

## **PRESTON NORTH END FOOTBALL CLUB MEMBER CARD, E-TICKET AND MATCH TICKET TERMS AND CONDITIONS, SEASON 2019/20**

1. All member cards, e-tickets and match tickets are subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The English Football League ('the EFL') in respect of the relevant competition to which the fixture may apply and Preston North End Football Club ('the Club') Ground Regulations (The Ground Regulations).
2. The use of a member card, e-ticket or match ticket to enter Deepdale constitutes acceptance of the policies and procedures of the Club under which it is issued and the ground regulations. The Club reserves the right to eject any person who fails to comply with such rules and regulations.
3. All match dates are subject to alteration. The Club will use the relevant media channels to inform you of any changes such as the Club's website [www.pne.com](http://www.pne.com), PA announcements, matchday programme and local media.
4. As a joint commitment with broadcast partner SKY Sports, the EFL will endeavour to ensure all clubs are given a minimum of at least 'five weeks' notice ahead of any matches selected for live television coverage. This is ultimately to be as fair as possible to supporters who are looking to make arrangements to attend these matches. No refunds will be made in respect of any amendments to the initial fixture list. If for any reason both the EFL and SKY Sports are unable to meet the five week minimum timeframe, then the clubs have the ability to choose not to broadcast live on television. However, if both clubs mutually agree to the rescheduling of the fixture within this five week period then the game will be played on the new date.
5. Please refer to the Club Customer Charter for further information on the Club's policies and procedures. This can be found on the Club's website [www.pne.com](http://www.pne.com) under the 'Club' tab and is also sited inside and around the stadium.
6. The Club cannot accept any responsibility for member cards, e-tickets or match tickets that are damaged, lost or stolen. All member cards which have been damaged, lost or stolen, will be replaced at a cost of £10.
7. To gain entry to Deepdale on a member card, the card must be presented at the turnstile and scanned on the reader, having purchased the fixture in advance.
8. To gain entry to Deepdale with an e-ticket, the whole ticket must be presented at the turnstile and the barcode scanned on the reader. Under no circumstances should an e-ticket be transferred, reprinted or photocopied.
9. To gain entry to Deepdale with a match ticket, the whole ticket must be presented at the turnstile and the barcode scanned on the reader. Should any part of the ticket be removed in advance, or the barcode has been defaced, the Club reserves the right to refuse entry to Deepdale.

10. If you have forgotten your member card, e-ticket(s) or match ticket(s), a duplicate ticket will be issued from the ticket office which will invalidate the member card or original e-ticket/match ticket(s) bought for the fixture in question. Reprints will only be issued a maximum of five times per member, before a £10 admin charge will be incurred.
11. To regrade a ticket already purchased on a member card, or to relocate to an alternative seat or stand, the transaction must be completed either in person or over the phone prior to kick-off. The relevant upgrade price or refund will be applicable.
12. To regrade an e-ticket or match ticket already purchased, or to relocate to an alternative seat or stand, the transaction must be completed in person prior to kick-off. The e-ticket or match ticket and proof of purchase must be returned in order to regrade or relocate and the relevant upgrade price or refund will be applicable.
13. Supporters must occupy the seat allocated and indicated on the email receipt or match ticket.
14. No refunds will be made in respect of any fixtures unattended.
15. The Club's policy on the return and distribution of unwanted tickets is as follows:
- Supporters who find they are unable to attend will be refunded in full provided that:
  - A suitable reason is provided for being unable to attend;
  - The Club is notified in writing at least 48 hours prior to the day of the game;
  - Any match tickets purchased are returned to the ticket office at least 48 hours prior to the day of the game;
  - Refunds will not be given simply because a supporter is unhappy about or disagrees with a decision taken by the Club, its shareholder or the board of directors;
  - Refunds will not be issued after the game.
16. The Club accepts no responsibility whatsoever if the seat purchased is affected by adverse weather conditions.
17. In the event a match has to be abandoned or postponed, the following Club policy will apply:
- a)** If a match is postponed or abandoned and is needed to be replayed, spectators will be offered free admission to the re-arranged fixture. Supporters who purchased a ticket on a member card will have their card reactivated for the rearranged fixture. Supporters who purchased an e-ticket or match ticket are to retain it and produce this at the re-arranged fixture. Details of the re-arranged fixture will be communicated through the Club's media channels;
  - b)** If spectators are unable to return to the re-arranged fixture, refunds may be considered at the Club's discretion.

18. All persons entering Deepdale (or any other grounds to which admission is permitted with a member card, e-ticket or match ticket) must comply with the ground regulations (copies of which are displayed at each turnstile entry point into the stadium) and with the rules and regulations of the Football Association and the EFL as they apply from time to time.

19. Entry to Deepdale (or any other ground to which admission is permitted with the member card, e-ticket or match ticket) shall be deemed to constitute unqualified acceptance of all rules and regulations. The Club reserves the right to eject any person from the ground who fails to comply with such rules and regulations.

20. The Club's Equal Opportunities, Equality and Diversity Policy and Inclusion and Anti-Discrimination Mission Statement can all be found on the Club's website [www.pne.com](http://www.pne.com).

21. Any member card, e-ticket or match ticket holder who;

**a)** breaches the regulations or who the Club reasonably believes is likely to breach the regulations;

**b)** acts in any manner detrimental, or likely to be detrimental to the Club;

**c)** persistently stands in seated areas or climbs over or on any seats;

**d)** the Club reasonably believes has sold their member card, e-ticket or match ticket to another person; this could be conceived as ticket touting which is illegal;

**e)** misuses the member card, e-ticket or match ticket under any of the terms and conditions;

**f)** is the subject of a restriction order under The Football Spectators Act; 1989 or who has acted in any way that such an order could have been made or applied for;

may at the Club's discretion, be ejected from or refused entry to Deepdale (or any other ground to which admission is permitted with this member card, e-ticket or match ticket) and/or have the member card, e-ticket or match ticket cancelled for part or all of the remainder of the match, with no compensation.

The following are offences under the Football (Offences) Act 1991 and are strictly forbidden:

- the throwing of any object within the ground without lawful authority or excuse;
- the chanting of anything of an indecent or discriminatory nature;
- the entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Any spectator who commits any of the above offences is liable to be arrested.

Racial, homophobic or other discriminatory abuse, use of obscene language, chanting or harassment is strictly forbidden and will result in arrest and or ejection from the ground.

22. The Club reserves the right to amend or alter the conditions of use of member cards, e-tickets or match tickets without prior notification. The Club's decision on all matters relating to admission to Deepdale or to these conditions shall be accepted as final and binding.

23. No person may bring into, or use within the ground any equipment, which 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 any match or the ground.

24. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.

25. By entering the Ground, all persons are acknowledging 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 EFL or others (including commercial partners and accredited media organisations) and entry into 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 Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

26. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground provided that nothing shall limit or exclude the liability of the Club for fraud, fraudulent misrepresentation or death or personal injury caused by its negligence.

27. Deepdale is a no smoking stadium, anybody caught smoking or using vaping devices within the stadium, concourses or toilet facilities will be asked to leave. There is a half-time facility available for fans who wish to smoke/vape in an open and safe environment. Please enquire at the ticket office for more information on the restricted area where this is available.

28. Approved forms of identification must be shown when purchasing any concessionary ticket and on entry to the stadium. Acceptable forms of ID for proof of age are as follows; Passport, Birth Certificate or Photo Driving Licence.

29. To receive the senior citizen concessionary rate, you must be at least 65 years of age on the day of the home fixture you are attending.

30. To receive the 19 to 24 (young adult) concessionary rate you must be aged between 19 and 24 years of age inclusive on the day of the home fixture you are attending.

31. To receive the 11 to 18 (junior) concessionary rate you must be aged between 11 and 18 years of age inclusive on the day of the home fixture you are attending.

32. To receive the under 11 concessionary rate you must be ten-years-old or younger on the day of the home fixture you are attending.

33. All U11s will pay £2 per game in the Invincibles Pavilion, Sir Tom Finney Stand and Alan Kelly Town End and £1 per game in the Sir Tom Finney Family Zone. A maximum of four U11s will be issued per over 18 member card, e-ticket or match ticket holder.

34. Any infants under two years of age will be classed as 'babes in arms' and will be free of charge. The ticket office must be notified of any infant attending and the over 18 will be issued with a match ticket which will be marked with 'babes in arms'. The infant will not receive a ticket for their own seat and must sit on their parent or guardian's lap. You will be advised at the time of booking on the most suitable location to sit for the safety of the infant.

35. All supporters with a disability must be registered with the Club by completing a disability registration form. The registration form consists of two parts; part one is to be completed by the applicant or their representative and part two must be completed by a person who works in (or is retired from) a recognised profession. This person must know the applicant well, but cannot be related to or live at the same address as the applicant.

A recognised profession can be defined as a job which requires special knowledge and skills derived from research, training and education and is acknowledged by the public as such. i.e.; doctor, teacher, solicitor.

One of the following documents will also need to be provided at the time of registration in support of the registration form:

- Disability Living Allowance (DLA) at the medium to high rate;
- Personal Independence Payment (PIP) at the standard or enhanced rate;
- Certificate of Visual Impairment;
- Attendance Allowance.

You will be advised at the time of completing your registration if/when your application will be reviewed.

For the full Disabled Supporter and Carer Terms and Conditions please visit the Club's website [www.pne.com](http://www.pne.com) or contact our disability liaison officer on 0344 856 1964 or via email [slo@pne.com](mailto:slo@pne.com).

37. Every child under the age of 14 must be accompanied by an adult aged 18 or over.

38. The Club accepts no responsibility for juniors under the age of 14 years who are left unattended or attend Deepdale unaccompanied by an adult.

39. Loyalty point's scheme: Please refer to the loyalty point's scheme information document on the Club's website [www.pne.com](http://www.pne.com) for more information about the benefits of the scheme.

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