

Match Ticket terms and conditions
Season 2019-20

Home and Away match tickets are the subject of these terms and conditions and by purchasing a ticket, you confirm you have read, understood, accepted and agree to comply with the following:

1. Issue of a Match Ticket

1.1 The issue of a Match Ticket and subsequent access to the ground is subject to the Terms and Conditions of entry.

1.2 Home and Away Match Tickets are for the use of supporters of Watford FC only. By applying for a home match ticket you hereby warrant and represent that you are a supporter of the club and that you are not a supporter of the visiting club. Likewise, by applying for an Away Match ticket you hereby warrant and represent that you are a supporter of our Club and not a supporter of the home club.

1.3 A Home and Away Match Ticket remains the property of the Club, at all times. This can be cancelled by the Club at any time without providing any reason. A refund will be given to you in the absolute discretion of the Club and/or in accordance with the terms and conditions of entry, in the event of any such cancellation.

1.4 In the event of any Match Ticket issued under these Terms and Conditions becoming lost or stolen, you must inform the Club immediately.

1.5 Match tickets purchased for any home or any away fixture, is non-refundable once bought by the supporter. The ticket is valid for the date shown on the ticket or any re-arranged date. Refunds will only be allowed if the event is returned to the Ticket Office 24 hours before the revised time of the re-arranged event.

1.6 The supporter that has purchased a Home or an Away match ticket(s), must make sure that the ticket is purchased under their own individual Fan ID number.

2. Admission to the Ground

2.1 By purchasing and/or accepting and/or holding a Match Ticket and/or using a Match Ticket to gain access to the ground, you: (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 A Match Ticket permits you to occupy at the Match seat indicated on the Match Ticket or such other alternative seat of equivalent value as the Club may allocate to you at its reasonable discretion

2.3 Save as set out in clause 2.4 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 PL and/or the Club and the copyright, database right and all other rights, title and interest in and to all Material as hereby assigned to the PL, including by way of present assignment of future copyright pursuant to section 91 of the copyright, Designs and Patents Act 1988.

2.4 Mobile telephones are permitted within the ground, provided that they are used for 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).

2.5 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.

2.6 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 2.5 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.

2.7 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.

3. Use of a Home Match Ticket

3.1 The Home Match Ticket is issued for your sole use, and you shall not sell, dispose of, assign, transfer or otherwise deal with the Home Match Ticket or the benefit of it or any other person without prior written consent of the Club. Further you shall not use the Home Match Ticket for any commercial purpose. The reference to selling the Home Match Ticket includes: (a) offering to sell a Home Match Ticket (including, without limitation, via any website or online auction site); (b) exposing a Home Match Ticket for sale; (c) making a Home Match Ticket available for sale by another person; (d) advertising that a Home Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Home Match Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Home Match Ticket to any third party as part of hospitality or travel package; and (f) giving (or offering to give) a Home Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so): all save as expressly authorised by the PL or the Club.

3.2 The unauthorised sale or disposal of a Home Match Ticket may amount to 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 a Home Match Ticket has been sold, or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the PL who may in turn notify other Premier League clubs and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

3.3 The Home Match 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 Home Match Ticket at any time.

3.4 Any Home Match Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Home Match Ticket shall be nullified. Any person seeking to use a Home Match Ticket in breach of the Terms & Conditions of Entry in order to gain entry to the Ground or remain at a Match may be considered to be a trespasser and may be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her Home Match Ticket cancelled, deactivated and/or withdrawn. In the event of any cancellation, deactivation and/or withdrawal in accordance with this clause 3.4, no refund shall be payable. The

Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of a Home Match Ticket.

4. Changes to Dates, Refunds & Exchanges

4.1 No guarantees can be given by the Club that the Match will take place at a particular time on a particular date.

4.2 Watford FC does not offer refunds on purchased match tickets in any circumstance other than cancellation or postponement of a scheduled match. A refund will only be issued on production of identification that the individual requesting the refund is the person to whom the Home Match Ticket was originally sold.

5. Lost or Stolen Home Match Tickets

5.1 In order to gain admission to the Ground, the Home Match Ticket must be presented in its entirety at the Match.

5.2 The Club shall not be obliged to issue any replacement for a lost, stolen or destroyed Home Match Ticket.

6. Cancellation, Deactivation and Withdrawal of Home Match Ticket

6.1 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, deactivate and/or withdraw any Home Match Ticket issued to you. In the event of such cancellation, deactivation and/or withdrawal no refund will be paid.

6.1.1 smoking in designated non-smoking areas (including, for the avoidance of doubt, the smoking of electronic cigarettes and any other vapour omitting substitutes);

6.1.2 being (or appearing to be) drunk or intoxicated;

6.1.3 persistent standing in seated areas whilst the Match is in progress;

6.1.4 the sale or transfer of a Home Match Ticket to any person;

6.1.5 the deliberate misuse of a Home Match Ticket;

6.1.6 any misrepresentation in relation to clause 1.2 above;

6.1.7 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

6.1.8 the throwing of any object within the Ground that may cause injury or damage to people without lawful authority or excuse;

6.1.9 the use of foul, obscene, abusive and/or racist language and/or gestures

6.1.10 the chanting of anything of an indecent or racist nature

6.1.11 fighting, or engaging in and/or inciting violence;

6.1.12 bringing any of the following into the Ground (or using them 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;

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

6.1.14 the supply of any misleading or incorrect information in any application;

6.1.15 any breach of clauses 2.4, 2.5 or 2.6 above;

6.1.16 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Home Match Ticket.

6.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 6.1 has either occurred or may occur.

6.3 If a Home Match 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.

7. Filming, Photography and taping

7.1 All Home Match Ticket holders who enter the Ground acknowledge that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used in televised coverage of the game and/or for promotional or marketing purposes by the Club, the PL or others, and use of a Home Match Ticket to enter the Ground constitutes consent to such use.

8. Exclusion of Liability

8.1 The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

9. General

9.1 The Club reserves the right to change these Conditions of issue from time to time, and shall notify you of such changes if they materially affect your rights as a consumer.

9.2 You consent to the Club holding and processing data relating to you for administrative and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available upon request to the Club.

9.3 The Terms & Conditions of Entry constitute the entire agreement between the Club and the Home Match Ticket holder and neither the Club nor the Home Match Ticket holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms & Conditions of Entry which is not set out therein.

10. Issue of Away Match Ticket

10.1 Away Match Tickets are for the use of supporters of the Visiting Club only. By applying for an Away Match Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Visiting Club and/or that you are not a supporter of the Club.

11. Admission to the Ground

11.1 By purchasing and/or holding an Away Match Ticket and/or using an Away Match Ticket to gain access to the Ground, you: (a) certify that you have read, understood and accepted: (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Terms & Conditions of Entry.

11.2 An Away Match Ticket permits you to occupy the seat indicated on the Away Match Ticket or such other alternative seat of equivalent value as the Club may allocate to you at its reasonable discretion. All access to the Ground pursuant to an Away Match Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).

11.3 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.

12. Use of an Away Match Ticket

12.1 The Away Match Ticket is issued for your sole use and you shall not sell, dispose of, assign, transfer or otherwise deal with the Away Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Away Match Ticket for any commercial purpose. The reference to selling the Away Match Ticket includes: (a) offering to sell an Away Match Ticket (including, without limitation, via any website or online auction site); (b) exposing an Away Match Ticket for sale; (c) making an Away Match Ticket available for sale by another person; (d) advertising that an Away Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Away Match Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling an Away Match Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) an Away Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); all save as expressly authorised by the PL or the Club.

12.2 The Away Match 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 Away Match Ticket at any time.

12.3 The unauthorised sale or disposal of an Away Match Ticket may amount to 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 an Away Match Ticket has been sold, or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the PL who may in turn notify other Premier League clubs and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

13. Changes to Dates, Refunds & Exchanges

13.1 No guarantees can be given by the Club that the 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.

13.2 In the event of the postponement or abandonment of the Match (or if the Match has, for any reason, to be played out of view of the public), you will be entitled to receive a full refund or receive an equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

13.3 In order to obtain a refund, the Away Match Ticket must be returned to the Club's ticket office no later than the 72 hours before the commencement of the rearranged Match. A refund will only be issued on production of identification that the individual requesting the refund is the person to whom the Away Match Ticket was originally sold.

14. Cancellation, Deactivation and Withdrawal of Away Match Ticket

14.1 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, deactivate and/or withdraw any Home Match Ticket issued to you. In the event of such cancellation no refund will be given.

14.1.1 smoking in designated non-smoking areas (including, for the avoidance of doubt, the smoking of electronic cigarettes and any other vapour omitting substitutes);

14.1.2 being (or appearing to be) drunk or intoxicated;

14.1.3 persistent standing in seated areas whilst the Match is in progress;

14.1.4 the sale or transfer (save as permitted) of a Away Match Ticket to any person;

14.1.5 the deliberate misuse of a Away Match Ticket;

14.1.6 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

14.1.7 the throwing of any object within the Ground that may cause injury or damage to people without lawful authority or excuse;

14.1.8 the use of foul, obscene, abusive and/or racist language and/or gestures;

14.1.9 the chanting of anything of an indecent or racist nature;

14.1.10 fighting, or engaging in and/or inciting violence;

14.1.11 bringing any of the following into the Ground (or using them 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;

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

14.1.13 the supply of any misleading or incorrect information in any application;

14.1.14 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Away Match Ticket.

15. Definitions

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

'Conditions of Issue' means these terms and conditions governing the issue and use of a Home Match 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.

'Guest' means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Home or Away Match Ticket under the Terms & Conditions of Entry.

'Home Match Ticket' means a printed paper ticket, Fan ID Card with a home ticket loaded, e-ticket or any other form of ticket (and/or rights arising out of or in connection with any of the foregoing) for admission to the Match.

'Away Match Ticket' means a printed paper ticket for admission to the Match.

'Match' means any football match in which the Club participates and that takes place at the Ground during Season 2017-18.

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

'Visiting Club' means the football club playing against the Club.