

TERMS & CONDITIONS OF ISSUE - HOME TICKETS

HOME MATCH TICKETS

Please refer to the Definitions section of these Terms in section 10 which apply.

1. ISSUE OF A HOME MATCH TICKET

1.1 The issue of a match ticket and the subsequent access by the Supporter to the Ground is subject to the Terms and Conditions of Entry.

1.2 Home Match Tickets will only be sold to and are for the use of Supporters of the Club only. By applying to purchase a Home Match Ticket, a Supporter warrants and represents that they are a Supporter of the Club and in particular that they have no affiliation to and are not a supporter of the team the Club will be playing in the Match.

1.3 A Home Match Ticket remains the property of the Club, at all times. Subject to clause 4.2, it can otherwise be cancelled by the Club at any time without providing any reason without notice in which case a refund will be given unless the cancellation is as a result of the Supporter's breach of any of the Conditions of Issue.

1.4 In the event of any Home Match Ticket becoming lost, stolen or unobtainable, the Supporter must inform the Club immediately.

1.5 Unless clause 1.3 applies, Home Match Tickets are non-refundable once bought by a Supporter. A Home Match Ticket is valid for the date shown on the ticket or any re-arranged date.

1.6 Home Match Ticket(s) must be purchased under the Supporter's own individual client reference number.

2. ADMISSION TO THE GROUND

2.1 The purchase and issue of a Home Match Ticket constitutes acceptance of the Terms & Conditions of Entry by the Supporter.

2.2 Admission of the Supporter to the Ground is subject to any such further identity verification and checks, searches, public health checks, and confirmations as the Club may require. In the event that a Supporter refuses to comply or fails to complete any applicable identity or medical checks, or fails to provide confirmations as required, they shall not be permitted to enter the Ground and shall not be entitled to any refund.

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2.3 A Home Match Ticket permits the Supporter to occupy at the Match the seat indicated on the Home Match Ticket or such other reasonably equivalent seat as the Club may allocate at its reasonable discretion. In the event that, for any reason, the Match is played with restricted capacity and the Supporter is permitted to attend, no guarantee can be given as to which seat is offered.

2.4 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Home Match Ticket in any other match or season.

2.5 Except as set out in clause 2.6 below, a Supporter shall not bring into (or use within) the Ground or otherwise provide to, facilitate or assist any other 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 audio-visual material or any information or data in relation to the Match or any aspect of it. Any Supporter or person acting in breach of this provision may have such equipment or technology confiscated and/or be required to deliver up any tapes, films, disks, memory cards, sticks or data and all copies to the Football League and/or the Club. The Supporter agrees that all copyright in any such recording or transmission is hereby assigned or will be assigned to the Football League and that they will sign and execute all such documentation as the Football League requires to effect such assignment.

2.6 Mobile telephones are permitted within the ground, provided that they are used for entry to the Ground and for personal and private use only.

2.7 Save for official Club merchandise and/or other football related clothing worn in good faith, a Supporter shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials or any clothing or garment displaying or showing an affiliation to the Club's opposing team.

2.8 The Supporter shall not offer or distribute (either free or for sale by themselves or 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 2.7 above where both the content and the publication are lawful in all respects and do not in the Club's opinion constitute a threat to public order and do not infringe any rights of the Club or any other party.

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2.9 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 or Ground Regulations. In such event no refund will be given.

2.10 Home Match Ticket Holders accept and acknowledge that seating allocation may be subject to social distancing or other measures, including but not limited to public health, as determined by the Club from time to time, and the Supporter acknowledges that they may not be permitted to sit by or near members of their family or household, friends or persons within their ticketing group, depending on the guidelines or legal requirements set out by the UK Government and footballing bodies. Home Match Ticket Holders agree to remain in their allocated seats wherever possible and shall in no circumstances sit in any other than their allocated seat even if other seats appear to be or are empty.

2.11 There is no re-admission if a Supporter leaves the Ground.

2.12 Children under the age of 14 must be accompanied at all times by an adult (aged 18 or over) when attending matches at the Ground.

2.13 Children under 2 years old will be admitted to the Ground for a Match free of charge when accompanied by an adult with a valid Home Match Ticket for the same Match. Parents or legal guardians are required to contact the Ticket Office prior to the Match to arrange admission. Children aged 2 years old or over must have a valid Ticket and be accompanied by an adult with a valid Home Match Ticket for the same Match.

2.14 Those attending any Match within the Big Red Upper Tier, which is the designated Family Area, must be accompanied by someone aged under 18. If the person aged 18 or under is unable to attend the Match, the Supporter must contact the Ticket Office to arrange alternative seating for that Match.

3. USE OF A MATCH TICKET

3.1 The Home Match Ticket is for a Supporter's sole use and the Supporter shall not resell, assign, give away or transfer the Home Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Reselling the Home Match Ticket includes reference to offering to sell a Home Match Ticket, exposing a Home Match Ticket for sale, making a Home Match Ticket available for sale by another and advertising that a Home Match Ticket is available for purchase.

For the avoidance of doubt (and by way of example only) a Home Match Ticket may not be offered as a prize in any promotion or competition or transferred, lent or sold to any third party as part of

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a hospitality or travel package, given to a third party who agrees to buy another good or service or used for any other commercial purpose save as expressly authorised by the Football League or the Club.

3.2 The unauthorised sale or disposal of tickets is 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 Home Match Tickets are being sold illegally and will press for charges to be brought against those breaking the law.

3.3 The Home Match Ticket will remain the property of the Club at all times, via whichever method the Home Match Ticket was issued, and must be produced together with evidence of identity if required to do so by any official, steward or employee of the Club or any Police officer. It is the responsibility of the Match Ticket Holder to ensure any Match Ticket stored on a mobile telephone can be viewed at any time, regardless of any loss of battery, data or signal. The Club reserves the right to require the immediate return of the Home Match Ticket at any time if in paper form or permanent deletion from a mobile telephone or other electronic device.

3.4 Any Home 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 Home Match Ticket shall be nullified. Misuse of a Home Match Ticket may result in the Supporter, or any person using or purporting to use the same, being refused entry to, or ejected from, the Ground and/or the cancellation and withdrawal of the Home Match Ticket. In the event of any cancellation and withdrawal in accordance with this clause 3.4, 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.

3.5 There are four categories of Home Match Ticket:

- Under-11s;
- 18s and under;
- Adults;
- 65s and over;

And these Conditions of Issue apply equally to all.

4. CHANGES TO DATES, REFUNDS AND EXCHANGES

4.1 The Club does not and cannot give any guarantee that the Match will take place at a particular time on a particular date whether as shown on the Home Match Ticket or otherwise. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever, other than that detailed in Clause 4.2.

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4.2 The Club does not offer refunds on purchased Home Match Tickets in any circumstance other than the cancellation, postponement or abandonment of the Match. If the Match should be postponed or cancelled before kick-off, the Supporter will be entitled to a full refund or receive admission to the re-arranged match via such application process as the Club stipulates. If the Match should be abandoned after kick-off, the Supporter will be entitled to half price admission to the re-arranged game although should the Match be abandoned after the second half has started, then no refund will be given. 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 or accommodation costs.

4.3 In order to obtain a refund in the event of a Match which has been cancelled or postponed prior to kick-off, the Home Match Ticket must be returned to the Club's Ticket Office no later than 48 hours before the date of the subsequent rescheduled Match. Supporters with electronic Home Match Tickets should contact the Ticket Office via email at ticketenquiries@htafc.com. In both cases, a refund will only be issued on production of suitable identification that the individual requesting the refund is the Supporter to whom the Home Match Ticket was originally sold by the Club.

5. LOST OR STOLEN MATCH TICKETS

5.1 In order to gain admission to the Ground the Home Match Ticket must be presented in its entirety at the Match.

5.2 The Club shall not be obliged to issue any replacement or refund for any lost, stolen, destroyed, deleted or unobtainable Home Match Ticket.

6. CANCELLATION, DEACTIVATION AND WITHDRAWAL OF A HOME MATCH TICKET

6.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any breach of the Conditions of Issue and / or serious or persistent breach of the Terms & Conditions of Entry to cancel, deactivate and/or withdraw any Home Match Ticket issued. In the event of such cancellation, deactivation and/or withdrawal no refund will be paid.

Examples of serious breaches of the Terms and Conditions of Entry and Ground Regulations includes, but are not limited to, the following:

a) smoking in designated non-smoking areas (which includes the use of electronic cigarettes and any other vapour omitting substitutes);

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- b) being (or appearing to be) drunk or intoxicated or under the influence of illegal drugs;
- c) persistent standing in seated areas whilst the Match is in progress;
- d) the sale or transfer of a Home Match Ticket to any person;
- e) the deliberate misuse of a Home Match Ticket;
- f) any breach of clause 1.2 above;
- g) persistent swearing;
- h) the possession of a banner or flag that bears material or slogans that are offensive, obscene, discriminatory, abusive or racist or designed to incite or promote trouble or violence;
- i) the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
- j) the use of foul, obscene, abusive, discriminatory and/or racist, homophobic, sexist, transphobic language and/or gestures or chants or intended to incite or promote trouble or violence;
- k) fighting, or engaging in and/or inciting violence;
- l) bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels, weapons, incendiary devices or any item that might be used as a weapon or compromise public safety;
- m) bringing into the Ground any alcoholic beverage whatsoever;
- n) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- o) the supply of any misleading or incorrect information in any application;
- p) any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Home Match Ticket;

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q) any failure to comply with Government guidelines and/or reasonable Club instructions including but not limited to public health, as may be issued from time to time.

The Club's Sanctions Guidelines which detail the recommended sanctions to be applied in the case of offences or breaches of Ground Regulations can be found [HERE](#).

6.2 The Club may conduct reasonable security searches of Supporters where it has reason to believe that any of the breaches in 6.1 has either occurred or may occur and the Supporter agrees to consent to such searches.

6.3 If a Match Ticket Holder is under 18 years, their parent(s) and/or guardian(s)/carer(s) are responsible for their actions, conduct and compliance with the Conditions of Issue, Terms & Conditions of Entry, and Ground Regulations and in the event of any issues will be contacted by the Club / Statutory authorities and / or Police.

6.4 In the event that a Supporter's Home Match Ticket is withdrawn or cancelled the Club reserves the right to exclude the Supporter from any membership scheme maintained or organised by the Club and/or to disqualify the Supporter from applying for any form of match ticket or Season Card at its discretion.

7. EXCLUSION OF LIABILITY

7.1 To the maximum extent permitted by the law, the Club excludes any liability for loss or damage to Supporters, people or property persons /property when attending a Match and whether in or around the Ground except in respect or death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under law.

7.2 Before using any Home Match Ticket and attending any Match, Supporters are responsible for assessing all risks of attending including the risk of exposure to and / or possibility of contracting any disease and whether it is appropriate for them to attend that Match, factoring in age and any health conditions and vulnerability. Except as set out in clause 7.2, the Club are not liable for any disease or illness which an individual may contract as a result of attending a Match.

8. GENERAL

8.1 The Club reserves the right to change these Conditions of Issue from time to time.

8.2 The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's Privacy Policy available [HERE](#).

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8.3 The Terms & Conditions of Entry constitute the entire agreement between the Club and the Supporter and neither the Club nor the Supporter shall have any claim or remedy in respect of any other statement, representation, warranty or undertaking.

9. ADDITIONAL INFORMATION- DISABLED SUPPORTERS

The Club operates a Disability Ticketing Policy which can be found [HERE](#).

10. DEFINITIONS

In the Conditions of Issue for Home Match Tickets the following words and phrases shall have the following meanings:

- "Club" means The Huddersfield Town Association Football Club Limited.
- "Conditions of Issue" means these terms and conditions governing the issue and use of a Home Match Ticket
- "Ground" means the football stadium used by the Club as its home ground 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 set out the terms and conditions upon which spectators are granted entry to the Ground (Copies of which are available on the Club website and upon request).
- "Match" means any English Football League, Premier League, FA Competition football match in which the Club participates and that takes place at the Ground and for which the Home Match Ticket is issued.
- "Home Match Ticket" means a printed paper ticket or other form of ticket; such as; but not limited to, e-ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Match.
- "Terms & Conditions of Entry" means each of the rules and regulations of FIFA, UEFA, The Football Association, Premier League and the English Football League, the Ground Regulations; and the Conditions of Issue.
- "Supporter" means the person buying, or to whom, a Home Match Ticket is issued by the Club. If the Supporter has bought or is issued additional Home Match Tickets for others then this definition applies equally to those individuals.