

**Preston North End Football Club,**  
**Match Ticket Terms and Conditions,**  
**Season 2016/17**

1. All tickets are subject to the rules and regulations of FIFA, The Football Association, The FA Premier League and the EFL in respect of the relevant competition to which the match ticket may apply and Preston North End Football Club Ground Regulations (The Ground Regulations).
2. The use of a matchday ticket to enter Deepdale constitutes acceptance of the policies and procedures of Preston North End Football Club ("The Club") under which it is issued and the ground regulations. Preston North End Football Club (The Club) reserves the right to eject any persons who fails to comply with such rules and regulations.
3. Please refer to the Preston North End Football Club Customer Charter for further information on the Club's policies and procedures. This can be found on the Club's website, PNE.Com under the 'tickets tab' and is cited inside and around the stadium.
4. The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
5. The Club cannot accept any responsibility for tickets that are lost, stolen or destroyed.
6. 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. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
7. 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.
8. To regrade a match ticket already purchased, or to relocate to an alternative seat or stand, the transaction must be completed in person along with your proof of purchase prior to kick-off at the ticket office. The relevant upgrade price or refund will be applicable.
9. The Club's policy on the return and distribution of unwanted tickets is as follows:
  - Tickets purchased by 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 and receives the tickets back 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 made after the game.
10. To gain entry to Deepdale all supporters must obtain a ticket, the whole ticket will be handed to the turnstile operator who will remove the section of the ticket marked 'to be given up'. Should this section be removed in advance the Club reserves the right to refuse entry to Deepdale.
11. If you have forgotten your home match ticket, you must purchase another ticket for the event. A refund will be issued on the additional ticket providing that both tickets (with the original ticket still being in full) are returned no later than three working days after the event.
12. Smoking including electronic cigarettes, will not be permitted in any areas of Deepdale stadium either before, during or after a fixture. Anyone smoking may be asked to leave the stadium.
13. All persons entering Deepdale (or any other ground to which admission is permitted with a matchday ticket) 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.

**14.** Our Inclusion and Anti-discrimination Mission Statement can be found on the Preston North End FC website, PNE.Com under the club tab.

**15.** Entry to Deepdale (or any other ground to which admission is permitted with this matchday 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.

**16.** Any matchday ticket holder who;

**a)** breaches the regulations of 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 the match ticket to another person;

**e)** misuses the matchday ticket under any of the terms and conditions;

**f)** 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 matchday ticket) and/or have the matchday ticket confiscated 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 taking part in any chanting of an indecent, racist, homophobic 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.

Any spectator who uses obscene language, racial, homophobic or discriminatory abuse or chanting will be arrested or ejected from the ground.

**17.** In the event a match has to be abandoned or postponed for whatever reason, 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. Spectators are to retain the match ticket and produce this at the re-arranged game. 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.** The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.

**19.** To purchase a 'senior citizen' priced match ticket an applicant must be 65 years of age or older on the day of the home fixture you are attending.

**20.** To purchase a 'junior' priced match ticket an applicant must be 16 years or under on the day of the home fixture you are attending.

**21.** To purchase a 'young adult' season ticket an applicant must be aged between 17 and 21 (inclusive) years of age on the day of the home fixture you are attending.

**22.** All children under eight will pay £2 per game for a match ticket if they are not a Mini White season ticket holder. A maximum of four U8 match tickets will be issued against each over 18 match ticket purchased.

**23.** On a match- by- match basis disabled supporters pay according to their age band and will be eligible for a carer to attend free of charge providing we have seen one of the following documents at the first transaction:

- DLA (Middle to higher rate care/mobility component)
- PIP (Standard or enhanced rate)
- Certificate of Visual Impairment
- Attendance Allowance

An additional form may be requested to be completed by the ticket office upon registration.

The ticket office clerk will advise you at the time of your first transaction if we require to see your documentation again for future transactions.

- Any carer proposing to provide assistance who is under the age of 16 will be looked at on an individual basis by the Club and will only be issued with a ticket if the Club believes they are fulfilling the role of a carer.

For further information please refer to our disabled and carer terms and conditions which can be found on the Club's website PNE.Com or contact our disability liaison officer on 01772 693324 or via email slo@pne.com.

**24.** All wheelchair disabled platform spaces will be sold on a first come first served basis in each stand.

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

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

**27.** Please refer to the loyalty point scheme Information document on the Club's website, PNE.Com which can be found underneath the Ticket's tab.

