

Terms & Conditions

1. ISSUE OF SEASON TICKET

1.2 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. USE OF SEASON TICKET

2.1 Season Tickets are issued for your sole use and you shall not resell, assign or (save as set out in clause 2.2 below) transfer or lend 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, lent 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 League or the Club.

2.2 You may only resell or transfer the Season Ticket to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such resale or transfer will be permitted except where the same takes place in respect of an individual match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest will be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original purchaser of the Season Ticket (and you must inform the Guest of this).

2.3 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.

2.4 The Season Ticket will remain the property of the Club at all times 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.

2.5 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 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 2.5, no refund shall be payable to the 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.

2.6 The Ticket Holder (or any person purporting to be the Ticket Holder) may be required at any time to deliver up the relevant Ticket for inspection by the Club and to prove that they are the Ticket Holder. To access the stadium, the Ticket must be presented at the turnstile reader. Admission will be refused to any person who attempts to use the same Ticket on more than one occasion at the same match, or use a Ticket which has been cancelled.

3. RENEWAL OPPORTUNITIES

Watford FC 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.

4. GENERAL SEASON TICKET TERMS

4.1 The purchaser of a Season Ticket is required to agree to these Terms & Conditions 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 Ticket Holder for whom they are making that purchase, including acting with the authority of each such Ticket Holder to agree to these Terms & Conditions on their behalf. Following the purchase of a Season Ticket the Club shall only communicate with the registered Ticket Holder (regardless of whether such Season Ticket was bought on their behalf or otherwise).

4.2 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.
65 & Over Season Ticket	Available to supporters aged 65 and over.
Full Season Ticket	Available to all other individuals not entitled to purchase an 18 & Under, Student or 65 and over Season Ticket.

4.3 An individual shall be entitled to purchase:

An 18 & Under Season Ticket if they are aged 18, or less than 18, on 1st September.

A Full-Time Student Season Ticket if they are in Full-Time education (proof only accepted from your place of learning, must be seen before 1st August).

A 65 and over Season Ticket if they are aged 65 and over on 1st September.

A Full Season Ticket if they are aged 19 and over, not a Full-Time Student, but under the age of 65 on 1st September.

5. CHANGES TO DATES, REFUND & EXCHANGES

5.1 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 enable you to attend the re-arranged Match.

5.2 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.

5.3 The purchase of a Season Ticket is a commitment to all home league matches and no refunds under any circumstances will be given.

6. LOST OR STOLEN SEASON TICKETS

6.1 In order to gain admission to the Ground the Season Access Card must be presented at every Match.

6.2 In the event that you forget your Season Ticket 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.

6.3 If, in the Clubs opinion, a Season Ticket is irreparably lost, stolen, or destroyed, 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.

6.4 Should any Season Ticket when applied for not arrive 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.

7. CANCELLATION & WITHDRAWAL OF SEASON TICKET

7.1 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:

7.1.1 Smoking, including e-cigarettes, is not permitted anywhere within the stadium;

7.1.2 Persistent standing in seated areas whilst the Match is in progress;

7.1.3 Sale or transfer (save as permitted) of this Season Ticket to any person;

7.1.4 Deliberate misuse of the Season Ticket;

7.1.5 The supply of any misleading or incorrect information in any application;

7.1.6 Persistent swearing during the Match;

7.1.7 The throwing of any object within the Ground without lawful authority or excuse;

7.1.8 The chanting of anything of an indecent or racist nature;

7.1.9 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;

7.1.10 entering the playing area or any adjacent area in which spectators are not generally admitted without lawful authority or excuse;

7.1.11 any misrepresentation in relation to clause 1.2;

7.1.12 Breach of the terms of any Membership;

7.1.13 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.

7.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 7.1 has either occurred or may occur.

7.3 If a Season Ticket holder is not 16 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.

7.2 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.

8. 75-MILE SEASON TICKETS

75-Mile Season Tickets are available exclusively to supporters whose primary residence is 75 miles or more from Vicarage Road, as measured by the AA's online route finder tool. The '75-miler' entitles entry to 15 of 23 Championship home League matches or 13 of 19 Premier League home matches.

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 ticket.office@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. CONCESSIONS

Season Ticket concessions will be available to 65 & Over (1.9.2018), Students in full time education for the full season, 18 and under (18 and under at 1.9.2018).

9.1 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.

9.2 If you are a Full-Time Student, you must provide us with proof you are in education for the duration of the 2018/19 season. We will ONLY accept this via email from your place of learning containing an attached letter to ticket.office@watfordfc.com – student cards will not be accepted.

9.2.1 If we have not received the relevant information by the start of August, your Season Ticket will be deactivated and Fan ID blocked.

10. DIRECT DEBIT PAYMENTS

10. 1 by signing a direct debit mandate in respect of your Season Ticket you:

10.1.1 Agree to pay for that Season Ticket by way of ten 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.

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

10.1.4 As the payment is via Direct Debit and therefore not processed online at watfordticket.co.uk, you will not be able to deduct any potential accrued Ticket Exchange credit against the overall cost of the Season Ticket.

10.1.5 All monthly instalments will be taken out on the last working day of each month, starting from June 2018 from the account details given to us at the time of purchase. **It is not possible to choose a specific instalment date.**

10.1.6 Missed instalments are subjected to a £12 default administration charge per missed instalment. Payment of missed instalments (including any default administration charges) can be settled in the Ticket Office at Vicarage Road or by calling 01923 223023.

10.1.7 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.

10.1.8 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 Vicarage Road. 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.

10.1.9 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 Watford Football 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.

10.1.10 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.

11. CHANGE OF ADDRESS

If you change your address during the season, you must notify the Club as soon as reasonably practicable, by email ticket.office@watfordfc.com or by phone 01923 223023.

12. EXCLUSION OF LIABILITY

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. GOVERNING LAW

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.

14. DEFINITIONS

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

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

“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 and 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 2017-2018.

“Season Ticket” means a season ticket card (and/or any rights arising out of or in connection with any of the foregoing) for admission to Matches.

“Terms & Conditions of Entry” means each of the rules and regulations of FIFA, UEFA, The Football Association, The Football Association Premier League Limited (“PL”) and The Football League; the Ground Regulations; and the Conditions of Issue.

15. EQUALITY & RESPECT

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 under the 'Ticketing' tab. They are also displayed at various points around the stadium. Thank you for helping make us a great Club to be associated with.