PRESTON NORTH END FOOTBALL CLUB, CONDITIONS OF ISSUE OF HOSPITALITY SEASON CARDS 2017/18

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 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 policies, procedures and ground regulations 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 unattended.

6. The hospitality season card admits the holder to all EFL match fixtures to be played at Deepdale upon production of the hospitality season 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 hospitality season card must be produced at the relevant hospitality lounge entrance, otherwise entry will be refused.

8. 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, and is sited in and around the stadium.

9. Hospitality season cards which have been lost, damaged, defaced or stolen will be replaced upon payment of £50. Unfortunately we are unable to replace a hospitality season card on a matchday.

10. Hospitality season card holders must occupy the seat allocated and indicated on the hospitality season card.

11. Changes of name and or address must be notified to the Club's commercial department immediately.

12. The hospitality season card is for the personal use of the holder only and is strictly non-transferable, the re-sale of the hospitality season card is strictly forbidden.

13. 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 all season ticket 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.

14. In the event of a forgotten or misplaced hospitality season card, in the first instance contact the head of commercial and ticketing for authorised entry. On occasions you may be required to pay the full value for a new hospitality ticket and you will be re-inbursed after the event.

15. To regrade a hospitality season card to an alternative age band, you must contact the commercial department ahead of the fixture. The relevant upgrade price or refund will be applicable.

16. If you wish to relocate your hospitality season card for a matchday fixture, you must do this in advance of the fixture with the commercial department, any price difference will be charged accordingly.

17. 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 hospitality season card holders who are affected will be allocated a ticket for the relevant match in an alternative section of the ground.

18. The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.

19. If a match is abandoned or postponed, season ticket holders will be offered free admission to the re-arranged game. The Club will announce details of how to gain entry to the re-arranged fixture. Details of the re-arranged fixture will be communicated through the Club's media channels.

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 corporate 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. The Club's Inclusion and Anti-discrimination Mission Statement can be found on the Club's website, PNE.Com.

23. Any season 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). the Club reasonably believes has sold a hospitality season card to another person; this could be conceived as ticket touting which is illegal;
    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 confiscated for part or all of the remainder of the season, with no compensation being payable for any un-attended 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 racist 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.

23. The Club reserves the right to amend/or alter the conditions of issue of a hospitality season card 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. The Club may impose a ban for one or more matches. The Club reserves the right to amend/or alter the conditions of issue of a hospitality season card 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.

25. 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.

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

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. To receive the senior citizen concessionary rate, you must be at least 65-years-old on 4th August 2017. PNE Ambassadors who purchased an Ambassador hospitality season card before 31st May 2012 and have retained that status every season since, will be entitled to the senior citizen discount if they are 60-years-old on or before 4th August 2017 for the 2017/18 season. From the 2018/19 season, all senior citizen concessions throughout the stadium will commence at age 65, all those already in receipt of the senior citizen discount will retain it as long they maintain Ambassador hospitality season card status.

30. A full-time student or apprentice concession is not available within the hospitality facilities.

31. To purchase a 'junior' priced hospitality season card, an applicant must be 18-years-old or under on 4th August 2017.

32. Under 11 concessions are not available within the hospitality facilities.

33. All supporters with a disability must be registered with Preston North End FC 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 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 by a member of the commercial team at the time of registration if/when your application will be reviewed.

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 the head of commercial and ticketing for more information on 0344 856 1960.

All wheelchair disabled platform spaces will be sold on a first come first served basis in the Invincibles Pavilion.

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

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

36. Please refer to the loyalty point scheme information document on the Club's website, PNE.Com.

Last updated July 2017.