

## **PRESTON NORTH END FOOTBALL CLUB CONDITIONS OF ISSUE OF HOSPITALITY SEASON CARDS 2022/23**

1. All hospitality season cards 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 football competition and Preston North End Football Club ('The Club') Ground Regulations.
2. The hospitality season card remains the property of Preston North End Football Club ('The Club') at all times and the purchase and/or use of the hospitality season card 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. These policies can be viewed at [www.pne.com](http://www.pne.com)
3. All match dates are subject to alteration. For any fixtures that are cancelled, the club will offer a pro-rata refund in respect of those cancelled matches only.
4. For any fixtures that are postponed and rearranged, hospitality season card holders will be offered free admission to the rearranged game. Details of the rearranged 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.
5. For any fixtures that are played behind closed doors the club will offer a full pro rata refund for the affected fixture(s) relative to the value of your season card.
6. For any fixtures that are played with a reduced capacity a ballot process may be required. Hospitality season card holders unsuccessful in the ballot, will be offered a full pro-rata refund for the affected fixture(s) relative to the value of your season card. Hospitality season card holders who are successful in the ballot process maybe subject to alternative seating arrangements in line with social distancing requirements.
7. 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 cost or similar.
8. 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.
9. Season Cards are non-refundable . No refunds will be made in respect of any fixtures unused on the card due to your own personal circumstances.
10. The hospitality season card admits the holder to all EFL match fixtures to be played at Deepdale where fans are permitted, on presentation of the card. This does not include any Play-Off, cup competitions or friendly matches that may from time to time be played at Deepdale.

11. The hospitality season card must be produced at the appropriate entrance and scanned on the reader in order to gain entry.
12. The club is not responsible for replacing hospitality season cards which have been lost, damaged or stolen. All season cards that have been lost, damaged or stolen will be replaced at a cost of £10.
13. The hospitality season card is for the personal/business use of the named card holder and is strictly non-transferable. The re-sale of a hospitality season card is strictly forbidden.
14. Providing there is no reduced capacity or social distancing restrictions in place, hospitality 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. Hospitality season card holders may be subject to alternative seating arrangements in line with social distancing requirement
15. Changes of address must be notified to the club's commercial department at the earliest opportunity.
16. In the event of a forgotten or misplaced hospitality season card, in the first instance contact a member of the commercial department for authorised entry. On occasions you may be required to pay the full value for a new hospitality ticket and you will be reimbursed after the event.
17. To regrade or relocate a season card, permanently or for a single fixture, to an alternative age band or area, the transaction must be completed in person or over the phone. The relevant upgrade fee will be applicable. Such requests may be refused at the club's discretion due to capacity restrictions or social any distancing guidelines.
18. The allocation of ticket priority for away games will be announced via the club's media channels. In most circumstances priority will be provided to hospitality 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. The club reserves the right to de-designate any area of the ground whether that for the capacity restrictions or social distancing guidelines, 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. All persons entering Deepdale (or any other ground to which admission is permitted with the hospitality 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.
21. Entry to Deepdale (or any other grounds to which admission is permitted with a hospitality 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.
22. Any hospitality season card holder who;
  - a). Breaches the regulations or who;
  - b). Acts in any manner detrimental, to the club;

- c). Persistently stands in seated areas or climbs over or on any seats;
- d). The club reasonably believes has sold a hospitality season card to another person;
- e). Misuses the hospitality season card 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 the hospitality season card) and/or have the hospitality 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 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.

- 23. The club reserves the right to amend the conditions of issues of hospitality 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.
- 24. 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.
- 25. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
- 26. 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.
- 27. 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.

28. Deepdale is a no smoking stadium, anybody caught smoking or using vaping devices within the stadium, hospitality areas or toilet facilities will be asked to leave. Hospitality guests will be allowed to exit the stadium to smoke or vape at any time during the event, but must ensure they are away from the hospitality entrances and you must have your hospitality season card on you at all times to re-gain entry.
  29. 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.
  30. To receive the senior citizen price band, you must be at least 65-years-old on 7<sup>th</sup> August 2022. PNE Ambassadors who purchased an Ambassador hospitality season card 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. For the 2020/21 season, all new senior citizen concessions throughout the stadium will commence at age 65.
  31. To purchase a 'junior' priced hospitality season card, an applicant must be 11 to 18-years-old on 7<sup>th</sup> August 2022.
  32. To purchase an U11 hospitality season card, an applicant must be aged ten or under on 7<sup>th</sup> August 2022<sup>i</sup>.
  33. A full price over 18 hospitality season card must accompany an U11. A maximum of four U11's can be obtained with each over 18 hospitality season card purchase.
  34. For supporters who are purchasing a disabled hospitality season card, please refer to the disabled and carer terms and conditions or contact the commercial department for further information.
  35. Any person under the age of 18 attending hospitality on a match day must be accompanied by an adult aged 18 or over.
  36. 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.
  37. These terms and conditions are issued under the Consumer Rights Act 2015 (relevant to consumer fans).
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