

PRESTON NORTH END FOOTBALL CLUB
HOSPITALITY MATCHDAY TICKETS TERMS AND CONDITIONS,
SEASON 2018/19

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 any policies, procedures 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 media channels to inform you of any changes such as the Club's website, 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. No refunds will be made in respect of any fixtures unattended.
6. 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, and is sited in and around the stadium.
7. The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
8. The Club cannot accept any responsibility for tickets that are lost, stolen or destroyed.
9. 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.
10. Hospitality guests must occupy the seat allocated and indicated on the matchday ticket. Spot checks will be carried out throughout the season.

11. 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.
12. In the event that 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.
13. 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.
14. 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.
15. 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.
16. Any hospitality matchday 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. 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.

17. 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. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
18. 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.
19. 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.
20. 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.
21. 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.
22. To receive the junior concessionary rate, you must be 18 years of age or younger on the day of the home fixture you are attending.
23. 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 or contact our disability liaison officer on 0344 856 1966 or via email slo@pne.com.

24. All wheelchair disabled platform spaces will be sold on a first come first served basis in the hospitality areas.
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. If after purchase there is a change of age category, the Club have the right to charge the difference accordingly.
28. 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.
29. Loyalty point's scheme: Please refer to the loyalty point's scheme information document on the Club's website, www.pne.com, for more information about the benefits of the scheme.
30. For bookings of one person or more, the lead booker (party organiser) will benefit from the loyalty point scheme as an individual booking.

31. If booking more than one guest and you would like all individuals to benefit from the loyalty point scheme, full details must be provided at the time of sale.
32. 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.

Last updated May 2018