

## **PRESTON NORTH END FOOTBALL CLUB HOSPITALITY MATCHDAY TICKETS TERMS AND CONDITIONS, SEASON 2022/23**

1. All hospitality matchday tickets are subject to the rules and regulations of FIFA, The Football Association, The FA Premier League and the English Football League ('the EFL') in respect of the relevant competition to which the hospitality match ticket may apply and Preston North End Football Club ('the Club') Ground Regulations (The Ground Regulations).
2. The use of a hospitality ticket to enter the hospitality facility constitutes acceptance of the spectators code of conduct, customer charter, equal opportunities policy, equality and diversity policy, inclusion and anti-discrimination mission statement, ground regulations and the terms and conditions under which it is issued as detailed below. 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 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.
  - For any fixtures that are cancelled, a full refund will be offered.
  - For any fixtures that are postponed and rearranged, hospitality match by match ticket 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. No refunds will be issued in respect of abandoned or postponed fixtures that are rearranged.
  - For any fixtures that are played behind closed doors, the club will offer a full refund for the affected fixture(s) or a suitable alternative such as a live streaming service, partial refunds or credits where applicable (relative to the value of the ticket purchased).
  - For any fixtures that are played with a reduced capacity, a ballot process may be required. Season card holders will get first priority in the ballot. Should any further tickets be available then these will be allocated to match by match buyers. Match by match buyers who have already purchased a ticket and are not permitted to attend, will be offered a full refund for the affected fixture(s) or a suitable alternative such as a live streaming service, partial refunds or credits where applicable (relative to the value of your season card). All ticket buyers successful in the ballot process, may be subject to alternative seating arrangements in line with social distancing requirements.
  - Where a refund is the appropriate remedy in the scenarios above, refunds will not be offered for any claim of compensation for any loss of hotel or travel costs or similar.
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. 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 unattended due to your own personal circumstances.
6. The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
7. The hospitality matchday ticket is to be collected on entry to the hospitality lounge on the day of the game at the relevant reception point.
8. Providing there is no reduced capacity or social distancing restrictions in place, hospitality guests must occupy the seat allocated and indicated on the matchday ticket. Spot checks will be carried out throughout the season. Ticket holders may be subject to alternative seating arrangements in line with any social distancing requirements.
9. To regrade a hospitality matchday ticket to an alternative age band, you must contact the commercial department ahead of the fixture. The relevant upgrade price or refund will be charged accordingly.
10. All persons entering the hospitality facilities at the Club (or any other ground to which admission is permitted with the hospitality matchday ticket) must comply with The Ground Regulations and code of conduct (copies of which are displayed within the ground and the hospitality facilities) and with the rules and regulations of the Football Association and the EFL as they apply from time to time.
11. Entry into the hospitality facilities at the Club (or any other grounds to which admission is permitted with the hospitality 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.
12. The Club's Equal Opportunities Policy, Equality and Diversity Policy, Inclusion and Anti-discrimination Mission Statement can all be found on the Club's website, [www.pne.com](http://www.pne.com).
13. Any hospitality matchday ticket holder who:
  - a. Breaches the regulations or who breach the regulations;
  - b. Acts in any manner detrimental to the Club;
  - c. Persistently stands in seated areas or climbs over or on any seats;
  - d. Misuses the corporate matchday ticket under any of the terms and conditions;
  - e. The Club reasonably believes has sold the match ticket to another person; this could be conceived as ticket touting which is illegal;

- 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 the hospitality match day ticket) and/or have the hospitality matchday ticket confiscated for part or all of the remainder of the game with no compensation being payable.

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.

14. 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 at the ground.
15. 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.
16. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
17. 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.

18. 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.
19. Deepdale is a no smoking stadium, anybody caught smoking or using vaping devices within the lounges, stadium or toilet facilities will be asked to leave. If you wish to smoke/vape in an open and safe environment, please contact the commercial department for more information on the restricted areas where this is available.
20. 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.
21. To receive the junior concessionary rate, you must be 11 to 18 years of age on the day of the home fixture you are attending.
22. To receive the U11's concessionary rate, you must be under 11 years of age on the day of the home fixture you are attending.
23. Any infants under two years of age will be classed as 'babes in arms' and will be free of charge. The commercial department 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.
24. For disabled supporters purchasing match tickets with a carer, please refer to the disabled and carer terms and conditions.
25. All wheelchair disabled platform spaces will be sold on a first come first served basis in the hospitality areas.
26. Any person under the age of 18 attending hospitality on a match day must be accompanied by an adult aged 18 or over.
27. The Club accepts no responsibility for hospitality guests under the age of 18 years who are left unattended or attend Deepdale unaccompanied by an adult.

28. If after purchase there is a change of age category, the Club have the right to charge the difference accordingly.
29. At the time of booking, an email confirmation will be sent with your matchday details. Please adhere to the timings advised to ensure service runs efficiently on the day of the match. If you do not have an email address we will post the information out to the party organiser.
30. Car parking at the ground is an additional cost per space for all hospitality facility bookings. Please contact the commercial department ahead of the fixture to book a space. Spaces are limited and booked on a first come first served basis.