



Match Ticket Terms and Conditions of Issue **Season 2022/23**

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 the Club 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 & Conditions of Entry, in the event of any such cancellation.
- 1.4 In the event of any Match Ticket issued under these Conditions of Issue becoming lost, stolen or unobtainable, you must inform the Club immediately.
- 1.5 Match Tickets purchased for any home or any away fixture, are non-refundable once bought by the supporter. The Match Ticket is valid for the date shown on the Match Ticket or any re-arranged date.
- 1.6 The supporter that has purchased a Home or an Away Match Ticket(s) must make sure that the Match 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 Admission to the Ground is subject to such further identity verification and checks, including but not limited to public health checks, and confirmations as the Club may require. In the event that a 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.
- 2.3 A Match Ticket permits you to occupy at the Match the 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. If the match is played with a restricted capacity (and you are permitted to attend) no guarantee can be given as to which seat is offered.
- 2.4 Save as set out in clause 2.5 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.

- 2.5 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).
- 2.6 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.
- 2.7 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.
- 2.8 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.
- 2.9 Ticket Holders accept and acknowledge that seating allocation may be subject to social distancing or other measures, including but not limited to public health, as determined by the Club from time to time, and that you acknowledge that you may not be permitted to sit by or near members of your household or persons within your ticketing group, depending on the guidelines set out by the UK Government and footballing bodies from time to time. 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.
- 2.10 There is no re-admission if you leave the Ground.
- 2.11 Children under the age of 14 require an adult (aged 18 or over) to accompany them to any matches taking place at the Ground.
- 2.12 Those attending any Match within The Ann Swanson Family Stand, must have someone aged 18 or under in attendance with them for that Match. If the person aged 18 or under, that is associated with your Match Ticket booking, is unable to attend the Match you must contact the Supporter Services team by calling 01923 223023 or emailing supporters@watfordfc.com to arrange an alternative seat for that Match.

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 CDP 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 CDP who may in turn notify other member 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, via whichever method the Match 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. It is the responsibility of the Match Ticket Holder to ensure any Match Ticket stored on a mobile telephone can be viewed at any time, regardless of any loss of battery, data or signal. 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.

3.5 There are four categories of Match Ticket:

18 & Under	Available to individuals who are aged 18 and below.
Full-Time Student	Available to supporters at any age, if they are in Full-Time education at the time of the match.
65 & Over	Available to supporters aged 65 and over.
Adult	Available to all other individuals not entitled to purchase an 18 & Under, Student or 65 and over Match Ticket.

3.6 An individual shall be entitled to purchase:

- An 18 & Under Match Ticket if they are aged 18, or less than 18, at the time of the Match.

- A Full-Time Student Match Ticket if they are in Full-Time education (confirmation only accepted from your place of learning), at the time of the Match.
- A 65 & Over Match Ticket if they are aged 65 and over on at the time of the Match.
- An Adult Match Ticket if they are aged 19 and over, not a Full-Time Student, but under the age of 65 at the time of the Match.

4. Changes to Dates, Refunds & Exchanges

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

4.2 The Club does not offer refunds on purchased match tickets in any circumstance other than cancellation, postponement of a scheduled match, or if the match takes place behind closed doors or with a restricted capacity (and you are not permitted to attend). In the event that the match is totally cancelled, postponed, takes place behind closed doors or with a restricted capacity (and you are not permitted to attend), you will be entitled to receive a credit to the value of your match ticket purchase. This credit can be applied to any online ticketing purchase. Alternatively, a refund can be issued on application. 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 by the Club. 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.

4.3 In order to obtain a refund, in the event the match being postponed or abandoned, the Home Match Ticket must be returned to the Club's Supporter Services Team no later than 48 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 Home Match Ticket was originally sold by the Club.

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, destroyed or unobtainable 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. Such breaches shall include, but not be limited to:

- 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, discriminatory, 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, discriminatory and/or racist language and/or gestures;
- 6.1.10 the chanting of anything of an indecent, discriminatory, or racist nature;
- 6.1.11 the use of technologies such as, but not limited to, texting and social networking to forward messages of an abusive and/or racist nature;
- 6.1.12 fighting, or engaging in and/or inciting violence;
- 6.1.13 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;
- 6.1.14 bringing into the Ground any alcoholic beverage whatsoever;
- 6.1.15 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 6.1.16 the supply of any misleading or incorrect information in any application;
- 6.1.17 any breach of clauses 2.4, 2.5 or 2.6 above;
- 6.1.18 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;
- 6.1.19 any failure to comply with, as issued from time to time, Government guidelines and/or reasonable Club instructions including but not limited to public health.

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 Match Ticket Holder is not 18 years old or over, their 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 CDP 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.

8.2 Before using any Home or Away Match Ticket and attending any Match, you shall be responsible for assessing the risk of contracting any disease 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 any disease whilst attending a Match.

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 CDP 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 CDP who may in turn notify other member 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 The Club does not offer refunds on purchased Match Tickets in any circumstance other than cancellation, postponement of a scheduled match or if the match takes place behind closed doors or with a restricted capacity (and you are not permitted to attend). 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 by the Club. 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, in the event the Match being postponed or abandoned, the Away Match Ticket must be returned to the Club's Supporter Services Team no later than the 48 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 by the Club.

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. Such breaches may include, but not be limited to:

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 an Away Match Ticket;
- 14.1.6 any misrepresentation in relation to clause 1.2 above;
- 14.1.7 the possession of a banner or flag that bears material or slogans that are offensive, discriminatory, obscene, abusive or racist;
- 14.1.8 the throwing of any object within the Ground that may cause injury or damage to people without lawful authority or excuse;
- 14.1.9 the use of foul, obscene, discriminatory abusive and/or racist language and/or gestures;
- 14.1.10 the chanting of anything of an indecent, discriminatory or racist nature;
- 14.1.11 the use of technologies such as, but not limited to, texting and social networking to forward messages of an abusive and/or racist nature;
- 14.1.12 fighting, or engaging in and/or inciting violence;
- 14.1.13 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;
- 14.1.14 bringing into the Ground any alcoholic beverage whatsoever;
- 14.1.15 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 14.1.16 the supply of any misleading or incorrect information in any application;
- 14.1.17 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.
- 14.1.18 any failure to comply with, as issued from time to time, Government guidelines and/or reasonable Club/host club instructions including but not limited to public health.

14.2 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.

14.3 If an Away Match Ticket holder is not 18 years old or over, their parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms & Conditions of Entry.

15. Definitions

In these 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 that takes place where spectators are not allowed entry to the ground to watch.

“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 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, near-field communication (NFC) mobile ticket, 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 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.

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

‘Purchaser’ means any person purchasing a number of Match Tickets.

“Restricted Capacity” means any match played where regulations in place do not allow a full stadium capacity.

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

‘Ticket Holder’ means a registered holder of a Home Match Ticket or Away Match Ticket.

‘Visiting Club’ means the football club playing against the Club.

16. 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 Ground. Thank you for helping make us a great Club to be associated with.