier League nor the Club shall have any liability to a Stilecard Holder (or any Guest or Personal Assistant) for:
  - 12.2.1. any interruptions and/or restrictions to the view of a Match;
  - 12.2.2. any impact on your (or any Guest's or Personal Assistant's) enjoyment of any Match, in each case caused by virtue of:
    - 12.2.2.1. the position of the Stilecard Holder's allocated seat; and/or
    - 12.2.2.2. a camera or other filming device(s); and/or
    - 12.2.2.3. the match officials, stewards, Police, coaching or other staff; and/or
    - 12.2.2.4. the actions of other spectators.

- 12.3. Subject to clause 12.1, the Club shall have no liability to you for any failure to carry out or delay in carrying out any of the Club's obligations under the Terms & Conditions of Entry, including without limitation:
- 12.3.1. Admitting the Stilecard Holder to the Ground for a relevant Match;
  - 12.3.2. making the allocated seat detailed on the Stilecard available to the Stilecard Holder; or
  - 12.3.3. for any late delivery or non-delivery of any Stilecard.
- 12.4. Subject to clause 12.1, you acknowledge that it is impossible for the Club to completely eliminate the risk of COVID-19 and/or any other infectious disease and as such you enter the Ground at your own risk and the Club shall have no liability to you or any other person for any loss, injury or damage whatsoever to person(s) in connection with COVID-19 and/or any other infectious disease.
- 12.5. Subject to clause 12.1, the Club shall have no liability whatsoever to a Stilecard Holder or otherwise for any indirect or consequential losses, damages, liabilities, costs and/or expenses incurred by you and/or any other third party, including without limitation loss of business, loss of profit, loss of enjoyment, business interruption, loss of business opportunity and/or travel/accommodation costs.
- 12.6. Subject to clause 12.1, the Club shall not be liable for any loss, injury, costs, expenses or damage of any kind to persons/property in or around the Ground.
- 12.7. Subject to clause 12.1, the Club shall have no liability whatsoever to a Stilecard Holder or otherwise for any loss, injury, costs, expenses or damage of any kind connected to the Stilecard Holder's or any other third party's use of the Official Ticket Exchange, including any liability relating to any problem with, suspension of or termination of the Official Ticket Exchange.

### **13. People and Culture**

- 13.1. The Club celebrates and values the diversity brought by employees, supporters and customers and believes the Club benefits from engaging with everyone from a variety of backgrounds, thus allowing it to meet the needs of a diverse population within a multi-cultural society. It is important that Stilecard Holders share and are committed to these values.
- 13.2. All Stilecard Holders agree to refrain from engaging in any conduct at any time either at the Ground and/or travelling to and/or from a Match and/or otherwise (including in person and on social media) which is homophobic, racist or discriminates against any individual based on their characteristics, including but not limited to their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, sex, sexual orientation, religion or belief.
- 13.3. The Club operates a zero-tolerance approach to any type of discriminatory behaviour. As such any breach of this clause 13 will be deemed to be a material breach of the Terms & Conditions of Entry and shall incur the strongest possible sanction. The Club may also refer any individual in breach of this clause 13 to the appropriate authorities.

### **14. General**

- 14.1. Nothing in these Conditions of Issue or by being in possession of a Stilecard gives any guarantee that you will be entitled to renew your Stilecard or purchase any tickets at the Ground in any season.
- 14.2. The Club reserves the right to amend, substitute and/or add to the Terms & Conditions of Entry from time to time and shall notify you of such changes if they materially affect your rights as a consumer. Such changes will be posted on the Club's website and you agree to comply with such changes.
- 14.3. The invalidity or partial invalidity of any provision of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of these Conditions of Issue 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.
- 14.4. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by the Terms & Conditions of Entry or by law shall not constitute a waiver of that right, power or remedy. Even if the Club delays in enforcing the Terms & Conditions of Entry against a Stilecard Holder, the Club will be entitled to enforce it at a later stage. If the Club does not immediately insist that you cease to do or do anything you are required to do under these Terms & Conditions of Entry, or if the Club delays in taking steps against the Stilecard Holder in respect of breaches of this contract, that will not mean the Stilecard Holder does not have to do those things or that the Club is prevented from taking steps against the Stilecard Holder at a later date.
- 14.5. The Terms & Conditions of Entry constitute the entire agreement between the Club and the Stilecard Holder in relation to the purchase and use of the Stilecard and the Stilecard Holder shall have no claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of the Club in relation to the Terms & Conditions of Entry which is not set therein.
- 14.6. If there is any conflict, ambiguity or inconsistency between any provision of these Conditions of Issue and any provision of the Ground Regulations, the relevant provision of these Conditions of Issue shall take precedence.
- 14.7. Notwithstanding any other provision in these Conditions of Issue and with the exception of any 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 Conditions of Issue. Nothing in the Conditions of Issue shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 14.8. These Conditions of Issue and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Conditions of Issue (including in relation to any non-contractual disputes or claims). In addition, in respect of data protection matters within its remit the Information Commissioner's Office shall also have jurisdiction.

14.9. The Club shall at any time be entitled to transfer its rights and obligations under the Terms & Conditions of Entry to another organisation within its group. The Club confirms that: (i) any such transfer shall not adversely impact you and/or the continued provision of a Stilecard by such group company; and (ii) it shall use reasonable endeavours to inform the Stilecard Holder of any such transfer (for example, by placing a notice on the Club's website).

14.10. Despite our best efforts, the pricing displayed for a Stilecard may be mispriced from time to time. Except in cases of obvious error, the price of the Stilecard will be as detailed at the point of purchase from time to time. The Club is under no obligation to provide a Stilecard to you, even if a confirmation email has been sent in respect of that Stilecard, where the Stilecard is incorrectly priced and such error is obvious and could have been reasonably recognised by you as an error. If the Club has made a mistake and a Stilecard's correct price is higher, we may either (i) contact you before dispatch to request whether you want to buy the Stilecard at the correct price or (ii) cancel your order. If the relevant Stilecard's correct price is lower than our stated price, the Club will charge the lower amount and send you the relevant Stilecard. Nothing in this clause limits the other rights available to the Club.

## 15. Definitions

In the Conditions of Issue the following words and phrases shall have the following meanings:

**"Club"** means West Bromwich Albion Football Club Limited.

**"Conditions of Issue"** means these terms and conditions (titled Stilecard Conditions of Issue 2024/25) governing the issue and use of a Stilecard.

**"Club Coronavirus Covid-19 Policy"** means the Club Coronavirus Covid-19 Policy as issued and updated by the Club from time to time (which when applicable can be found on the Club's website).

**"Disabled Supporter"** means any individual who is registered with the Club as a disabled supporter in accordance with these Conditions of Issue.

**"Football Authority"** means each of the Premier League, the English Football League, the Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

**"Ground"** means the football stadium, the surrounding area, and all other locations owned, occupied or utilised by the Club.

**"Ground Regulations"** means those ground regulations issued by the Club from time to time that can be found on the Club's website and at various locations around the Ground;

**"Guest"** means a relative, friend and/or colleague who would be entitled to purchase a Stilecard under the Terms & Conditions of Entry if they had made the application themselves to purchase such Stilecard.

**"Match"** means any Club home men's first team league football match overseen by any Football Authority in which the Club participates and that takes place at the Ground during the Club's football season 2024-2025 (this does not include pre-season games, testimonial games, charity games, play-off games, away games or cup games).

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

**"Mobile Application"** means the WBA Tickets on the Go mobile application or such other mobile application the Club advises you of from time to time.

**"Official Ticket Exchange"** means the Club's authorised ticket resale facility;

**"Personal Assistant"** means an individual who (1) is accompanying a Disabled Supporter in order to provide care to the Disabled Supporter allowing the Disabled Supporter to attend

the relevant Match, (2) is registered with the Club as the relevant Disabled Supporter's carer / personal assistant and (3) who would be entitled to purchase a Stilecard under the Terms & Conditions of Entry.

"**Smart Device**" means any smartphone that has Bluetooth connectivity, GPS and is able to store a digital wallet and receive e-tickets via the Mobile Application and can use Bluetooth, the mobile Internet, and connect to the Internet using Wi-Fi. Such devices will be required to have a modern HTML5-compatible browser and will be required to have Javascript enabled where necessary. Currently, for iPhones iOS 12.2 or later is required and for Android, Android version 5.0 or later is required. Such requirements may change from time to time.

"**Spectator Code of Conduct**" means the set of rules relating to the conduct of Spectators as issued and updated by the Club from time to time (which when applicable can be found on the Club's website).

"**Stilecard**" means a stilecard season ticket for admission to Matches in such format as provided to the relevant Stilecard Holder by the Club from time to time.

"**Stilecard Holder**" or "**you**" means the registered holder of a Stilecard.

"**Terms & Conditions of Entry**" means each of the rules and regulations of any Football Authority, the Ground Regulations, the Spectator Code of Conduct (when applicable), the Club Coronavirus Covid-19 Policy (when applicable) and the Conditions of Issue (where hospitality has been purchased for Matches then the relevant Club Hospitality Terms and Conditions shall be included in the Terms & Conditions of Entry);

"**Visiting Club**" means the football club playing against the Club during any Match.

Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

A reference to a statute or statutory provision shall include all subordinate legislation made from time to time. A reference to a statute or statutory provisions is a reference to it as amended, substituted, extended or re-enacted from time to time.

Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.