



## Season Ticket Terms and Conditions of Issue Season 2021-22

### General

As a result of the ongoing COVID-19 pandemic, these terms and conditions ('**Conditions of Issue**'), including all rights granted to you and the obligations of Watford FC (the '**Club**') hereunder, remain subject to any COVID-19-related restrictions or requirements from time to time imposed by the Applicable Law or Applicable Football Regulation.

These Conditions of Issue apply to all purchases of Season Tickets (as defined below). Before purchase, please ensure that you have read these Conditions of Issue along with the Club's COVID-19 Supporter Code of Behaviour ('**Code of Behaviour**') carefully. By purchasing a Season Ticket, you acknowledge that you have read, understood, accepted and agree to be bound by and to comply with these Conditions of Issue and the Code of Behaviour.

While the Club is hopeful that fans will be able to be admitted into the Ground during the 2021/22 Season, the Club is unable to give any guarantees that any particular Match will take place at a particular time or on a particular date or the Matches will not be postponed, played Behind Closed Doors or with a Restricted Capacity (as defined below). The Club shall make reasonable endeavours to publicise any change to the time and/or date of any Match and notify relevant Season Ticket Holders of fixture changes via email.

#### **1. Issue of Season Ticket**

- 1.1. Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.

#### **2. Admission to the Ground**

- 2.1. By purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the ground, you, the Season Ticket Holder: (a) certify that you have read, understood and accepted; (b) agree to be bound by and comply with; and (c) agree to bring to the attention of others, as required below, the Terms & Conditions of Entry.
- 2.2. For the avoidance of doubt, by purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you warrant that you: (a) Are not suffering from any of the symptoms of COVID-19; (b) Are not aware that you have been in contact with any person with COVID-19 symptoms in the 14 days prior to the Match; (c) Are not currently required to self-isolate following travel to the UK from a foreign country in accordance with UK Government guidelines. (d) Are not prevented from travelling to the area in which the Ground is situated by the application of the UK Governments' COVID-19 regulations; and (e) Are not in breach of any applicable COVID-19 legislation or guidance issued by the UK Government.
- 2.3. Admission to the Ground is subject to such further identity and COVID-19 medical checks and confirmations as the Club may require. In the event that a Season Ticket Holder fails or fails to complete any applicable identity or medical check(s) or fails to provide any confirmations required, they shall not be permitted to enter the Ground.
- 2.4. A Season Ticket permits you to occupy during the scheduled league season, the seat indicated on the Season Ticket or such other alternative seat of equivalent value as

the Club may allocate to you at its reasonable discretion. In the event that the Match is played with a Restricted Capacity (and you are permitted to attend), the Club gives no guarantee as to which seat is offered.

- 2.5. Save as set out in clause 2.6 below, you shall not bring into or use within the ground or otherwise provide to, facilitate or otherwise assist any other person to use with the ground, any equipment or technology that is capable of capturing, logging, recording, transmitting, playing, issuing, showing, or otherwise communicating (by digital or other means) any audio-visual material or any information or data in relation to the Match or any aspect of it ('**Material**'). Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the material (and all copies thereof) in whatever form, to the CDP ('**Competition Delivery Partner**') and/or the Club and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the CDP, including by way of present assignment of future copyright pursuant to section 91 of the copyright, Designs and Patents Act 1988.
- 2.6. Mobile telephones are permitted within the ground, provided that they are used for entry to the Ground and personal and private use only (which, for the avoidance of doubt, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating of any Material for any commercial purpose).
- 2.7. Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials.
- 2.8. You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.9. The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry.
- 2.10. Season Ticket Holders accept and acknowledge that seating allocation may be subject to social distancing or other COVID-19 prevention measures as determined by the Club from time to time, and that you may not be permitted to sit by or near anyone who is not a member of your household, depending on the guidelines set out by the UK Government at the time. Season Ticket Holders agree to remain in their allocated seats wherever possible and shall in no circumstances sit in any seat other than their allocated seat even if other seats appear empty. Please refer to the COVID-19 Code of Behaviour for further details on our requirements while at the Ground.
- 2.11. There is no re-admission if you leave the Ground after your entry on the day of the Match.
- 2.12. Children aged under 14 require an adult (aged 18 or over) to attend with them to any matches taking place at the Ground.

### **3. Use of Season Tickets**

- 3.1. Season Tickets are issued in your name and you therefore hold sole responsibility for their usage. You may not resell or electronically transfer the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. For the avoidance of doubt (and by way of example only) this Season Ticket may not be offered as a prize in any promotion or competition nor transferred or sold to any third party as part of a hospitality or travel package, given to a third party who agrees to buy another good or service, or used for any other commercial purpose, save as expressly authorised by the CDP or the Club.
- 3.2. The unauthorised sale or disposal of tickets is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police when it becomes aware that Season Tickets are being sold illegally and will press charges to be brought against those breaking the law.
- 3.3. The Season Ticket will remain the property of the Club at all times, via whichever method the Season Ticket was issued, and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Ticket at any time.
- 3.4. Any Season Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Misuse of this Season Ticket may result in the Season Ticket Holder being refused entry to, or ejected from, the Ground in respect of a particular Match and/or the cancellation and withdrawal of this Season Ticket. In the event of any cancellation and withdrawal in accordance with this clause 3.4, no refund shall be payable to the Season Ticket Holder in respect of any unexpired portion of the Season Ticket. The Club further reserves its right to take any legal action against any person(s) as it sees fit in connection with such matters.
- 3.5. The Season Ticket Holder (or any person purporting to be the Season Ticket Holder) may be required at any time to deliver up, via whichever method the Ticket was issued, the relevant Ticket for inspection by the Club and to prove that they are the Season Ticket Holder. To access the Ground, the Season Ticket must be presented at the turnstile reader. Admission will be refused to any person who attempts to use the same Season Ticket on more than one occasion at the same match, or use a Season Ticket which has been cancelled.

### **4. Usage Level of Season Tickets**

- 4.1. Season Ticket Holders unable to attend a home league fixture are required to notify the Club, as soon as reasonably practicable, of their non-attendance by emailing [releasemyseat@watfordfc.com](mailto:releasemyseat@watfordfc.com) with full details of their Season Ticket including Fan ID and seat details.
- 4.2. The Club reserves the right to prioritise and/or amend its Season Ticket renewal opportunities and/or pricing based upon the level of usage of each Season Ticket when summed across the total number of league fixtures within the schedule.

## 5. General Season Ticket Terms

5.1. The purchaser of a Season Ticket is required to agree to these Conditions of Issue at the point of purchase. Any individual purchasing a Season Ticket for a third party shall be deemed to be acting with the authority of each Season Ticket Holder for whom they are making that purchase, including acting with the authority of each such Season Ticket Holder to agree to these Conditions of Issue on their behalf. Following the purchase of a Season Ticket the Club shall only communicate with the registered Season Ticket Holder (regardless of whether such Season Ticket was bought on their behalf or otherwise).

5.2. There are four categories of Season Ticket:

18 & Under	Available to individuals who are aged 18 and below.
Full-Time Student Season Ticket	Available to supporters at any age, as long as they are in full-time education for the duration of the 2021/22 season (a ' <b>Full-Time Student</b> ').
65 & Over Season Ticket	Available to supporters aged 65 and over.
Adult Season Ticket	Available to all other individuals not entitled to purchase an 18 & Under, Student or 65 and over Season Ticket.

5.3. An individual shall be entitled to purchase:

- An 18 & Under Season Ticket if they are aged 18, or less than 18, on 1<sup>st</sup> September 2021.
- A Full-Time Student Season Ticket if they are in full-time education (confirmation only accepted from your place of learning, must be seen before 1<sup>st</sup> October 2021).
- A 65 & Over Season Ticket if they are aged 65 and over on 1<sup>st</sup> September 2021.
- An Adult Season Ticket if they are aged 19 and over, not a Full-Time Student, but under the age of 65 on 1<sup>st</sup> September 2021.

## 6. Changes to Dates, Refund & Exchanges

6.1. No guarantees can be given by the Club that a match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. Your Season Ticket will, unless the Match is required to be played Behind Closed Doors or with a Restricted Capacity (and you are not permitted to attend), enable you to attend the re-arranged Match.

6.2. The Club will have no further liability whatsoever, including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel costs.

6.3. The purchase of a Season Ticket is a commitment to all home league matches and no refunds will be given except in the event that the Match: (i) is cancelled; (ii) takes place Behind Closed Doors; or (iii) takes place with a Restricted Capacity (and you are not permitted to attend). In such circumstances, you will be entitled to receive a pro rata credit to the value of your Season Ticket in respect of that particular Match. This credit can be applied to any online ticketing purchase or can be claimed as a refund at the conclusion of the relevant Season.

## **7. Lost or Stolen Season Tickets**

- 7.1. In order to gain admission to the Ground the Season Ticket must be presented at every Match.
- 7.2. In the event that you forget your Season Ticket or it is unobtainable in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match day duplicate ticket is issued, the Club may require payment for a non-refundable administration charge.
- 7.3. If, in the Club's opinion, a Season Ticket is irreparably lost, stolen, destroyed or is unobtainable, a duplicate Season Ticket shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration charge. Only one duplicate Season Ticket will be issued to you per season and you will be required to sign a document confirming that the original Season Ticket is irreparably lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club.
- 7.4. Should any Season Ticket when applied for not arrive on your device or in the post after purchase, you will be required to sign a document confirming this and undertaking to immediately return the original Season Ticket to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Ticket in this instance.

## **8. Cancellation & Withdrawal of Season Ticket**

- 8.1. Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms & Conditions of Entry to cancel and withdraw your Season Ticket. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above the following actions shall constitute serious breach of the Terms & Conditions of Entry:
  - 8.1.1. Smoking, including e-cigarettes, is not permitted anywhere within the Grounds;
  - 8.1.2. Being (or appearing to be) drunk or intoxicated;
  - 8.1.3. Persistent standing in seated areas whilst the Match is in progress;
  - 8.1.4. Sale or transfer (save as permitted) of this Season Ticket to any person;
  - 8.1.5. Deliberate misuse of the Season Ticket;
  - 8.1.6. The supply of any misleading or incorrect information in any application;
  - 8.1.7. Persistent swearing during the Match;
  - 8.1.8. The throwing of any object within the Ground without lawful authority or excuse;
  - 8.1.9. The chanting of anything of an indecent, discriminatory or racist nature;
  - 8.1.10. The possession of a banner or flag that bears material or slogans that are offensive, discriminatory, obscene, abusive or racist;
  - 8.1.11. The use of foul, obscene, discriminatory, abusive and/or racist language and/or gestures
  - 8.1.12. The use of technologies such as, but not limited to, texting and social networking to forward messages of an abusive and/or racist nature;
  - 8.1.13. Fighting, or engaging in and/or inciting violence;
  - 8.1.14. Bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns,

flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or compromise public safety;

- 8.1.15. Entering the playing area or any adjacent area in which spectators are not generally admitted without lawful authority or excuse;
  - 8.1.16. Any misrepresentation in relation to 1
  - 8.1.17. Breach of the terms of any membership;
  - 8.1.18. The supply of any misleading or incorrect information in any application;
  - 8.1.19. Any breach of clauses 3.4 or 3.5 above;
  - 8.1.20. Any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of this Season Ticket.
  - 8.1.21. Any failure to comply with, as issued from time to time, Government guidelines and/or reasonable Club instructions regarding COVID-19 and the safe return of spectators, including the Club's Code of Behaviour.
- 8.2. The Club may conduct security searches where it has reason to believe that any of the breaches set down in 8.1 has either occurred or may occur.
  - 8.3. If a Season Ticket holder is not 18 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms & Conditions of Entry.
  - 8.4. In the event that your Season Ticket is withdrawn or cancelled the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any Match ticket or Season Ticket at its discretion.

## **9. 75-Mile Season Tickets**

- 9.1. 75-Mile Season Tickets are available exclusively to those supporters renewing existing 75-Mile Season Tickets. To be eligible a supporter must have their primary residence 75 miles or more from Vicarage Road, as measured by the AA's online route finder tool. The '75-miler' entitles entry to 13 of 19 Premier League home matches.
- 9.2. The seat is reserved for the full season and match tickets, pro rata to the price of the 75-mile Season Ticket, can be purchased once all home match allowances have been used. Note: unless an email is sent to [supporters@watfordfc.com](mailto:supporters@watfordfc.com) 48 hours in advance to kick-off expressly stating otherwise, supporters will be presumed to have used one of their allocated number of home matches whether in attendance or not.
- 9.3. Use of 75-Mile Season Tickets remains subject to any applicable COVID-19 legislation or guidance issued by the UK Government.

## **10. Concessions**

- 10.1. Season Ticket concessions will be available to 65 & Over (those 65 over on 1 September 2021), Students in full time education for the full season, 18 and under (those 18 and under on 1 September 2021).
- 10.2. If you are 65 & Over or 18 & Under you must ensure your date of birth is under your Fan ID. If it is not, you will be notified to update your account details. Evidence of age must be brought to each home fixture ahead of turnstile checks.

- 10.3. If you are a Full-Time Student, you must provide us with proof you are in full-time education for the duration of the 2021/22 season. We will ONLY accept this via email from your place of learning containing an attached letter, sent to [supporters@watfordfc.com](mailto:supporters@watfordfc.com) by October 1, 2021. Student cards will not be accepted.

10.3.1. If we have not received the relevant age-related information by the start of August or confirmation of Full-Time Student status by October 1, 2021, your Season Ticket will be deactivated and Fan ID blocked.

## **11. Direct Debit Payments**

- 11.1. By signing a direct debit Terms of Contract in respect of your Season Ticket you:

11.1.1. Agree to pay for that Season Ticket by way of twelve monthly instalments specified in the terms of the Club's offer pursuant to which you apply and grant the Club permission to take payments from the account you specify on the direct debit mandate.

11.1.2. Agree the cost of the Season Ticket will be paid over twelve monthly instalments. The price of the Season Ticket using the Direct Debit Scheme is the same as paying in full as there are no fees or interest charged to spread the cost of the Season Ticket using the Direct Debit Scheme.

11.1.3. All monthly instalments will be taken out on the dates specified in the instalment letter. It is not possible to choose a specific instalment date.

11.1.4. An attempt to take any payments which fail on the scheduled date will be made 3 working days later. At this point, if the payment is still not made it will be considered a missed instalment and subject to a £12 default administration charge per missed instalment. Payment of missed instalments (including any default administration charges) can be settled with the Supporter Services Team at the Ground or by calling 01923 223023.

11.1.5. Any supporter who has missed an instalment will be contacted to discuss the missed payment. If for any reason your Direct Debit is cancelled, you are responsible for ensuring payment of the instalment by alternative means.

11.1.6. If a supporter misses an instalment this will result in the in the Season Ticket and Fan ID linked to the missed instalment being blocked. The Season Ticket will be deactivated and will not permit entrance to the Ground. No additional tickets can be purchased under the Fan ID while it is on hold – this applies to all Season Tickets paid for by the same Direct Debit. Once payment of the missed instalment(s) (including any default administration charges) has been received in full, the account will be unblocked and all Season Tickets and Fan ID's reactivated.

11.1.7. Any supporter who has two outstanding instalments on their account at any time will be contacted and given seven days' notice to make the relevant payment to update their Fan ID. Failure to make the relevant payment within seven days will result in the Season Ticket being cancelled. If a ticket is cancelled by the Club the supporter will receive no reimbursement for any instalments already paid and the full amount of the Season Ticket which remains outstanding will immediately fall due.

The Season Ticket will only be reactivated if the supporter then pays the full amount due.

11.1.8. If your scheduled payment is returned unsuccessful twice, on your second failure, we reserve the right to request any remaining payment in full and/or terminate your direct debit and cancel your Season Ticket with immediate effect.

11.1.9. Any supporter who has missed Direct Debit instalments three times during the season will **not** be eligible to renew their Direct Debit the following season.

## **12. Change of Address**

12.1. If you change your address during the season, you must notify the Club as soon as reasonably practicable, by email [supporters@watfordfc.com](mailto:supporters@watfordfc.com) or by phone 01923 223023.

## **13. Exclusion of Liability**

13.1. To the maximum extent permitted by law, the Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground.

13.2. Before using any Season Ticket and attending any Match, you shall be responsible for assessing the risk of contracting COVID-19 (and similar diseases) and whether it is appropriate for you to attend that Match, factoring in your age and any health conditions and vulnerability. You acknowledge and agree that, save as set out above, the Club shall not be liable to you whether in contract, tort (including negligence), breach of statutory duty or otherwise, if you contract COVID-19 (or similar diseases) whilst attending a Match.

## **14. Data Protection**

14.1. Each individual agrees and consents to the Club retaining their personal details in accordance with the Government 'NHS Test and Trace' initiative. If, having attended a Match, a Season Ticket contracts COVID-19, they must inform the Club as soon as practicable to assist in the NHS Test and Trace process and consent to the Club sharing their personal information with the NHS and alerting any other match attendees, Club officials or other applicable persons (including where necessary the Premier League or other Premier League Clubs) whom they might have come into contact with.

## **15. Governing Law**

15.1. These Conditions of issue shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales.

## **16. Definitions**

16.1. In the Conditions of Issue the following words and phrases shall have the following meanings:

**‘Applicable Law’** means all laws, statutes, regulations, edicts, bye-laws, codes of conduct and guidelines, whether local, national, international or otherwise existing to which the Club and/or you and/or any Guest is subject and which is relevant to the Club and/or you and/or the Guest’s rights or obligations under these Conditions of Issue (as the case may be).

**‘Applicable Football Regulation’** means in respect of any Competition Delivery Partner: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or you and/or a Guest is required to comply with from time to time.

**“Behind Closed Doors”** means any Match played where Applicable Laws and/or Applicable Football Regulations prohibit the attendance of spectators at the Ground.

**“Club”** or **“the Club”** means Watford Football Club, represented by any of its staff in relevant circumstances.

**“Competition Delivery Partner (CPD)”** means the governing body responsible for organising the competition the match takes place as part of, including but not limited to FIFA, UEFA, The Football Association, The Premier League, and The English Football League.

**“Conditions of Issue”** means these terms and conditions governing the issue and use of a Season Ticket.

**“Ground”** means the football stadium and all other locations owned, occupied or utilised by the Club.

**“Ground Regulations”** means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (copies of which are enclosed).

**“Guest”** means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Ticket under the Terms & Conditions of Entry. A personal Assistant can be claimed when the disabled person is in receipt of Middle-High Disability Allowance (documentation needs to be provided).

**“Match”** means any football match in which the Club participates and that takes place at the Ground during the Season 2021/22.

**“Restricted Capacity”** means any Match played where Applicable Laws and/or Applicable Football Regulations require a restricted capacity at the Ground.

**“Season Ticket”** means a season ticket card, issued either as a hard copy or via near-field communication (NFC), (and/or any rights arising out of or in connection with any of the foregoing) for admission to Matches.

**“Season Ticket Holder”** means a registered holder of a Season Ticket.

**“Terms & Conditions of Entry”** means each of the rules and regulations of FIFA, UEFA, The Football Association, The Football Association Premier League Limited and The English Football League; the Ground Regulations; these Conditions of Issue; and the Code of Behaviour.

## **17. Equality and Respect**

- 17.1. The Club are committed to the principles of Equality & Respect and welcomes a diverse fan base, so we would therefore like to remind you that any racial, homophobic or discriminatory abuse, 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. The full Ground regulations can be found at [www.watfordfc.com](http://www.watfordfc.com) under the 'Ticketing' tab. They are also displayed at various points around the Ground. Thank you for helping make us a great Club to be associated with.