



**OXFORD UNITED FOOTBALL CLUB  
MEN'S FIRST TEAM  
SEASON TICKET TERMS & CONDITIONS  
(SEASON 2024/25)**

## Section 1 – Introduction

By purchasing, accepting, holding and/or using any Oxford United Season Ticket you certify that you have read, understood and accepted and agree to be bound by and to comply with the following terms and conditions (collectively referred to as the “Season Ticket Terms and Conditions”):

- (i) The Season Ticket Terms and Conditions relating to Season Tickets as set out in Section 2; and
- (ii) Where a Season Ticket Holder elects to join the Direct Debit Scheme, the Direct Debit Season Ticket Terms and Conditions; and
- (iii) Where a Season Ticket Holder has a disability, the Oxford United Supporters with a Disability - Additional Terms and Conditions; and
- (iv) The Ground Regulations

## Section 2 - Season Ticket Terms and Conditions

### 1. Definitions & Interpretation

In the Season Ticket Terms and Conditions, the following words and phrases shall have the following meanings (unless stated otherwise):

“Club” means Oxford United Football Club Limited.

“Cup Match” means any match in the FA Cup or the Football League Cup played by the Club (including any replays and matches in the FA Cup or the Football League Cup) or any other knockout competition organised by a Football Authority or any replacements or successors thereof.

“Conditions of Entry” means (as applicable) the rules and regulations of each of FIFA, UEFA, the Football Association, The FA Premier League, the English Football League and the Ground Regulations.

“Disabled Supporter” means any individual who is registered with the Club as a disabled supporter. Registration requires proof of disability to be provided to Supporter Services.

“Football Authority” means each of the Premier League, The English Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football.

“Football Authority Rules and Regulations” means in respect of any Football Authority: (i) the statutes, rules, regulations, directives, codes of practice and equivalent for the time being of such bodies; and (ii) all promotional, marketing and commercial agreements and arrangements concluded by each such body, in each case with which the Club is required to comply with from time to time which are applicable to these Terms and Conditions and for a Match played as part of a particular competition, the rules and regulations as stipulated by the relevant Football Authority for that Match.

“Ground” means the Stadium, the surrounding areas and all other locations owned, occupied or utilised by the Club.

“Ground Regulations” means the 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 Stadium, a copy of which will be available on the Club website.

"Match/es" means any Men's First Team home match fixture in which the Club participates, and which takes place at the Stadium during the Season, in respect of which the Season Ticket permits entry to the Season Ticket Holder.

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

"Membership" means any rules and regulations agreed in relation to you being a Member which can be found on the Club website.

"Personal Assistant" means an individual who is accompanying a Disabled Supporter to enable the Disabled Supporter to attend the Match where the Disabled Supporter would otherwise be unable to attend by themselves.

"Season" means the 2024/25 football season.

"Season Ticket" means an admission ticket (whether in physical or digital format) to all of the Club's relevant Matches consisting of the English Football League Men's First Team home league matches played by the Club at the Stadium during the Season.

"Season Ticket Holder" means a person who has purchased and holds a current and valid Season Ticket to the Club.

"Season Ticket Terms and Conditions" means these terms and conditions governing the issue and use of a Season Ticket.

"Stadium" means the Kassam Stadium located at Grenoble Road, Oxford, OX4 4XP and any other location owned, occupied or utilised by the Club for home Matches.

"Terms and Conditions of Entry" means any Football Authority Rules and Regulations, the Ground Regulations and the Season Ticket Terms and Conditions.

"User" means any person who uses the Season Ticket in accordance with Clauses 2 and 3 including the Season Ticket Holder.

"Visiting Club" means the football club playing against the Club.

"Website" means the Club's website at [www.oufc.co.uk](http://www.oufc.co.uk).

"Supporter with a Disability" means as defined in the Oxford United Supporters with a Disability - Additional Terms and Conditions, Condition 1.

## **2. General Regulations**

2.1 The Club welcomes all to the Stadium, regardless of age, disability, gender, race, faith, sexual orientation or any other protected characteristic. The Club adopts a zero-tolerance approach to all abusive, foul, threatening, racist and other discriminatory conduct of any kind, either in person, via email or telephone, or online, towards other supporters, Club staff or Club Representatives. Any Season Ticket Holder found to have engaged in such conduct will be subject to sanctions the Club considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal of the supporter's Season Ticket without reimbursement and/or the removal of any Club benefits (including but not limited to priority points). In addition, such Season Ticket Holder could face arrest and prosecution by the police.

2.2 Season Ticket Holders agree to conduct themselves at all times in a manner befitting of a representative of the Club and agree not to do anything or procure anything to be done (in each case including over the counter, by phone or by social media) that does or could or is likely to bring the name or reputation of the Club into disrepute.

- 2.3 These Season Ticket Terms and Conditions, including all rights granted to you and the obligations of the Club hereunder, are subject to any restrictions or requirements from time to time imposed by Applicable Law and/or Football Authority Rules and Regulation. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Football Authority Rules and Regulation, the relevant Applicable Law or Football Authority Rules and Regulation shall prevail.
- 2.4 Please be aware that precautionary measures may be adopted from time to time in order to safeguard against the risk of any health or safety risk or concern as stipulated by Applicable Law, Football Authority Rules and Regulations and/or the Club. Details of any such event will be notified to you by the Club from time to time and as required by said Applicable Law, Football Authority Rules and Regulations and/or the Club. The Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Football Authority Rules and Regulation.
- 2.5 The Stadium is a cashless Stadium and all payments within the Stadium must be made by card or by mobile device.
- 2.6 The Stadium is a smoke-free stadium and smoking is not permitted inside the Stadium, which includes the use of e-cigarettes and any other similar item.
- 2.7 The Club reserves the right, at its absolute discretion, to (i) eject any person, including a Season Ticket Holder from the Stadium, (ii) refuse entry to the Stadium, (iii) suspend any person, including the Season Ticket Holder for a period of time as determined by the Club, or (iv) withdraw indefinitely a Season Ticket (including all benefits associated with such Season Ticket), without reimbursement, if the Season Ticket Holder fails to comply with any of the Club's Ground Regulations, these Season Ticket Terms and Conditions, the Conditions of Entry or any other requirements that the Club may reasonably impose in relation to admission at the Stadium from time to time.
- 2.8 Where the Club reasonably believes that any person (including any Season Ticket Holder, User or personal assistant) has breached any of these Season Ticket Terms and Conditions then, in addition to any other right or remedy available to the Club, the Club reserves the right to impose any sanction it considers appropriate in the circumstances, which may include, without limitation, a lifetime ban from all Club fixtures and/or withdrawal of the supporter's Season Ticket without reimbursement and/or the removal of any Club benefits (including but not limited to priority points).

### **3. Season Ticket Usage & Stadium Access**

- 3.1 Entry into the Stadium is subject always to the Conditions of Entry. By purchasing and/or accepting and/or holding and/or using a Season Ticket you certify that you have read, understood and accepted the Conditions of Entry, agree to be bound by the Conditions of Entry and agree to bring to the attention of others the Conditions of Entry as applicable.
- 3.2 Access to the Stadium will only be permitted on the presentation of the correct Season Ticket. All persons (including children) must have a valid Season Ticket or ticket (which they have validly purchased or had assigned to them) when entering the Stadium. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Season Ticket or ticket for the relevant Match.
- 3.3 Season Ticket Holders must provide complete, correct and accurate information to the Club in connection with their Season Ticket applications and must notify the Club promptly in the event that any of the details relevant to their Season Ticket (including their address, email address, telephone number and other contact details) change during the Season. Further, it is the responsibility of the Season Ticket Holder to check their Season Ticket to ensure all details are

correct upon receipt. The Club reserves the right to cancel the Season Ticket and/or refuse entry to the Stadium where there is any failure to comply with this Condition.

- 3.4 The Season Ticket will remain the property of the Club at all times. If asked to do so by any official, steward, employee of the Club and/ or police officer, the Season Ticket Holder and/ or User must produce the Season Ticket together with valid photo ID to confirm your identity. For the avoidance of doubt, the photo ID must match the Season Ticket and Match ticket. If unable to produce the Season Ticket and valid photo ID at the time, the Season Ticket Holder and/ or User may be asked to attend at the ticket office after the corresponding Match, to do so. If for any reason, the Season Ticket Holder/ User is unable to produce the Season Ticket and valid photo ID when asked, they shall automatically be in breach of these Season Ticket Terms and Conditions and the Terms and Conditions of Entry. The Club reserves the right to require the immediate return of the Season Ticket at any time.
- 3.5 A Season Ticket is issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and/or The English Football League in respect of the relevant competition and shall be subject at all times to the Ground Regulations and the Conditions of Entry.
- 3.6 A Season Ticket admits the bearer to occupy the seat indicated on the Season Ticket at the relevant Match consisting of The English Football League Men's First Team home league matches played by the Club at the Stadium for the 2024/25 season only. All other cup or friendly matches or any other matches in which the Club is involved in and/or participates in and/or any other events held at the Stadium are excluded from a Season Ticket, unless announced and/or communicated to you by the Club in advance.
- 3.7 The benefits to which each Season Ticket Holder is entitled shall be as communicated prior to the start of the Season and/or as otherwise set out on the Club website. These benefits may change from season to season at the discretion of the Club. The details of any loyalty scheme which may be introduced by the Club for the Season shall be notified to Season Ticket Holders. All access to the Stadium shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 3.8 Nothing in these Season Ticket Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season such that there is no guarantee that a supporter will be entitled to a Season Ticket offering the same facilities or seat choice as the previous season. For example, the Club may be required to change a supporter's allocated seat in order to accommodate other supporters who wish to sit together, such as a parent and child.
- 3.9 If the Season Ticket Holder is not 18 years or over, their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) shall, in addition to the Season Ticket Holder themselves, be responsible for the Season Ticket Holder's actions, conduct and compliance with these Season Ticket Terms and Conditions and the Conditions of Entry. Should any Season Ticket Holder under the age of 18 breach these Season Ticket Terms and Conditions and/or the Conditions of Entry, the Club shall be entitled to impose on the Season Ticket Holder and/or their parents and/or legal guardian(s) and/or ticket purchaser (as applicable) such sanction(s) as it considers appropriate in the circumstances.
- 3.10 Children under 13 are not permitted to attend a Match at the Stadium unless accompanied by an adult aged 18 years or over. The Club reserves the right to amend the permitted age of unaccompanied children attending a Match at the Stadium at any time and at its absolute and sole discretion.

- 3.11 Children over 36 months must have their own ticket and assigned seat. Children up to 3 years old (36 months), are not required to have their own seat and may sit on the lap of their parent/guardian and must only be held by an adult aged 18 years or over. If an adult is attending with more than one infant under 3 years of age, a seat will have to be purchased for each additional infant. Alternatively, a seat may be purchased for an infant. For the avoidance of doubt, where an adult chooses to bring a child aged under 3 years old to a Match, they assume full responsibility for the safety of the child whilst at the Stadium and the adult must assess whether the Match (including the seating location) is a safe environment to bring the child into.
- 3.12 In the interests of safety, Season Tickets and/or Match tickets are for the use of the Season Ticket Holder only in the relevant sections of the Stadium and are strictly non-transferable, either to any other home supporter (except where Season Tickets are exchanged for one or more Matches under the terms of Clause 3.15) or to visiting supporters (in any circumstances). The Club reserves the right to cancel any tickets in advance of a Match where the Club reasonably suspects such tickets may be used by a visiting supporter and/or eject from the Stadium any visiting supporters sitting in the areas reserved for home supporters, without reimbursement, and to impose on the relevant Season Ticket Holder such sanction as it considers appropriate in the circumstances.
- 3.13 Subject to this Clause 3.15, Season Tickets are issued for your sole use and you shall not share, sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to/ or with any other person without the prior written consent of the Club.
- 3.14 The Season Ticket may not be used for any commercial purpose, which shall include the following: (a) offering the Season Ticket as a prize in any promotion or competition or transferred, assigned, lent or sold to any third party as part of a hospitality or travel package; (b) giving (or offering to give) to a person who pays or agrees to pay for another good or service; or (c) using the Season Ticket for any other commercial purpose, all save as expressly authorised by the English Football League or the Club.
- 3.15 You may only sell, share or transfer the Season Ticket or the right to attend a Match using the Season Ticket in accordance with the provisions of any Ticket Sharing or Ticket Exchange platform that the Club may introduce from time to time.
- 3.16 The reference to selling the Season Ticket includes where, in the Club's reasonable opinion, a Season Ticket Holder: (a) offers, or attempts and/or takes preparatory steps, to sell a Season Ticket (including, without limitation, via any website or online auction site); (b) exposes or attempts and/or takes preparatory steps, to expose a Season Ticket for sale; (c) makes or attempts and/or takes preparatory steps, to make a Season Ticket available for sale by another person; and (d) advertises that a Season Ticket is available for purchase either as a whole or on a match-by-match basis; all save where expressly authorised by the English Football League or the Club.
- 3.17 The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club may inform the police as soon as it becomes aware that a Season Ticket is being or has been sold in contravention of this legislation. If a Season Ticket Holder is convicted of a ticket touting offence, or the Club reasonably suspect a Season Ticket Holder has committed such an offence, the Club may notify the Premier League and/or the English Football League who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that the Club shares may include personal data regarding the Season Ticket Holder (including name, contact details, information about the offence and about ticket purchases (including payment details)). The Club will use this to identify and prevent ticket touting offences and disorder at matches. The Club reserves its right to conduct checks on supporters attending Matches for any breaches of these Season Ticket Terms and Conditions.

3.18 In the event that a Season Ticket is transferred to another person and an offence or breach of these Season Ticket Terms and Conditions and/or the Ground Regulations is committed, then both the Season Ticket Holder and the transferee shall be jointly and severally liable for such breach.

3.19 If a Season Ticket Holder dies, provided that the Club is notified within the following period of three (3) months, the Season Ticket (excluding any benefits) may be transferred to an immediate family member (as determined by the Club) with the consent of the Club (such consent to be given at the Club's absolute discretion) and upon the provision of such evidence as the Club may require, including but not limited to a copy of the Season Ticket Holder's death certificate and confirmation from the executor of the will of the Season Ticket Holder that the family member is entitled to receive the Season Ticket. If the concession conditions are no longer satisfied an upgrade price may be required to be paid for the remainder of the Season. Pro rata refunds will only be considered and granted at the discretion of the Club on a case-by-case basis. The Season Ticket should not be used for any Matches following a Season Ticket Holder's death unless and until the process set out in this Condition has been completed.

#### **4. Changes & Refunds**

4.1 No guarantees are given by the Club that a Match will take place at a particular time or on a particular date or at a particular spectator capacity. The Club reserves the right, without notice and liability save as expressly provided otherwise in these Terms and Conditions, to reschedule any Match or, if necessary, play the Match out of view of the public or reduce the spectator capacity for the Match. In the event that a Match is rescheduled, a Season Ticket will enable a Season Ticket Holder to attend the re-arranged Match if it is one of the Matches referred to in clause 3.6, unless the Match is required to be played out of view of the public or the spectator capacity is reduced and the Season Ticket Holder is not offered the right to attend the match (in which case the provisions of clause 4.3 apply).

4.2 In the event of postponement or abandonment in full of the Match (or if the Match has, for any reason, to be played behind closed doors or with partial capacities only and the Season Ticket Holder is not permitted to attend), they will be entitled to attend the re-scheduled Match but no refund will be granted.

4.3 In respect of either (A) or (B) below, the Club shall only refund the pro-rated price of the Season Ticket for each relevant Match: (A) any Behind Closed Doors Matches; and/or (B) any Reduced Capacity Matches which a Season Ticket Holder is not offered the right to attend (including, without limitation, in circumstances where they are allocated a general admission ticket(s) for that Match but the spectator capacity for that match is subsequently reduced and the ticket(s) is cancelled by the Club.

4.4 For the avoidance of doubt, where either Clause 4.2 or 4.3 applies to the Season Ticket Holder, such Clauses shall be subject at all times to Applicable Law and/or Football Authority Rules and Regulation, and the Club's policies in relation thereto and which shall be in place from time to time and which will be published on the Website.

4.5 The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances. For up-to-date information, please visit the Website.

4.6 The Club recommends Season Ticket Holders visit the Website on a regular basis to check the latest times and dates of Matches.

4.7 The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to Season Ticket purchases. Consequently, purchasers of Season Tickets will not be able to cancel their Season Ticket

purchases except in accordance with these Season Ticket Terms and Conditions or as otherwise permitted by English Law.

4.8 With the exception of the circumstances set out in clause 4.1 and the limited conditions for the auto-renewed direct debit Season Tickets (see Direct Debit Terms & Conditions), the Club does not offer refunds on Season Tickets. For the avoidance of doubt, the final decision belongs to the Chief Commercial & Marketing Officer.

4.9 The Club will have no further liability whatsoever in relation to any alteration of the time or date of any Match including postponement or abandonment, for any losses, liabilities, costs and expenses incurred by the Season Ticket Holder, including any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

## **5. Season Ticket Pricing & Charges**

5.1 Season Tickets are available for purchase by supporters of the Club only. By applying to purchase one or a number of Season Tickets and/or using a Season Ticket, a prospective purchaser is warranting and representing that they (and any person for whom they are purchasing a Season Ticket for) are a supporter of the Club. Only one Season Ticket can be held per supporter and such Season Ticket must be held in the name of the relevant individual.

5.2 Season Tickets may be purchased using any one of the following purchase methods:

5.2.1 Online via the Website at [www.oufc.co.uk](http://www.oufc.co.uk)

5.2.2 Over the telephone by calling 01865 337533; or

5.2.3 By automatic renewal through the Direct Debit Scheme.

5.3 The price payable for each Season Ticket shall be as set out on the Club website or as otherwise notified by the Club from time to time.

5.4 The sale of each Season Ticket is subject to the Season Ticket Holder providing the Club with full payment of the relevant price in accordance with this Condition or via the Direct Debit Scheme (as applicable) or via the instalment payment plan provided by V12 Retail Finance. Season Ticket Holders who provide the Club with debit or credit payment details authorise the Club to use those details to fulfil payment of the price and other fees attributable to the relevant Season Ticket.

5.5 The Club always tries to ensure that pricing and ticketing information on the Club website and in other Club literature is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Season Ticket which has been purchased, the Club will endeavour to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club.

5.6 Should a Season Ticket Holder wish to relocate their Season Ticket seat to another seat in the Stadium either before the start of the Season for the full Season or at any point during the Season for the remainder of the Season, this will be subject to the discretion of the Club, and shall at all times be subject to availability and, unless stated otherwise, subject to payment of any upgrade price and an additional relocation fee of £5.

5.7 Should a Season Ticket Holder wish to relocate their seat to a different area of the Stadium for a single Match, this will be subject to the discretion of the Club and shall at all times be subject to availability and, unless stated otherwise, subject to payment of any upgrade price applicable to the new area of the Stadium. The upgrade price will be charged at the difference between the pro-rata price of the already purchased Season Ticket and the pro-rata price of the new Season Ticket



for the relevant area for the relevant Match. Refunds will not be given if the new area is lower in price.

- 5.8 The Club reserves the right in its sole discretion to temporarily or permanently allocate to the Season Ticket Holder an alternative seat in the Stadium if:
- 5.8.1 the part of the Stadium in which the Season Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs, refurbishment or re-structure;
  - 5.8.2 the visiting club is allocated part of the Stadium in which the Season Ticket Holder's seat is located for a Match or cup game;
  - 5.8.3 the relocation is necessary in order to comply with any requirements of FIFA, UEFA, The Football Association, the FA Premier League and/or The English Football League, in respect of any Match played at the Stadium;
  - 5.8.4 the Club, the police or any other relevant authority consider that a relocation is necessary in the interest of safety, public order or crowd control; or
  - 5.8.5 the Club decides to close a specific section or sections of the Stadium.
- 5.9 Concession prices may be offered for Senior Citizens, anyone aged 18 to 24, Juniors and current Blue Light Card holders. At the Club's discretion you may be asked to provide proof of your concessionary status. Senior Citizen prices are valid for anybody 65 and over, 18-24 prices are valid for those aged 18-24 and junior prices for anybody aged 17 and under as at 1 August 2024. In the event that any concessionary priced Season Ticket is used by a Season Ticket Holder who does not qualify for the relevant concession, the Club reserves the right to require the Season Ticket Holder to pay an upgrade price and/or cancel the Season Ticket immediately without reimbursement.
- 5.10 The Club reserves the right to cancel, without reimbursement, any Season Ticket purchased by any supporter who defaults on any payment, including payments scheduled by Direct Debit. The Club also reserves the right to charge reasonable default administration charges in the event of any supporter who fails to meet the agreed payments either via Direct Debit or any other means. Additional Season Ticket Terms and Conditions relating to any supporter choosing to pay by Direct Debit are set out in the Direct Debit Terms and Conditions.

## **6. Lost or Stolen Season Tickets**

- 6.1 In order to gain admission to the Ground the Season Ticket must be presented in its entirety at every Match.
- 6.2 If the Season Ticket Holder loses or forgets a physical Season Ticket, or otherwise cannot produce it, a duplicate physical card, ticket or pass may be issued to the Season Ticket Holder at the Club's discretion and upon payment by them of a non-refundable administration fee of £20.00. The Season Ticket Holder must visit the Club's ticket office to enquire whether it is possible to provide them with a replacement before attempting to enter the Ground. The Club reserves the right to require photographic proof of identity and to withdraw this duplicate facility for any particular Match or Matches without notice.
- 6.3 The Club is not responsible for any Season Ticket which is lost, stolen, defaced, damaged, or destroyed. If the Season Ticket is lost, stolen, defaced, damaged, or destroyed, the Club may, subject to these Terms and Conditions, and in its discretion, issue a replacement Season Ticket to the Season Ticket Holder, upon payment by them of a non-refundable fee of £20.00 (this charge also applies for seat moves where a new Season Ticket is issued).

6.4 In the event of any Season Ticket(s) issued under these Terms and Conditions becoming lost or stolen (including one stored digitally on a Smart Device), the Season Ticket Holder must inform the Club immediately. In addition, if any such Season Ticket(s) are stolen, the Season Ticket Holder must also inform the police immediately. Please note that it is the Season Ticket Holder's responsibility to contact the Club and/or visit the Club's ticket office on a matchday in the event that they do not have access to your Season Ticket(s) for that match. In making its decision to issue a replacement Season Ticket, the Club shall be entitled to call for all reasonable evidence of the need for a replacement Season Ticket, for example but not limited to a police crime reference number in the event that a Season Ticket or Smart Device is stolen, or a copy of the damaged Season Ticket.

6.5 Only one duplicate Season Ticket will be issued to a Season Ticket Holder per season and they will be required to sign a document confirming that the original Season Ticket has been damaged, lost, stolen or destroyed. The Club reserves the right to require proof of identity and/or to withdraw the duplicate ticket facility for any particular Match or Matches without notice if the Club reasonably believes the matter has been falsely represented or stated to the Club. The Season Ticket Holder will be responsible for indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club.

## **7. Cancellations & Withdrawals**

7.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of these Terms & Conditions to cancel and withdraw your Season Ticket and to eject you from the Ground. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above, the following actions shall constitute serious breach of these Terms & Conditions:

7.1.1 smoking in designated non-smoking areas;

7.1.2 being (or appearing to be) intoxicated;

7.1.3 persistent standing in seated areas whilst the Match is in progress;

7.1.4 the sale or transfer (save as permitted) of a Season Ticket to any person;

7.1.5 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

7.1.6 the deliberate misuse of a Season Ticket;

7.1.7 the supply of any misleading or incorrect information in any application;

7.1.8 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;

7.1.9 whether at the Ground, or, travelling to or from a Match:

7.1.9.1 the use of foul, obscene, abusive and/or racist language and/or gestures;

7.1.9.2 the chanting of anything of an indecent or racist nature;

7.1.9.3 fighting or engaging in and/or inciting violence;

7.1.10 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;

7.1.11 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;

7.1.12 any misrepresentation in relation to clause 5.1 above;

7.1.13 breach of the terms of any Membership;

7.1.14 any breach of clause 11;

7.1.15 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket; and

7.1.16 any breach of any Supporter Code of Conduct.

7.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 7.1 has either occurred or may occur.

7.3 If a Season Ticket holder is not 18 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions.

7.4 In the event that your Season Ticket 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 Match ticket or season ticket at its discretion, and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

## **8. Dispatch of Season Ticket**

8.1 For the 2024/25 Season, all Season Ticket Holders will have the choice of either being issued with a digital Season Ticket or having a physical Season Ticket card. Supporters that held a physical 2023/24 season ticket (and who renew their ticket for Season 2024/25) will have their existing physical card updated for the Season (2024/25). Where new physical Season Ticket cards are required; they will be subject to an administration charge of £10 per card. Irrespective of the format of Season Ticket, a purchaser of a Season Ticket will be issued with their Season Ticket once their application to purchase a Season Ticket has been accepted by the Club and full cleared payment has been received by the Club or the purchaser has been accepted via the Direct Debit Scheme or the instalment payment plan provided by V12 Retail Finance for the Season Ticket for which they have applied and all payments due and payable have been made up to date of dispatch (or when the digital Season Ticket is available for download).

8.2 The Club shall not have any liability to any purchaser or Season Ticket Holder for any non-delivery or late delivery of any Season Ticket or other materials or tickets despatched by the Club. Should any such items not be received (or in the case of a digital Season Ticket, made available for download) by the purchaser before seven (7) days before the first Match of the 2024/25 Season, the purchaser should contact the Club immediately by telephone.

## **9. Exclusion of Liability**

9.1 The Club shall have no liability to a Season Ticket Holder (or any User) for:

9.1.1 any interruptions and/or restrictions to the view of any Match; and/or

9.1.2 any impact on the Season Ticket Holders (or User's or Personal Assistant's) enjoyment of any Match; in each case which is caused by:

9.1.2.1 the position of the Season Ticket Holder's allocated seat; and/or

9.1.2.2 a camera or other filming device(s); and/or

9.1.2.3 the Match officials, stewards, police, coaching or catering staff; and/or

9.1.2.4 other ticket holders in the Stadium.

9.2 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.

9.3 Neither the English Football League nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of:

9.3.1 the position of the seat and/or

9.3.2 the actions of other spectators.

9.4 The Club hereby excludes any liability for any loss, injury, costs, expenses or damage of any kind connected to use of any Official Ticket Exchange and/or Ticket Sharing Platform, including any liability relating to any problem with, suspension of or termination of any Official Ticket Exchange and/or Ticket Sharing Platform, in each case 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.

9.5 As a Season Ticket Holder:

9.5.1 the Club only provides you with use of the Season Ticket for your domestic and private use and you agree not to use the Season Ticket for any commercial or business purposes, and the Club has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity; and

9.5.2 if the Club fails to comply with these Season Ticket Terms and Conditions, the Club is responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms and Conditions or the Club's negligence, but the Club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you purchased the Season Ticket; and

9.5.3 except as otherwise set out in these Season Ticket Terms and Conditions, and to the fullest extent permitted by Applicable Law, the Club shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Season Ticket Terms and Conditions, including admitting you and/or any other User to the Ground for the Match, caused by any circumstances outside the Club's reasonable control including, without limitation as a consequence of any restrictions required by Applicable Law and/or Football Authority Rules and Regulations.

9.6 Notwithstanding any provision in these Terms and Conditions, the Club does not seek to exclude or limit its liability:

9.6.1 for fraud or fraudulent misrepresentation; or

9.6.2 for death or personal injury, caused by the Club's negligence or the negligence of any of its officers, employees, or agents; or

9.6.3 under section 2(3) of the Consumer Protection Act 1987; or

9.6.4 for any other matter for which it is not possible to exclude or limit liability by law.

## **10. Undertakings**

10.1 The Season Ticket Holder shall, and shall procure that any User shall, at all times:

- 10.1.1 use the seat(s) and the Ground in a proper and lawful manner, in accordance with Applicable Law, Applicable Football Regulation and the Terms and Conditions of Entry (including, without limitation, the Commitment), and not so as to cause any nuisance, annoyance or inconvenience to the Club or any other person (including any other spectators or visitors to the Ground or local residents) or to render void or voidable, in part or whole, any insurance maintained by the Club in respect of the Ground; and
- 10.1.2 ensure that no part of the Ground to which the Season Ticket Holder and/ or any User may be granted access are damaged (fair wear and tear excepted).
- 10.2 The Season Ticket Holder shall not make, and will procure that no other User makes, without the prior written consent of the Club, any public statement or announcement linking, or implying any relationship between, or engage in any marketing, advertising or promotional activity which links, or implies any relationship between, you and the Club.

## **11. Filming, Photography & Taping**

- 11.1 Save as set out in clause 1.2 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the 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 English Football League absolutely and with full title guarantee. In addition, the Club reserves the right to eject you from the Ground in circumstances where you breach this Clause 11.1.
- 11.2 The Club does not allow any professional cameras (or cameras that staff believe in their absolute discretion to be professional), video cameras, tablet computers, selfie sticks or audio recording devices to be brought into the Stadium for use during a Match. Mobile telephones and other mobile devices are permitted within the Ground, PROVIDED THAT:
- 11.2.1 they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and
- 11.2.2 no Material that is captured, logged, recorded, transmitted, played, issue, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including via social networking sites.
- 11.3 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 11.1 above, or pursuant to clause 11.2 above, or otherwise) 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 English Football League absolutely and with full title guarantee.

11.4 All Season 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 televised 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. 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 or detecting crime, or any breach of these Season Ticket Terms and Conditions or the Terms and Conditions of Entry.

11.5 All Season Ticket Holders agree that the Matches for which Season Tickets 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.

## **12. General**

12.1 The Club reserves the right to change these Season Ticket Terms and Conditions from time to time and shall notify you of such changes if they seriously affect your rights as a consumer.

12.2 You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available from [www.oufc.co.uk](http://www.oufc.co.uk). In particular, the Club may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of the ticket holders) with other football clubs, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and prevent violent and antisocial behaviour at matches, including racial, homophobic, or discriminatory abuse, chanting or harassment and with enforcing sanctions under the Commitment. The Club may also share your data in order to support the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. For more information on how the Club processes your personal data and who we share it with, please consult the Club's privacy policy (available [here](#)).

12.3 The invalidity or partial invalidity of any provision of these Season Ticket Terms and Conditions shall not prejudice or affect the remainder of these Season Ticket Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement 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.

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

12.5 The Terms and Conditions of Entry constitute the entire agreement between the Club and the Season Ticket Holder and neither the Club nor the Season Ticket Holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on

behalf of any other party in relation to the Terms and Conditions of Entry which is not set out therein.

- 12.6 If there is any conflict, ambiguity or inconsistency between any provision of these Season Ticket Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Season Ticket Terms and Conditions shall take precedence.
- 12.7 Notwithstanding any other provision in these Season Ticket Terms and Conditions 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 Season Ticket Terms and Conditions. Nothing in these terms or conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the that Act.
- 12.8 These Season Ticket Terms and Conditions 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 exclusive jurisdiction of the Courts of England and Wales (including in relation to any non-contractual disputes or claims).