



# 2021/22 MATCH DAY TICKET TERMS & CONDITIONS

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The following terms and conditions outline the Club's commitment to the individual purchasing a 2021/22 Stevenage Football Club Limited Match Day Ticket.

### AGE CLASSIFICATION

Categories are defined as follows:

- Adult – aged 18-59 at the time of purchasing a Match Day Ticket
- Concessions:
  - o Disabled - (Proof of medium-high living disability allowance or equivalent PIP Award)
  - o Carer – Providing care to a qualifying disabled Season Ticket Holder as defined above.
  - o Students with valid ID Card
  - o 60 & Over at the time of purchasing a Match Day Ticket
  - o Ex / Current Serviceman (with a Defence Discount Service Card)
- Under 18 – aged 12-17 at the time of purchasing a Match Day Ticket
- Under 12 – aged 0-11 at the time of purchasing a Match Day Ticket

Proof of qualification for Concessions must be carried at all times. Failure to provide proof may result in sanctions being imposed which may include, but not limited to, ejection and the cancellation of your Match Day Ticket without refund.

The Club reserve the right to request each Ticket holder provides proof of identification in the form of a Driving License, Passport or valid Photo ID Card upon entry or at any time within the Stadium footprint.

### FIXTURES

Match Day Tickets provide admission to the fixture displayed on the ticket.

The Club reserve the right to amend the date, time and venue of any publicised fixture for any reason without prior notification or reimbursement of any such costs. Additionally, the Club shall not be responsible for the reimbursement of any additional costs' supporters incur including but not limited to travel, accommodation or employment leave etc.

### LIMITED CAPACITY

If the Club are instructed by any relevant body to limit its capacity for any reason, the Club may, without notice, cancel any Match Day Tickets. If your ticket is cancelled, you will be offered a ticket to a future match, if this is declined you may request a full refund of the ticket price which will be refunded within 10 working days of the fixture date.

### BEHIND CLOSE DOOR FIXTURES

In the event that the Club is instructed by any relevant party to play a fixture behind closed doors the Club may, without notice, cancel any Match Day Tickets. If your ticket is cancelled, you will be offered a ticket to a future match, if this is declined you may request a full refund of the ticket price which would be refunded within 10 working days of the fixture date.

### FIXTURE POSTPONEMENTS

In the event that a qualifying fixture is postponed or abandoned you shall automatically be entitled to attend the re-arranged fixture. No refunds will be provided in the event that you are unable to attend the re-arranged fixture.

### CANCELLATIONS

In the event that a fixture is cancel by any relevant body and removed from the relevant official fixture list the Club will cancel any Match Day Tickets. If your ticket is cancelled, you will be offered a ticket to a future match, if this is declined you may request a full refund of the ticket price which would be refunded within 10 working days of the fixture date.

### NON-ATTENDANCE

If, through no fault of the Club, you are unable to attend a fixture for which you have purchased a Match Day Ticket and is not already covered by any of the above conditions, no refund will be provided. Match Day Tickets are sold as non-refundable with the exception of previously stated conditions. This shall include illness and the requirement to isolate, self-isolate or quarantine as a result of any medical disease or condition.

### SEAT ALLOCATION

Match Day Ticket seats are allocated at the time of purchase and are non-transferable. The Club reserves the right to relocate Ticket Holder seats to another equivalent area of the stadium, for any such fixture as it requires. Where possible seats will be reallocated in purchase groups.

### PRICING & ADDITIONAL CHARGES

- Prices displayed include VAT at 20% and are subject to change at the Club's discretion.

### ACCEPTANCE OF TERMS

By purchasing a Season Ticket you are indicating that you have read, understood, accepted and agreed to abide by the Ground Rules and Regulations, as well as The Lamex Stadium Supporter COVID Code of Conduct. Additionally, if you are buying on behalf of someone else your purchase will include their acceptance to the aforementioned regulations.

In line with the Club's COVID Code of Conduct by attending fixtures you acknowledge that you do not have any symptoms of, have tested positive for, or are isolating/self-isolating from COVID-19 or any such variants.

In the event that a Season Ticket Holder sustains a ban from the stadium for breaching ground regulations or the Supporter COVID Code of Conduct, no refund will be given.

All Season Tickets are sold to the named individual on the Season Ticket Access Card and are non-transferable. Any such refunds or credits will be issued to the lead booker and it shall be their responsibility to distribute such reimbursements.

### REMITTANCE

Season Tickets may be purchased online from [www.borotickets.co.uk](http://www.borotickets.co.uk), should you require assistance with using this service please call the Ticket Office on **01438 223223**.

### INCLUSION POLICY

Stevenage Football Club is an inclusive club which welcomes people from all backgrounds. We have a zero tolerance policy on abusive and discriminative behaviour. By becoming a Season Ticket Holder, you agree to comply with our Customer Charter & Ground Regulations. See [www.stevenagefc.com](http://www.stevenagefc.com) for details

### FUTURE EVENTS

Stevenage Football Club reserves the right to restrict access to its fixtures as a result of any pandemic and/or epidemic (including but not limited to, COVID-19 and future variants of COVID-19, whether as a pandemic or epidemic in the UK) or events outside of the direct control of the Club, including but not limited to nuclear contamination, war, hostilities, rebellion, revolution, civil unrest, act of God, riot, strikes, lock downs, acts or threats of terrorism, for any period(s). In such cases the cited terms and conditions shall be used to determine the Club's decision on such matters which may arise.

### REFERENCES

These terms and conditions have been compiled in conjunction with the EFL's Season Ticket T&C's and Consumer Rights Guide 2021, as well as in line with the Consumer Rights Acts 2015 and the Unfair Contract Terms Act 1977.