

**Terms & Conditions**  
2025/26 Terms and Conditions

Version: 1<sup>st</sup> October 2025

## **1. Definitions**

Age Bands: Supporters on or before 1 August 2025 on presentation of proof of age at time of purchase are subject to the following age bands: under 14s (13 and under), under 18s (14-17), under 22s (18 – 21) adults (22-64) over 65s (65 and older).

Force Majeure Event: Any event or occurrence which prevents any Match(es) taking place for which a Season Ticket is valid, including but not limited to, fire, explosion, subsidence, structural damage in and/or around the Ground, strike, epidemic, pandemic, war, military operations, or and/or any legislation, regulation, ruling or omission of any relevant government, court, competent national authority or governing body;

Guest or Enabler: A relative, friend, colleague and/or companion to the disabled supporter who must be aged 18 or older and would be entitled to purchase a Season Ticket under the Terms & Conditions of Entry.

Ground: Stadium of Light and all locations owned, occupied or utilised by the Club.

Ground Regulations: Those ground regulations issued by the club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground.

Holder: The recipient of the Season Ticket / Match Ticket.

Match: The FA, English Premier League or English Football League match in which the Club participates and that takes place at the Ground during Season 2025/26 to which these Terms and Conditions apply.

Nominee: A person who has been granted use of a Season Ticket by the Holder.

Season Ticket: Means the Season Ticket issued to Season Ticket Holder, which act as a ticket to all The FA, English Premier League or English Football League home matches at the Ground.

Terms and Conditions: These terms and conditions.

Terms & Conditions of Entry: Each of the rules and regulations of FIFA, UEFA, The Football Association, The Premier League, and The English Football League, the Ground Regulations, and the Terms and Conditions.

The Club: Sunderland Association Football Club Limited (The).

The Ticket Office: The address for any Ticket enquiries: The Ticket Office, Sunderland Association Football Club Limited, Stadium of Light, SR5 1SU.

Ticket Resale: SAFC's official Ticket Resale platform available on <https://tickets.safc.com>

Visiting Club: The football club playing against Sunderland AFC.

## **2. Interpretation and Application**

2.1 The Club sells and issues tickets for matches at the Ground on the following Terms and Conditions only. By applying for, purchasing or accepting the issue of a Season Ticket / Match Ticket or entering the Ground, any Holder shall be deemed to have accepted these Terms and Conditions. Any Guest(s) or Enabler shall be subject to the Terms and Conditions as if he/she were the official Holder.

2.2 The Season Ticket / Match Ticket is subject to the Terms & Conditions of Entry. The Ground Regulations are available for inspection at the Club.

2.3 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision in these Terms and Conditions shall take precedence.

## **3. Purchasing and Use of Season Tickets / Match Tickets**

3.1 To purchase a Season Ticket or home match ticket, each supporter must set up a ticketing account with a unique customer number that has the most up to date and accurate personal details and date of birth.

3.2 It is the supporter's responsibility to ensure that all personal and contact details are

accurate.

3.3 Season Tickets / Match Ticket are for the use of supporters of the Club only; by applying for a Season Ticket / Match Ticket and using the same you warrant that you are a supporter of the Club. The Season Ticket / Match Ticket admits the Holder named thereon entry for home The FA, English Premier League or English Football League Matches\* only played by the Club at the Ground and is not refundable or transferable (and no rights arising out of or in connection with it are transferable or refundable) to any other person, save for tickets transferred via the Club's official Ticket Forwarding or Ticket Distribution channel available on the Club's ticketing website. In order to comply with competition and health and safety regulations it may not be possible for the Club to offer all Season Ticket Holders their specified seat for every Match in the 2025/26 season due to restrictions on the Ground capacity. In the event that the Club cannot offer your specified seat and any alternative within the Ground, you will be refunded on a pro-rata basis.

\*does not include any play-off or Cup fixtures.

3.4 Entry to all home cup ties is excluded. Where possible, there will be a Season Ticket Holder presale prior to public sales for any non-The FA, English Premier League or English Football League home Matches, at the discretion of the Club, and in accordance with the requirements of the Police and Licensing Authorities. Details of sale dates will be published on the Club website at [www.asksafc.com](http://www.asksafc.com) and on the matchday broadcasts.

3.5 For certain non-The FA, English Premier League or English Football League home Matches:

i) the Club reserves the right to make all or any seating area inside the ground unreserved and Season Ticket Holders may not be able to purchase their own seat; and  
ii) in order to comply with competition and health and safety regulations it may not be possible for the Club to offer all Season Ticket Holders the opportunity of purchasing their seat. In these eventualities, the Club will endeavour to offer those Season Ticket Holders an equivalent seat (subject to availability).

3.6 Season Tickets can be purchased via a direct debit payment plan ("the Payment Plan"). The payment plan is offered on an interest-free basis. In order to take advantage of the Payment Plan, the Holder must submit the completed direct debit form and all other relevant documentation (as advised from time to time by the Club). Admittance to the Payment Plan scheme is subject to the sole discretion of the Club. Should a payment fail, the Club reserves the right to charge a £20 administration fee to each failed payment. Should non-payment persist, the club reserves the right to cancel the Season Ticket with no refund due. The Club will contact you via email and advise should

this be the case. Please note, it is the Holder's responsibility to update the Club with the latest contact details and it is the Holder's responsibility to monitor for such Club communications.

3.7 All applicants for Season Tickets shall have the right to apply for the advertised price relevant to the Age Band if they fall within that Age Band on or before 1 August 2025 only.

3.8 The Season Ticket shall take effect in respect of the 2025/26 season only. The Club reserves the right to withhold a Season Ticket from any person as it sees fit.

3.9 Under 14\* Season Tickets / Match Tickets must be purchased with an under 22, adult or over 65 Season Ticket as all under 14s must be accompanied by an adult over 18 in the Stadium of Light.

3.10 Any Season Ticket Holder wishing to upgrade their Season Ticket for a particular match may do so at the discretion of the Ticket Office. Fees will apply.

3.11 Under 14 Season Tickets / Match Tickets are not allowed to be purchased in the Roker End. The Roker End is only available to supporters over the age of 14\*

\*the only price categories that should be available in the Roker End are under 18, under 22, adult and over 65.

3.12 The Club acknowledges that it has two Sensory Viewing Rooms within the Stadium of Light ("the Rooms"). Tickets can be purchased on a match by match basis via the ticket office. Due to the nature of the Sensory Rooms the Club cannot offer Season Tickets in this area.

#### **4. Season Ticket seat moves**

4.1 The Club reserves the right to relocate the Holder or Nominee/Season Ticket to any other seat in the Ground at any time.

## **5. Online (Web) Tickets Sales**

5.1 When you submit your order, you are offering to buy tickets at the price stated in accordance with these Terms and Conditions which, if accepted by the Club, will result in a binding contract.

5.2 It is your responsibility to ensure the information is correct before completing the order. Payment will be taken by clicking the 'confirm' button.

5.3 The Club will send a confirmation email on receipt of your order. This is an acknowledgement that the Club has received the order. The contract between the Club and the Season Ticket / Match Ticket Holder is formed once payment has been processed.

5.4 Subject to clause 5.6, after placing your order, you have a 14 day period ("the Cooling Off Period") in which you can cancel your order at any time, for any reason and the Club will refund you for any payments made (however not including any applicable booking or processing fees). If you choose to cancel your order within the Cooling Off Period and have purchased a Season Ticket via the Payment Plan option, it is your sole responsibility to contact your bank to ensure the direct debit mandate is cancelled.

5.5 If the Club has issued you with, and you are in receipt of, a Season Ticket / Match Ticket bearing your name and customer number within the Cooling Off period, the Club reserves the right to charge a cancellation fee of £10.

5.6 No refunds will be issued for Season Tickets after the 2025-26 season has commenced. Where there is a Force Majeure Event, the Club may, at its discretion, and at all times complying with its statutory obligations, issue you with a refund on a pro rata basis or offer a suitable alternative.

5.7 Whilst the Club tries to ensure that pricing and ticketing information on the Club website is correct at all times, errors may occasionally occur. If the Club discovers an error in the price or nature of the Ticket you have ordered, the Club will inform you as soon as possible, and give you the option of reconfirming your order at the correct price/specification or cancelling it. If the Club is unable to contact you, the Club will unfortunately have to treat the order as cancelled. If the order is cancelled, the Club will provide a full refund.

## **6. Admission to the Ground**

6.1 The Season Ticket / Match Ticket permits the Holder to occupy at the Match the seat indicated on the Season Ticket / Match Ticket or such other alternative seat as the Club may, from time to time, allocate to the Holder at its reasonable discretion.

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

6.3 Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket / Match Ticket in any subsequent Match or season.

6.4 Save as set out in paragraph 6.5 below and the Ground Regulations, you shall not bring into (or use within) the Ground any equipment that is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or any aspect of it. Any person acting in breach of this provision may have such equipment confiscated and/or will be required to deliver up any files, media, tapes, films, disks or other recordings of the material or data (and all copies thereof) in whatever form, to the The FA, English Premier League or English Football League and/or the Club and the copyright, database right and all other rights, title and interest in and to all material is hereby assigned to the English Football League, 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 English Football League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the the FA, English Premier League or English Football League absolutely and with full title guarantee.

6.5 Mobile telephones are permitted within the Ground PROVIDED THAT (a) they are used for personal and private use only; and (b) no material that is captured by a mobile telephone or other mobile devices may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

6.6 Save for official Club merchandise and/or other football-related clothing worn in

good faith, you shall not bring into, use, wear or display in the Ground any sponsorship, promotional or marketing materials.

6.7 Without prejudice to the representation at paragraph 6.6 above, and in light of the Season Ticket / Match Ticket Holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including without limitation, hats and/or scarves) that demonstrate support for the Visiting Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.

6.8 Supporters with an Enabler Season Ticket / Match Ticket cannot enter the Ground without the disabled supporter their Season Ticket / Match Ticket is paired with. If the disabled supporter is not attending, the Enabler can pay an upgrade fee at the Ticket Office to gain access to the Ground.

6.9 On Match days, supporters are requested to be within the Ground no later than thirty (30) minutes prior to kick-off of the Match. This ensures that in the unlikely event of any problems, they will be dealt with before the Match commences.

6.10 The Club reserves the right to refuse entry to the Ground where the Season Ticket / Match Ticket Holder has an outstanding debt to the Club.

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

7.1 Subject to clause 7.2, below, Season Tickets / Match Tickets are issued for your sole use regardless of who makes payment for any Season Ticket / Match Ticket and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket / Match Ticket or the benefit of it to any other person without the prior written consent of the Club in accordance with clause 7.2 below or via Ticket Forwarding or Ticket Distribution in accordance with clause 11 below or via any official Club Ticket Distribution / Forwarding scheme that the Club may implement from time to time. Further you shall not use the Season Ticket / Match Ticket for any commercial purpose. The reference to selling the Season Ticket / Match Ticket includes:

- (a) offering to sell a Season Ticket / Match Ticket (including, without limitation, via any website, social media page or online auction site);
- (b) exposing a Season Ticket / Match Ticket for sale;
- (c) making a Season Ticket / Match Ticket available for sale by another person;

(d) advertising that a Season Ticket / Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket / Match Ticket may not be offered as a prize in any promotion or competition;

(e) transferring, lending or selling a Season Ticket / Match Ticket to any third party as part of a hospitality or travel package; and

(f) giving (or offering to give) a Season Ticket / Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so) or used for any other commercial purpose; all save as expressly authorised by the League or the Club.

7.2 You may only sell or transfer the Season Ticket / Match Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion or via any official Club ticket resale scheme that the Club may implement from time to time, provided that such sale or transfer is in respect of an individual Match (i.e. you cannot sell or dispose of the whole entitlement of the Season Ticket / Match Ticket) and in consideration of no payment or benefit in excess of the face value of the single ticket for that particular 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. Such resale or transfer to any guest is hereby provided to be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to and bind that Guest as if he/she was the original purchaser of the Season Ticket / Match Ticket (and you must inform the Guest of this).

7.3 Where relevant, if the Season Ticket / Match Ticket holder does not obtain written consent from the Club for the transfer of the Season Ticket / Match Ticket to a Guest, the Club reserves the right to refuse such Guest entry into the Ground. Written consent must be obtained by contacting the Club, this must be done prior to attending the Ground.

7.4 The reference to selling the Season Ticket / Match Ticket includes:

(a) offering to sell a Season Ticket / Match Ticket (including, without limitation, via any website or online auction site);

(b) exposing a Season Ticket / Match Ticket for sale;

(c) making a Season Ticket / Match Ticket available for sale by another person;

(d) advertising that a Season Ticket / Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket / Match Ticket may not be offered as a prize in any promotion or competition;

(e) transferring, lending or selling a Season Ticket / Match Ticket to any third party as part of a hospitality or travel package; and

(f) giving (or offering to give) a Season Ticket / Match Ticket to a 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 The FA, English Premier League or English Football League or the Club.

7.5 The unauthorised sale or disposal of a Season Ticket / Match Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police, the English Football League, other The FA, English Premier League or English Football League Clubs and the relevant local authorities when it becomes aware that a Season Ticket / Match Ticket has been sold illegally and will press for charges to be brought against those breaking this law. The information that we share may include your personal data, information about the offence and about ticket purchases (including payment details) to identify and prevent ticket touting offences and disorder at Matches.

7.6 If more than one Season Ticket / Match Ticket is issued to you, one Season Ticket / Match Ticket must be retained by you, for personal use (subject to the provisions below) and the remainder may be transferred to your Guest(s) for his/her/their personal use only PROVIDED THAT such transfer takes place in consideration of no payment or benefit in excess of the face value of the Season Ticket / Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such transfer to any Guest will be subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under paragraph 12) apply to and bind each Guest as if he/she was the original purchaser of the Season Ticket / Match Ticket (and you must inform the Guest(s) of this). You will provide the name and address of your Guest(s) when asked to do so by any official, steward or employee of the Club and/or any Police officer. In the event that you and/or your Guest(s) are unable to use any Season Ticket / Match Ticket then you may transfer that Season Ticket(s) / Match Ticket(s) to a natural person who is known to you personally and who would be entitled (under the Terms & Conditions of Entry and otherwise) to purchase such Season Ticket / Match Ticket and attend such Match PROVIDED THAT such transfer takes place in consideration of no payment or benefit in excess of the face value of the Season Ticket / Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business.

Such transfer will be subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under paragraph 12) apply to and bind the transferee as if he were the original purchaser of the Season Ticket and you must inform the transferee of this). You will provide the name and address of the transferee when asked to do so by any official, steward or employee of the Club and/or any police officer.

7.7 The Season Ticket / Match Ticket will remain the property of the Club at all times and as such must be produced together with evidence of your identity if requested by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket / Match Ticket at any time.

7.8 Any Season Ticket / Match Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket / Match Ticket shall be nullified. Any person seeking to use a Season Ticket / Match Ticket in breach of the Terms & Conditions of Entry in order to gain entry to the Ground or remain at a Match may be considered to be a trespasser and may be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her Season Ticket / Match Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this paragraph 7.8, no refund shall be payable. 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 a Season Ticket.

7.9 The Club reserves the right to refuse to sell a Season Ticket / Match Ticket to any persons it considers unsuitable, under these Terms and Conditions.

## **8. Family Areas Season Ticket / Match Ticket**

8.1 There must be at least one (1) junior Season Ticket / Match Ticket Holder and one (1) adult Season Ticket / Match Ticket Holder per group, and a maximum of two (2) adults to one (1) junior in their group to access the Family Areas. For the purposes of these Terms and Conditions a junior is a child under the age of 14 as of 1 August 2024 ("Junior").

8.2 In order to maintain the safety and security of young patrons, the Club suggest that Junior Ticket holders are accompanied to matches by a responsible Adult, but nevertheless insist that any person who is thirteen (13) years of age or under must be accompanied by a responsible Adult at all times.

## **9. Age Bands - Season Tickets / Match Ticket**

9.1 Junior and concession Season Ticket / Match Ticket applications must be accompanied by a photocopy of a passport or birth certificate. The following pricing structure for Age Bands will apply to the purchasing of Season Tickets / Match Ticket.

Under 14 available to persons between 2 -13 years of age as at 01 August 2025

Under 18 available to person aged 14-17 as of 01 August 2025

Under 22 available to persons ages 18-21 as at 01 August 2025

Adults available to persons between the ages of 22 and 64 as at 01 August 2025

Over 65s available to persons over 65 as at 1 August 2025

9.2 Any supporter entering the Ground on an ineligible Season Ticket / Match Ticket will have the Season Ticket / Match Ticket withdrawn and no refund will be given on Matches remaining in the season. The Club reserve the right in such cases to pursue a criminal prosecution.

9.3 Evidence of level of disability must be provided at the Ticket Office annually, failure to present this will result in the Season Ticket / Match Ticket becoming inactive. A full list of the documents accepted can be found at [www.asksafc.com](http://www.asksafc.com).

9.4 If you require a Personal Assistant Season Ticket you can only apply for this in the Season Ticket renewal window (i.e Season Ticket renewals or part Season Ticket).

9.5 The Personal Assistant must enter the Stadium of Light at the same time as the attendee.

9.6 In accordance with the Ground Regulations, a child under the age of two (2) years old will not be allowed admittance to the Ground. A child under four (4) years old (three (3) years and under) will be allowed admittance if that child is aged at least two (2) years old and can sit unaided in a seat safely without assistance in the opinion of the senior safety steward, having cleared this with the matchday safety officer.

9.7 If you require a Personal Assistant ticket, you cannot have an additional under 14 ticket/season card within your party unless there is another full paying adult ticket to accompany the under 14. Anyone caught breaching these terms and conditions may result in their season card being cancelled with no refund.

9.8 A Personal Assistant, (PA) ticket is offered only to supporters requiring assistance to attend matches and events at the Stadium of Light. Information on who qualifies as requiring assistance can be found here:

<https://www.safc.com/matchday/accessibility/accessible-tickets> Personal Assistants must;

a. Only attend events at the same time as the supporter with the accessible ticket that is tied to the PA ticket.

- b. A PA ticket does not accrue any form of points including Black Cat Points.
- c. Does not receive any benefit when purchasing tickets independently of the accessible ticket tied to the PA ticket.
- d. Is not recognised as a Season Ticket holder or ticket holder of any type and as such will receive no benefit as such.

Full up to date details can be found here: <https://help.asksafc.com/hc/en-us/articles/33163447464081-What-is-the-role-of-a-personal-assistant-for-a-wheelchair-ambulant-supporter>

## **10. The FA, English Premier League or English Football League Away Games**

10.1 No guarantee of allocation can be given to Holders in respect of Matches played between other clubs.

10.2 The Club reserves the right to not offer refunds on away tickets if the Club's allocation is offered on a no-return basis.

10.3 If an away Match is rescheduled, refunds can only be processed in line with the policy of the away club. If they permit refunds, then written notice of the cancellation must be received within 5 days of the rescheduled fixture date being published. In the event that tickets have already been issued, they must also be returned within five days of the rescheduled date being published. Details of rescheduled matches will be published on the Club website at [www.safc.com](http://www.safc.com) and on the matchday broadcasts.

10.4 The Club will not be responsible for tickets lost in the post and under NO circumstances will replacement tickets be issued, or refunds given.

10.5 Fixture dates are subject to change and not in the control of the Club. The Club will accept no responsibility for additional charges incurred, including but not limited to travel and accommodation costs.

10.6 The Club operates a point system in respect of its allocation of away tickets. Attendance at an away match will attract a level of points (such to be allocated at the discretion of the Club) ("Black Cat Points"). The Club reserves the right to remove Black Cat Points if the Club deems that the Holder has misused or misrepresented its entitlement to a concessionary priced Away ticket which will be priced in accordance

with the Age Bands in clause 9.1. The Club will notify the Holder in writing if it deems the Holder to have breached this clause 10.6. Please note it is not possible to transfer Black Cat Points between accounts.

10.6.1 The Club operates a strict policy for supporters wishing to query any discrepancies in their Black Cat Points. Supporters can query discrepancies up to 30-days post the respective fixture with the ticket office. Any discrepancies following the conclusion of the respective 30-day period will not be considered.

10.7 Away tickets are non-transferable, away tickets are issued for the Holder's sole use, and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the away ticket or benefit of the same to any other person without the prior written consent of the Club. If the ticket is resold or transferred without the prior written consent of the Club, it will become void, and the Holder will be refused entry to or ejected from the Grounds for that Match or any subsequent Matches. A transfer may be authorised by the Club in the Club's absolute discretion and providing that such sale 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 Match Ticket. Such re-sell or transfer will be subject to these Terms and Conditions.

10.8 Supporters cannot share membership numbers for away tickets to be purchased, any evidence of this happening the away tickets will be cancelled, and the shared membership number will be blocked from purchasing away tickets going forward

10.9 While away games are on season card priority the match ticket purchase must correspond with the age category of the season card used. Failing to do so, may result in your ticket being cancelled with no refund.

## **11. Cup Semi Finals, Final and Matches Played at Other Stadiums**

11.1 In the event that progression is made to a Semi Final or Final round of a competition, Season Ticket holders will be given priority for ticket purchases where possible.

11.2 Please note that the Club will not be responsible for tickets lost in the post and under NO circumstances will replacement tickets be issued. Arrangements may be made so that you can elect to have your tickets for these Matches delivered by registered post. A £5 charge will be added for such requests. Specific details will be announced once ticket sale arrangements have been determined.

11.3 Fixture dates are subject to change and not in the control of the Club. The Club will accept no responsibility for additional charges incurred, including but not limited to travel and accommodation costs.

## **12. Changes to dates, refunds and exchanges**

12.1 All Matches are organised and played in accordance with football regulations. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. The Club shall however make reasonable endeavours to publicise any fixture changes as far in advance as possible (including via the Club website: [www.safc.com](http://www.safc.com)) and the Club recommends that Holders visit the Club website on a regular basis in order to check the latest dates and times of Matches.

12.2 Once a Season Ticket / Match Ticket is purchased the Holder shall not be entitled to cancel their Season Ticket / Match Ticket and (except where expressly set out in these Terms and Conditions) no refunds shall be given by the Club for any Matches unattended. In particular, the following should be noted: a. the dates and times of all of the Club's Matches to be held at the Ground during the Season are subject to alteration on a regular basis and the Club shall have no liability whatsoever to Season Ticket and/or ticket holders in respect of any such alterations. The Club shall however make reasonable endeavours to publicise any fixture changes as far in advance as possible (including via the Club website at [www.safc.com](http://www.safc.com)) and the Club recommends that Holders visit the Club website on a regular basis in order to check the latest dates and times of matches. b. matches can be abandoned or postponed (for example, due to weather conditions or unforeseen events) and the Club shall have no liability whatsoever to a Holder if the Match is abandoned or postponed. Holders shall however be entitled to attend any re-arranged version of such Match.

12.3 In respect of home fixtures, a number of games may be required to be rescheduled to accommodate live television broadcasts. No guarantees can be given by the Club that a Match will take place at a particular time or a particular date. A Holder will be entitled to attend the re-arranged match. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel costs. In the event of a postponement or abandonment of the Match (or if the Match has, for any reason, to be played out of view of the public), the Holder will only be entitled to attend the re-arranged Match should it not be played out of the view of the public. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of equipment, loss of enjoyment

enjoyment or accommodation/ travel costs.

12.4 Where there are extenuating circumstances, which (in the sole opinion of the Club) significantly affects the Holder's enjoyment of the Season Ticket, a Season Ticket Holder, or their parent or guardian, where relevant, must make a request for refund in writing [via](#) a request submitted to asksafc.com to the Ticket Office. Note, any refund is granted at the Club's discretion. No refund can be made in respect of matches not attended.

12.5 Season Ticket Holders who have elected to purchase their Season Ticket by the Payment Plan scheme should note that failure to complete all payments will result in cancellation of the Season Ticket with no refund due.

12.6 Where a Match is postponed or abandoned before kick-off, a Season Ticket Holder will have their Season Ticket automatically enabled for the re-arranged fixture. The Season Ticket Holder is not entitled to a refund if they are unable to attend the re-arranged fixture.

12.7 Under NO circumstances will refunds be given after the Match kicks-off or has finished.

12.8 No refunds will be given in respect of Matches switched to accommodate live television coverage.

12.9 Booking fees charged at the time of purchase will NOT be refunded.

12.10 Refunds will be made to the payment ticket account or via bank transfer to your nominated bank account. Where tickets were paid by other means, refunds will be paid via a bank transfer. No cash refunds will be made. Refunds will be made by the Club within 28 days of receipt of the refund application and relevant unused Ticket.

12.11 The above terms also apply to tickets purchased online.

### **13. Lost or stolen Season Tickets / Match Ticket**

13.1 Season Ticket / Match Ticket Holders must produce their Season Ticket / Match Ticket in order to gain admission to the Ground for all The FA, English Premier League or English Football League home

Matches.

13.2 In the event that you forget your Season Ticket / Match Ticket in respect of any individual Match the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If, at the Club's discretion, a match-day duplicate ticket is issued to the Holder, a non-refundable administration charge of £5 will be payable by the Holder.

13.3 If, in the Club's opinion, a Season Ticket / Match Ticket is entirely lost, stolen, damaged or destroyed, a replacement Season Ticket / Match Ticket shall be issued by the Club as soon as reasonably practicable, subject to a non-refundable replacement fee of £10.00. The original Season Ticket / Match Ticket will be automatically cancelled and will not permit access to the Ground from the date of cancellation.

13.4 Should any Season Ticket / Match Ticket, when applied for, not arrive in the post after purchase, the Holder will be required to sign a form stipulated by the Club confirming this and undertaking to immediately return the original Season Ticket / Match Ticket to the Club should it come into the Holder's possession at any time before or after a duplicate Season Ticket has been issued. The original Season Ticket / Match Ticket will become null and void. There will be no charge for the issue of a duplicate Season Ticket / Match Ticket in this instance.

#### **14. Cancellation & Withdrawal of Season Ticket**

14.1 Further and without prejudice to any other rights or remedies it may have, the Club shall have the right in the case of any serious breach or persistent breach of the Terms & Conditions of Entry by the Holder to cancel and withdraw in its entirety the Season Ticket / Match Ticket. In the event of such cancellation, no refund will be paid in respect of the unexpired portion of the Season Ticket / Match Ticket.

14.2 Without prejudice to the general nature of the above the following actions by the Holder shall constitute a serious breach of the Terms and Conditions of Entry and/or rules and regulations and/or Ground Regulations entitling the Club to take such action in respect of the Holder:

- a. Smoking within the Ground;
- b. Persistent standing in seated areas whilst 17.5 These Terms and Conditions and any dispute or claim arising out of or in the Match is in progress;

- c. Sale of or transfer of the Season Ticket / Match Ticket or any connection with them shall be governed by and construed in accordance right arising out of or in connection with it to any person;
- d. Fighting or with the laws of England and Wales. The parties hereby submit to the engaging in and/or inciting violence;
- e. Intoxication by alcohol or drugs exclusive jurisdiction of the Courts of England and Wales in relation to or being in possession of any illegal substance at the Ground;
- f. Being in any dispute or claim arising out of or in connection with these Terms and possession of any banner or flag at any time, in whole or in part, which is, Conditions (including in relation to any non-contractual disputes or claims). or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive or indecent;
- g. Any misrepresentation in relation to in paragraph 3.1 and 4.1 above;
- h. The deliberate misuse of a Season Ticket;
- i. The supply of any misleading or incorrect information in any application;
- j. 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;
- k. Bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels, or any item that might be used as a weapon or compromise public safety;
- l. Entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- m. Sale or transfer of a Season Ticket / Match Ticket other than as permitted by these Terms and Conditions;
- n. (Whether at the Ground or travelling to or from a Match) (1) the use of foul, obscene, abusive, and/or racist language and/or gestures; (2) the chanting of anything of an indecent, discriminatory or racist nature; and (3) fighting on engaging in and/or inciting violence;
- o. Any breach of the Ground Regulations;
- p. Any similar act or omission concerning or at an away match; and
- q. Any failure to pay or default of payment in respect of any sums owing to the Club in respect of a Season Ticket.
- r. Season Ticket holders Under 14, must have their ticket used, (either through attendance or from a ticket being used following ticket transfer / forwarding) for at least 70% of fixtures to

be entitled to future loyalty pricing and risk having their Season Ticket cancelled if persistently not attending games.

14.3 The Club may conduct security searches where it has reason to believe that any of the breaches set down in paragraph 14.2 has either occurred or may occur.

14.4 If a Season Ticket Holder is under the age of sixteen (16) years old, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions of Entry.

14.5 Any deliberate misuse of a Season Ticket / Match Ticket, including any attempt of any nature which, in the Club's reasonable opinion, constitutes an attempt to defraud the Club, will result in the Holder being ejected from the Ground in respect of the Match at which the same occurs and no refund will be payable to the Holder in respect of any unexpired portion of the same. The Club further reserves its right to take legal action against any appropriate persons as it sees fit in connection with such matters.

## **15. Filming, Photography and taping**

15.1 All Season Ticket / Match Ticket 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 television coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the English Football League, or others (including commercial partners and accredited media organisations), and use of a Season Ticket to enter the Ground constitutes consent to such use.

15.2 If such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

## **16. Exclusion of Liability**

16.1 The Club hereby excludes any liability for loss, injury or damage to persons/ property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

16.2 The Club shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (a) the position of the seat and/or (b) the actions of other spectators.

## **17. General**

17.1 The Club is the Data Controller in relation to the personal information, which you supply. The Club stores, collects and uses the personal information which you give in accordance with its obligations under the Data Protection regulations (such include but are not limited to Data Protection Act 2018, General Data Protection Regulation, Privacy and Electronic Communications Regulations (as amended from time to time)). The personal information you give will be used by the Club for the purpose of collating and administering details in respect of your Season Ticket unless you provide us with express permission otherwise.

17.2 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.

17.3 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.

17.4 Notwithstanding any other provision in these Terms and Conditions and with the exception of FIFA, UEFA, The FA, PL and the English Football League, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.