

## **PRESTON NORTH END FOOTBALL CLUB CONDITIONS OF ISSUE OF SEASON CARDS 2019/20**

1. The season card is 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 football competition and Preston North End Football Club ('the Club') Ground Regulations.
2. The season card remains the property of the Club at all times and the purchase and/or use of this season card constitutes acceptance of the policies and procedures of the Club and the conditions, under which it is issued, as detailed below.
3. All match dates are subject to alteration. No refunds will be made in respect of any amendments to the initial fixture list.
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. No refunds will be made in respect of any fixtures unused on the card.
6. The season card admits the holder to all EFL match fixtures to be played at Deepdale upon presentation of the card. This does not include any play-off, cup competition or friendly matches that may from time to time be played at Deepdale.
7. The season card must be produced at the turnstile and scanned on the reader in order to gain entry.
8. 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) and is also sited inside and around the stadium.
9. The Club is not responsible for replacing season cards which have been damaged, lost or stolen. All season cards which have been damaged, lost or stolen will be replaced at a cost of £10.
10. The season card is for the personal use of the named card holder only and is strictly non-transferable. The sale of a season card is strictly forbidden.

11. Season card holders must occupy the seat allocated and indicated on the front of the card. Spot checks will be carried out throughout the season.
12. Changes of address must be notified to the Club's ticket office at the earliest opportunity.
13. In the event of a forgotten or misplaced season card, a duplicate ticket will be issued from the ticket office which will invalidate the season card for the fixture in question. Reprints will only be issued a maximum of five times per season card before a £10 admin charge will be incurred.
14. To permanently regrade or relocate a season card to an alternative age band or area, the transaction must be completed in person or over the phone. The relevant upgrade price or refund will be applicable.
15. Anyone wishing to upgrade a season card to an alternative age band for a single fixture, must do so either in person or over the phone prior to kick-off. The relevant upgrade price will be applicable, based on the matchday price and a paper ticket will be issued. Season cards cannot be downgraded for a single fixture.
16. Anyone wishing to relocate their season card for a single fixture must do so either in person or over the phone prior to kick-off. Any price difference will be charged accordingly based on the matchday price and a paper ticket will be issued.
17. The allocation of ticket priority for away games will be announced via the Club's media channels. In most circumstances priority will be given to Ambassador season card holders, then to supporters with a required number of loyalty points, followed by general sale. Decisions will be based on the opponents, the profile of the fixture and the allocation of tickets received. Information will be conveyed to supporters via the Club's media channels.
18. The Club reserves the right to re-designate any area of the ground whether that be to visiting supporters or otherwise. In such an event season card holders who are affected will be allocated a ticket for the relevant match in an alternative section of the ground.
19. The Club accepts no responsibility whatsoever if the seat to which this card refers is affected by adverse weather conditions.
20. If a match is abandoned or postponed, season card holders will be offered free admission to the re-arranged game. Details of the re-arranged fixture will be communicated through the Club's media channels.
21. All persons entering Deepdale (or any other ground to which admission is permitted with this season card) must comply with the ground regulations (copies of which are displayed within the ground) and with the rules and regulations of the Football Association and the EFL as they apply from time to time.

22. Entry to Deepdale (or any other grounds to which admission is permitted with this season card) 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.
23. The Club's Equal Opportunities Policy, 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).
24. Any season card holder who,
- breaches the regulations or who the Club reasonably believes is likely to breach the regulations;
  - acts in any manner detrimental, or likely to be detrimental to the Club;
  - persistently stands in seated areas or climbs over or on any seats;
  - the Club reasonably believes has sold their season card to another person;
  - misuses the season card under any of the terms and conditions;
  - is the subject of a restriction order under The Football Spectators Act; 1989 and 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 season card) and/or have the season card cancelled for part or all of the remainder of the season, with no compensation being payable for any unused fixtures.

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 of a 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. The Club may impose a ban for one or more matches.

25. The Club reserves the right to amend/or alter the conditions of issue of season cards 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.
26. No person may bring into the ground 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.

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

28. 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.

29. 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.

30. 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.

31. Approved forms of identification must be shown when purchasing any concessionary season card. Acceptable forms of ID for proof of age are as follows: Passport, Birth Certificate or Photo Driving Licence.

32. To receive the senior citizen concessionary rate, you must be at least 65-years-old on 3<sup>rd</sup> August 2019. PNE Ambassadors who purchased an Ambassador season ticket before 31<sup>st</sup> May 2012 and have retained that status every season since, will be entitled to the senior citizen discount if they were 60-years-old on or before 4<sup>th</sup> August 2017. All those already in receipt of the senior citizen discount will retain it as long as they maintain Ambassador status. All new senior citizen concessions throughout the stadium will commence at age 65.

33. To receive the 19-24 (young adult) concessionary rate, you must be aged 19, 20, 21, 22, 23 or 24 on 3<sup>rd</sup> August 2019.

34. To receive the 11 to 18 (junior) concessionary rate, you must be aged 11,12,13,14,15,16,17 or 18-years-old on 3<sup>rd</sup> August 2019.

35. To receive the under 11 concessionary rate you must be ten-years-old or younger on 3<sup>rd</sup> August 2019.
36. An under 11 must become a season card holder to qualify for the nil price entry for each EFL fixture. All applicants must register and sign up for their season card within the published season ticket deadline period. A full price over 18 season card must accompany an U11. A maximum of four U11s can be obtained with each over 18 season card purchase.
37. All U11s will pay £2 per game in the Invincibles Pavilion, Sir Tom Finney Stand and Alan Kelly Town End if they are not an U11 season card holder and £1 per game in the Sir Tom Finney Family Zone. A maximum of four U11s will be issued per over 18 member card or match ticket holder.
38. 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).

39. All wheelchair disabled platform spaces will be sold on a first come first served basis in each home stand.
40. Every child under the age of 14 must be accompanied by an adult aged 18 or over.

41. To purchase a season card in the Family Zone (Blocks A, B and C in the Sir Tom Finney Stand), any purchase by an 18-year-old and above must be accompanied by at least one under 18 season card.
42. The Club accepts no responsibility for juniors under the age of 14 years who are left unattended or attend Deepdale unaccompanied by an adult.
43. Loyalty point scheme: Please refer to the loyalty point scheme information document on the Club's website [www.pne.com](http://www.pne.com) for more information about the benefits of the scheme.

Last updated April 2019