

CHELSEA FOOTBALL CLUB LIMITED ("CHELSEA FC")
SEASON TEAMCARD, MEMBERSHIP AND MATCH TICKET
CONDITIONS OF ISSUE

These Conditions of Issue should be read in conjunction with the Chelsea FC Ticketing Policies, as applicable. Copies of all Chelsea FC Ticketing Policies are available at www.chelseafc.com. In the event of any conflict, inconsistency or ambiguity between these Conditions of Issue and any applicable ticketing policy (including, without limitation, the Chelsea FC Ticketing Policies), these Conditions of Issue shall prevail.

Headings used in these Conditions of Issue shall not affect the interpretation of the below terms and conditions.

1 Application of Conditions of Issue

- 1.1 Chelsea FC and/or its authorised distributors (if any) sells and issues tickets for events at the Ground only upon the following Conditions of Issue and by applying for, purchasing or accepting the issue of a Match Ticket, Season TeamCard or Membership or entering the Ground, any Season Ticket Holder, Member, Juvenile Member, Senior Citizen or any other person who has applied for, bought, accepted or holds a Match Ticket, Membership or Season TeamCard ("**Ticket Holder**") shall be deemed to have accepted these Conditions of Issue.
- 1.2 Any person who applies for, purchases and/or accepts the issue of an Away Match Ticket shall be subject to:
 - (a) these Conditions of Issue, mutatis mutandis; and
 - (b) any conditions of issue, ground regulations and/or other such regulations of the football club issuing the ticket.
- 1.3 Any Guest(s) shall also be subject to the Conditions of Issue (but excluding any right to transfer under paragraph 5 below) and these will apply to such Guest(s) as if he were the original Ticket Holder. Any reference to "Ticket Holder" in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include his Guest(s).
- 1.4 Match Tickets will be released to the general public as set out in the Chelsea FC Ticketing Policies. The Football Regulations and Ground Regulations shall be incorporated into these Conditions of Issue save where there is a conflict between these Conditions of Issue and the Ground Regulations, in which case the respective Condition of Issue shall apply. The Ground Regulations are available for inspection at Chelsea FC's offices and at www.chelseafc.com, and are displayed at all entrances to and elsewhere in the Ground.
- 1.5 Chelsea FC reserves the right, at its sole discretion and whether before, after or during a Match and whilst at the Ground or otherwise, to require any person, including without limitation any Member or Ticket Holder:
 - (a) collect Match Tickets in person and from such place as specified by the Club in advance, including from the ticket office of Chelsea FC or an away club or third party location (as applicable) and/or to provide proof of identification and/or address; and/or

- (b) provide such proof of identification and/or address as required by Chelsea FC from time to time (which may include but not be limited to a valid passport or photo card driving licence) and/or proof of address, and any failure to provide such proof within the timeframe reasonably required by Chelsea Football Club shall constitute a breach of these Conditions of Issue.
- 1.6 Chelsea FC will hold and process personal data relating to you in accordance with the terms of its then current privacy policy, available at www.chelseafc.com. The Chelsea FC privacy policy contains more details about the processing of your personal data by Chelsea FC, but some of the key purposes for which Chelsea FC will process your personal data are:
- (a) where you provide consent to Chelsea FC to do so, to send marketing in respect of Chelsea FC's, and Chelsea FC's commercial partners (a list of which is available at <http://www.chelseafc.com/the-club/sponsors>) offers, products or services;
 - (b) to comply with Chelsea FC's legal obligations;
 - (c) to comply with requests made of Chelsea FC by any third party, including legal, statutory, or regulatory authorities and/or governing bodies or organisers of football events/tournaments (whether in the UK or otherwise);
 - (d) for record keeping and other administrative purposes; and/or
 - (e) to fulfil the Ticket Holder's order for any tickets.

2 Membership

- 2.1 A supporter (whether an individual or a business) is only entitled to apply for, accept, buy or hold one Membership at any one time. Any person who makes or conspires to make multiple applications will have their Membership(s) terminated without compensation.
- 2.2 A supporter may hold either a Membership or a Season TeamCard but may not hold both at any one time.
- 2.3 Chelsea FC reserves the right to refuse any application for Membership at its sole discretion and without reason.
- 2.4 Chelsea FC requires all Membership applications (including renewal applications) to specify the applicant's full home address. For the avoidance of any doubt, Chelsea FC will not accept Membership applications which specify a mail box or PO box address.
- 2.5 A successful applicant for membership will be issued with a Membership TeamCard. Members shall have the opportunity, subject to availability (determined in Chelsea FC's sole discretion) to purchase Match Tickets. Members shall not be able to purchase more than one Match Ticket using their Membership TeamCard, save as expressly permitted by Chelsea FC from time to time. Nothing in this paragraph 2.5 is intended to or shall be deemed to guarantee that Members have an entitlement to any Match Ticket.
- 2.6 In the event that a Member is entitled to receive a Membership pack, Chelsea FC reserves the right to send Membership pack items to the Member which may vary from the pictures shown on the Chelsea FC Membership application form.
- 2.7 Save as provided in the Conditions of Issue, Membership is non-transferable and is personal to the Member.

2.8 Where a Member has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Member may make a request to change the name on their Membership by sending a letter to Chelsea FC.

2.9 Membership is run on a seasonal basis from June to May. All Memberships purchased during the course of the season will expire on 31st May following the end of that season, except in the case of 2 year Memberships which run until 31st May the following year. Should a Member cancel their Membership they will not be entitled to a refund.

3 Issue of Match Tickets, Membership TeamCards and Season TeamCards

3.1 Guidance on the application for and purchase of Match Tickets is set out in the Chelsea FC Ticketing Policies.

3.2 Match Tickets and Season TeamCards are issued at the absolute discretion of Chelsea FC and Chelsea FC reserves the right to refuse any application for Match Tickets or Season TeamCards without reason at its sole discretion. Without prejudice to the foregoing, Chelsea FC is under no obligation to issue a Match Ticket, Membership, Membership TeamCard or Season TeamCard to any person who has previously been a Ticket Holder.

3.3 Match Tickets, Membership TeamCards and Season TeamCards are for the use of supporters of Chelsea FC only. By applying for and/or using the same you warrant and represent that you are a supporter of Chelsea FC and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at such Match.

3.4 If for any reason a card transaction fails or is declined by the card issuer the relevant ticket application(s) shall be deemed invalid. It is the applicant's responsibility to ensure that card details supplied to Chelsea FC are correct and that there are sufficient funds available in such card account. Chelsea FC shall not be required to contact an applicant who has supplied incorrect card details or where the transaction fails or is declined by the card issuer.

3.5 A Member must include his customer number with every application to ensure he receives his loyalty points in accordance with Chelsea FC's 'Ticketing loyalty scheme' (as set out in the Chelsea FC Ticketing Policies). Any Member who buys a ticket on sale to non-Members but does not enter his customer number could miss out on tickets for important Matches or cup finals where allocations are limited. For the avoidance of doubt, loyalty points will only be awarded at the time of purchase and cannot be awarded retrospectively.

3.6 Chelsea FC requires all Season TeamCard applications (including renewal applications) to specify the applicant's full home address. For the avoidance of any doubt, Chelsea FC will not accept Membership or Season TeamCard applications which specify a mail box or PO box address.

3.7 Chelsea FC reserves the right to cancel, suspend or withdraw any Match Tickets, Membership TeamCards and/or any Season TeamCards at any time with or without reason acting in its sole discretion. Subject to paragraph 8 below, and save as otherwise provided in these Conditions of Issue, if Chelsea FC cancels, suspends or withdraws a Season TeamCard, then the Season Ticket Holder will be refunded on a pro-rated basis for the remainder of the season (for the avoidance of doubt, in respect of cancellation, suspension or withdrawal pursuant to paragraph 11 or otherwise following a breach of these Conditions of Issue, the Ticket Holder shall not be entitled to a refund).

- 3.8 A Season TeamCard is valid for one season only. Should any Season Ticket Holder wish to cancel their Season TeamCard, they will not be entitled to a refund.

4 Admission to the Ground

- 4.1 A Match Ticket permits the Ticket Holder to:

- (a) be admitted to the designated part of the Ground on the day of the Match shown on the ticket and at the time specified by Chelsea FC; and
- (b) occupy the seat indicated on the ticket or such other alternative seat of similar price as Chelsea FC may allocate at its reasonable discretion. Chelsea FC will not be liable if the seat is exposed to the weather,

in each case, subject to these Conditions of Issue.

- 4.2 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Match Ticket on any other occasion.

- 4.3 A Season TeamCard permits the Season Ticket Holder to be admitted to the designated part of the Ground and to sit in the designated seat as shown on the Season TeamCard for FA Premier League Home Matches only. Season Ticket Holders must produce their Season TeamCard in order to gain admission to the Ground for all FA Premier League Home Matches and must produce a valid Home Match Ticket for all Relevant Cup Matches that take place at the Ground. For the avoidance of doubt, a Season TeamCard will not entitle a Season Ticket Holder entry to the Ground for Relevant Cup Matches. In accordance with the Chelsea FC Ticketing Policies, Season Ticket Holders will, subject to availability, be given an exclusive period within which to acquire tickets for their usual seat for such Relevant Cup Matches that take place at the Ground. Thereafter, Chelsea FC will offer any unsold Match Tickets for general sale.

- 4.4 Notwithstanding paragraphs 4.1(b) and 4.2, Chelsea FC reserves the right to relocate the seats indicated on a Ticket Holder's Season TeamCard or Match Ticket (as applicable) at its discretion, including for health and safety-related reasons.

- 4.5 Save as set out in paragraph 4.7 below, the Ticket Holder shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match.

- 4.6 Without prejudice to paragraph 4.5, the Ticket Holder acknowledges that any audio, visual or audio-visual material, or any other information or data, that they produce at the Ground in relation to a Match, any players or other persons present in the Ground (including any captured in breach of paragraph 4.5 or 4.7) is hereby assigned to Chelsea FC, including by way of present assignment of future copyright under Section 91 of the Copyright, Design and Patents Act 1988. The Ticket Holder agrees that it will execute any further documents required by Chelsea FC to give full effect to this paragraph 4.6.

- 4.7 Use of mobile telephones within the Ground is permitted, provided that they are used for private person to person use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any material, information or data for any commercial purposes); and (b) no material, information or data that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

- 4.8 Save for official Chelsea FC merchandise and/or other football related clothing worn in good faith, a Ticket Holder shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.
- 4.9 A Ticket Holder 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.
- 4.10 Juveniles under the age of 14 years will not be permitted entry to the Ground unless they are in the possession of a Match Ticket and/or Season TeamCard (as applicable) and are accompanied by a person over the age of 18 years (who, for the avoidance of doubt, must also be in possession of a Match Ticket and/or Season TeamCard). Anyone accompanying a juvenile under the age of 14 years is responsible for ensuring that juvenile's compliance with these Conditions of Issue and shall be liable in the event of breach.
- 4.11 Chelsea FC reserves the right to refuse admission to the Ground to any unaccompanied juvenile in possession of a Match Ticket and/or Season TeamCard at its sole discretion. Save in the event of a breach of these Conditions of Issue, an unaccompanied juvenile refused admission to the Ground in accordance with this paragraph 4.11 will be entitled to:
- (a) a full refund in respect of a Match Ticket; or
 - (b) a pro-rated refund in respect of a Season TeamCard,
- (in each case less any administration fee) in relation to the Match to which they are refused admission.
- 4.12 All persons, regardless of age, entering the Ground on a Match day must be in possession of a Match Ticket and/or a Season TeamCard. Any adult entering (or attempting to enter) the Ground with or otherwise using a juvenile or senior citizen ticket will be ejected from the Ground and, at Chelsea FC's discretion, refused further entry and have any Season TeamCard or Membership TeamCard revoked with immediate effect and without refund.
- 4.13 All Ticket Holders must adhere to any relevant dress code designated from time to time by Chelsea FC.
- 4.14 All Ticket Holders and Members who enter the Ground acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by Chelsea FC, the Premier League, The Football Association, UEFA and/or others as determined in Chelsea FC's sole discretion (including commercial partners and accredited media organisations). All Ticket Holders and Members consent to the provisions of this paragraph 4.14.

5 Use of Match Ticket, Membership TeamCard or Season TeamCard

- 5.1 The Match Ticket, Membership TeamCard and Season TeamCard are issued for the Ticket Holder's private use. The Ticket Holder shall not resell, or (save as set out in paragraph 5.3 below) assign or transfer the Match Ticket, Membership TeamCard and/or Season TeamCard or the benefit of the same to any other person for any purpose without the prior written consent of Chelsea FC. For the avoidance of doubt (and by way of example only) the Match Ticket, Membership TeamCard and/or Season TeamCard may not be offered as a prize in any promotion or competition or for any other promotional or advertising purposes, 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 service or good, or used for any

other commercial purpose, save in each case as expressly authorised in writing by Chelsea FC.

- 5.2 The unauthorised sale or disposal of a Match Ticket and/or Season TeamCard 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. Chelsea FC may inform the police when it becomes aware that Match Tickets and/or Season TeamCards are being sold or illegally disposed of and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or Chelsea FC reasonably suspects you have committed a ticketing offence, Chelsea FC may notify the FA Premier League who may in turn notify other football clubs (both domestic and international), event holders and/or the relevant law enforcement authorities. The information that Chelsea FC shares in such circumstances may include your personal data (including your name and contact details), information about the offence and about ticket purchases (including payment details). Chelsea FC will use this information to identify and prevent ticketing offences and disorder at matches. Any queries can be addressed to toutinfo@chelseafc.com.
- 5.3 Save for Match Tickets issued by Chelsea FC to its Supporters Clubs (which are not transferrable in any circumstances), all Match Tickets and Season TeamCards and all rights and benefits conferred by such Match Tickets or Season TeamCards may be transferred to a natural person or persons:
- (a) via the Chelsea FC ticket exchange in accordance with the 'Chelsea Football Club Ticket Exchange Terms and Conditions', as available at www.chelseafc.com; or
 - (b) who are family members or friends of the Ticket Holder ("**Guests**") in accordance with paragraph 5.5 below.
- 5.4 Match Tickets sold or purchased via the Chelsea FC ticket exchange are final and cannot be returned, resold or refunded. Please note that loyalty points shall not be awarded in respect of any tickets purchased through the Chelsea FC ticket exchange.
- 5.5 Match Ticket(s) and Season TeamCard(s) may be transferred to Guest(s) for their personal use only **PROVIDED THAT** such transfer takes place in consideration of no payment or benefit in excess of the face value of the Match Ticket or the prorated value of the Season TeamCard for the Match (as the case may be) plus any prorated administrative cost, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Chelsea FC retains the absolute discretion to refuse such transfer to any Guest subject to a refund to the Ticket Holder (but not to the Guest) of the face value of the Match Ticket and pro-rated amount of the Season TeamCard. The Ticket Holder shall at all times be responsible for his Guest(s). Any breach of these Conditions of Issue by such Guest(s) may be treated by Chelsea FC as a breach by the Ticket Holder, who shall be liable for any and all sanctions imposed by Chelsea FC, as referred to herein.
- 5.6 Where a Season Ticket Holder or Member has transferred a Match Ticket or Season TeamCard to a Guest, the Guest must provide the name and address of the Season Ticket Holder or Member immediately upon request from any official, steward or employee of Chelsea FC or any police officer. For the avoidance of doubt, a Ticket Holder shall not resell, assign or transfer the Match Ticket or Season TeamCard to any person who is:
- (a) subject to any restriction or banning order or is prevented from entering the Ground for any other reason, legal or otherwise or who has been charged with or found guilty of any football-related offence anywhere in the world; or

- (b) not permitted by Chelsea FC or otherwise to purchase a Match Ticket and/or Season TeamCard (under the Ground Regulations, these Conditions of Issue or otherwise) and attend such Match(es).

5.7 A Match Ticket, Membership TeamCard and any Season TeamCard (as applicable) remains the property of Chelsea FC at all times and must be produced for inspection upon demand, together with evidence of the Ticket Holder's identity, if required to do so by any official, steward or employee of Chelsea FC or any police officer.

6 Season TeamCard Renewal Process

6.1 The following Season TeamCard renewal process applies to all Season Ticket Holders. For the avoidance of doubt, this process applies equally to disabled Season Ticket Holders, save where (and then only to the extent that) a different process is set out in paragraph 7 below.

6.2 In order for a Season Ticket Holder to renew his existing seat for the 2018-2019 season, the Season Ticket Holder must complete the Chelsea FC Season Ticket renewal form 2018-2019 (available on www.chelseafc.com) and a remittance or credit card details and return these by the Season Ticket Renewal Date to:

- (a) the Chelsea FC ticket office;
- (b) PO BOX 21805, Chelsea Football Club, Stamford Bridge, Fulham Road, London SW6 1HS; or
- (c) via www.chelseafc.com.

Chelsea FC accepts no responsibility or liability for any forms that are illegible, lost, delayed or undelivered. Without prejudice to the foregoing, it is recommended that postal applications are returned to Chelsea FC by courier, recorded or special delivery.

6.3 Chelsea FC currently accepts Visa, MasterCard, Maestro, American Express and Chelsea FC does not accept Diners International cards or cheques and will only accept cash payments from personal callers to the Chelsea FC ticket office. For the avoidance of doubt, Chelsea FC requests that Season Ticket Holders do not send cash through the post.

6.4 Chelsea FC offers supporters the opportunity to pay for their Season TeamCard by monthly payments via Chelsea FC's season ticket finance scheme operated by Zebra Finance (for more details please see the Zebra Finance information leaflet available at www.chelseafc.com). Applications for the season ticket finance scheme cannot be made online. Supporters paying by instalments must return both their Season TeamCard renewal form and the season ticket finance form together by the Season Ticket Renewal Date.

6.5 All prices set out in the Chelsea FC Ticketing Policies include VAT at 20%. Chelsea FC's VAT Registration number is GB726 0650 49. Chelsea FC requests that Season Ticket Holders retain their receipt after having successfully renewed their Season TeamCard.

6.6 The East Stand Family Centre is for senior citizens, parents/guardians and their juvenile children and unaccompanied juveniles only. The maximum number of adult-child ratio within the family enclosure is 2:1.

6.7 Applicants for Season TeamCards who reach 65 on or before 31 July 2018 shall have the right to apply for or renew their Season TeamCards at the senior citizen concessionary rate. Any current female Season Ticket Holder who already benefits from the senior citizen

concessionary rate shall have the right to renew her Season TeamCard at that senior citizen concessionary rate.

- 6.8 Applicants for juvenile Season TeamCards who are under the age of 20 on or before 31 July 2018 shall have the right to apply for or renew their Season TeamCards at the juvenile concessionary rate.
- 6.9 Chelsea FC reserves the right to require any Season Ticket Holder or applicant for a Season TeamCard (as applicable) to provide proof of age.
- 6.10 In the event that a Season Ticket Holder wishes to move his seat within the Ground, he is able to specify his desired seat on his completed Chelsea FC Season Ticket renewal form 2018-2019. Chelsea FC does not guarantee it will be able to accommodate every seat move request and each such request will be processed on a first come first served basis subject to availability. Chelsea FC reserves the right to reject any requested seat move at its sole discretion.
- 6.11 A Season Ticket Holder is entitled to access to all FA Premier League Home Matches only. For the avoidance of doubt, Season Ticket Holders in all non-hospitality areas must pay separately for any Relevant Cup Match that takes place at the Ground. Season Ticket Holders will be offered a priority period in which they can purchase their own seat before all Relevant Cup Matches that takes place at the Ground. No automatic scheme will operate in order to attend these Matches and Season Ticket Holders will need to apply within such priority period. Further details are available in the Chelsea FC Ticketing Policies available in full at www.chelseafc.com.
- 6.12 Any Season Ticket Holders who are displaced in the Ground due to outside broadcast and/or authorities requests will be able to purchase an available seat elsewhere in a non-hospitality area within the Ground at their current seat price.
- 6.13 Season Ticket Holders can transfer their Season TeamCard to a friend or a family member by sending a letter to Chelsea FC confirming that they wish to relinquish the seat and who they are passing it to. In such circumstances, a new account including customer number will be created for the new customer unless they are already a Member. It is important to note that the new account will not be entitled to the Loyalty Points from any previous season. If the Season Ticket Holder request a transfer at the same time as the Season TeamCard renewal form is submitted the transfer will be free of charge. However, should a Season Ticket Holder request a transfer at any other time there will be a charge of £25.
- 6.14 Where a Season Ticket Holder has changed their name for legal reasons (e.g. by deed poll or following a marriage/civil partnership), the Season Ticket Holder may make a request to change the name on their Season TeamCard by sending a letter to Chelsea FC. If the Season Ticket Holder requests a name change at the same time as they apply to renew their Season TeamCard then the name change will be free of charge. However, should a Season Ticket Holder request a name change at any other time there will be a charge of £25.
- 6.15 No Season TeamCard can be upgraded during the 2018-2019 season.
- 6.16 A copy of the monthly club magazine will be sent to all Season Ticket Holders over the age of 13. Under 13's will receive a copy of the quarterly 'Bridge Kids' magazine. Every adult Season Ticket Holder will receive a voucher (in one of their issues of the Chelsea FC magazine) entitling them to a copy of the Chelsea FC Yearbook. As part of Chelsea FC's commitment to the environment, any Season Ticket Holder is eligible to receive a Chelsea FC magazine online. Season Ticket Holders are asked to specify which option they require on the relevant Chelsea FC Season Ticket renewal form available at www.chelseafc.com.

7 Disabled Season TeamCards

- 7.1 In order for a disabled Season Ticket Holder to renew his existing seat for the 2018-2019 season, the disabled Season Ticket Holder must complete the Chelsea FC Disabled Supporter Season Ticket renewal form 2018-2019 (available on www.chelseafc.com) and provide a remittance or credit card details and return these to the Chelsea FC Disabled Liaison Officer by the Season Ticket Renewal Date.
- 7.2 Disabled Season Ticket Holders in all non-corporate areas of the Ground will be automatically sent their Match Tickets for all Home Matches.
- 7.3 Should a disabled Season Ticket Holder be unable to attend a FA Premier League Home Match which their Season TeamCard covers, their personal assistant will not be admitted into the Ground without such disabled Season Ticket Holder. The personal assistant may only attend in the position of carer to the disabled Season Ticket Holder. For the avoidance of doubt, Season TeamCards belonging to disabled Season Ticket Holders are non-transferable.
- 7.4 Chelsea FC reserves the right to request proof of disability before issuing a disabled Season TeamCard or membership for disabled supporters for season 2018-2019. All applicants (including disabled Season Ticket Holders and Members renewing) must include proof of disability valid within the last year from the date of application with their completed application form. Such proof must include one of the following:
- (a) Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);
 - (b) Receipt of the standard or enhanced rate of the daily living component of the Personal Independence Payment;
 - (c) Receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
 - (d) Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance; or
 - (e) A specialist personal letter from a hospital confirming that the applicant is in receipt of support services.

8 Changes to Dates, Refunds & Exchanges

- 8.1 All Matches are organised and staged in accordance with the Football Regulations. No guarantee can be given by Chelsea FC that any Match will take place at a particular time or on a particular date. All information about times and dates of Matches is maintained as up-to-date as possible but should be taken as a guide only and Chelsea FC reserves the right to reschedule any Match at any time, without notice and without any liability whatsoever.
- 8.2 Prices shown in advance are not always accurate and should be taken as a guide only.
- 8.3 In the event of postponement of a Match, a Ticket Holder (but not a Guest) will be entitled to:
- (a) a full refund less any administration fee provided they comply with the process set out at paragraph 8.6 below; or

- (b) to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as Chelsea FC stipulates.

A Ticket Holder with a Season TeamCard will be entitled only to attend the rescheduled Match.

- 8.4 In the event of abandonment of a Match after the spectators have been admitted to the Ground but before the kick-off of the Match, the Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after the spectators have been admitted to the Ground and after the kick-off of the Match, the price of the Match Tickets for the rescheduled Match (if any) shall be reduced by 50%. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as Chelsea FC stipulates.
- 8.5 In the event of a Match postponement, abandonment or cancellation Chelsea FC will have no liability to Ticket Holders other than as set out in this paragraph 8, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs.
- 8.6 Subject to paragraph 8.7, in order to obtain a refund, the Match Ticket must be returned to Chelsea FC's ticket office no later than 48 hours before the scheduled time of the Match. It is the responsibility of the Ticket Holder to check the Chelsea FC Ticketing Policy for the opening times and days of Chelsea FC's ticket office and the return of the Match Ticket to Chelsea FC's ticket office is at the sole risk of the Ticket Holder. For the avoidance of doubt, Chelsea FC shall not be responsible for any Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed.
- 8.7 No refunds will be given:
 - (a) where there has been a breach of the Conditions of Issue; or
 - (b) where paragraph 11.3, 11.4 and/or 11.5 applies;
 - (c) in respect of Tickets purchased through the Ticket Exchange;
 - (d) in respect of Away Matches, where Chelsea FC has taken its full available allocation of Away Match tickets.

9 Lost or Stolen Match Tickets, Membership TeamCards and Season TeamCards

- 9.1 Chelsea FC shall not be obliged to issue a replacement for any lost, stolen, defaced or destroyed Match Ticket, Membership TeamCard or Season TeamCard.
- 9.2 In the event that a Season TeamCard is not available for presentation at any individual Match, Chelsea FC shall not be obliged to admit the holder or issue any other form of ticket for that Match. If, at Chelsea FC's sole discretion, a duplicate ticket is issued, Chelsea FC may require payment of a non-refundable administration charge.
- 9.3 If a Season TeamCard is irreparably lost, stolen or destroyed, a duplicate Season TeamCard shall be issued by Chelsea FC as soon as reasonably practicable after the payment of a non-refundable administration charge. Only one such duplicate Season TeamCard will be issued per season and the holder will be required to sign a document confirming that the original Season TeamCard is irreparably lost, stolen or destroyed and indemnifying Chelsea FC against any direct or indirect consequences of any false representation or statement to Chelsea FC.

- 9.4 A non-refundable administration fee of £5 will be charged for Season Ticket Holders who are issued a duplicate Match Ticket on a match by match basis. If a Season TeamCard is lost and a replacement Season TeamCard is issued to the Season Ticket Holder by the Chelsea FC ticket office, a non-refundable administration fee of £25 will be levied.
- 9.5 Should any Season TeamCard, Membership TeamCard or Match Ticket not arrive in the normal course of post after purchase, the purchaser will be required to sign a document confirming this and undertaking to immediately return the missing Match Ticket, Membership TeamCard or Season TeamCard to Chelsea FC should it come into the purchaser's possession at any time. There will be no charge for the issue of a duplicate Season TeamCard or Match Ticket in such circumstances.

10 Change of Address

All Season Ticket Holders and/or Members must notify Chelsea FC as soon as reasonably practicable following a change of address. Chelsea FC reserves the right to require the Season Ticket Holder and/or Member to provide proof of such new address and any such request must be complied with by such Season Ticket Holder and/or Member within 14 days.

11 Breach of Conditions of Issue

- 11.1 By way of example only (and without limitation), the following shall constitute breaches of the Conditions of Issue:
- (a) failure to observe the directions, instructions and/or requests of any steward, employees, or agents acting for or on behalf of Chelsea FC, or any police officer, at all times;
 - (b) smoking, in any area within the Ground, including (without limitation) the seated areas, concourses and toilets;
 - (c) being (or appearing to be) intoxicated by alcohol or drugs or possession of any illegal substance at the Ground;
 - (d) 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, cans, poles, knives or any item that is hazardous or dangerous or might be used as a weapon or compromise public safety;
 - (e) standing in seated areas whilst a Match is in progress or straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;
 - (f) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - (g) sale or transfer of a Match Ticket or Season TeamCard other than as permitted by these Conditions of Issue;
 - (h) providing any information to the Club at any point that is false, materially incomplete or misleading (or which the Club has reasonable grounds to believe may be false, materially incomplete or misleading);
 - (i) misrepresentation during the purchase of a Match Ticket or Season TeamCard;
 - (j) constituting (or potentially constituting), in Chelsea FC's reasonable opinion, a source of danger, nuisance or annoyance to any other person while at the Ground

- (k) failing (at Chelsea FC's sole discretion) and whether at the Ground, travelling to or from a Match or otherwise, to act at all times in a civil manner, including (without limitation):
 - (i) using foul, obscene, abusive, indecent or racially abusive language or behaviour;
 - (ii) chanting anything of an indecent or racist nature;
 - (iii) fighting or engaging in and/or inciting violence; or
 - (iv) acting in a manner which in Chelsea FC's reasonable opinion is prejudicial to or offends Chelsea FC or its player(s), officer(s), employee(s), member(s), supporter(s) or commercial partner(s) or any individual or corporate entity connected to Chelsea FC;
 - (l) the throwing of any object within the Ground;
 - (m) attempting to enter the Ground or being inside the Ground whilst drunk or being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the relevant event can be directly viewed;
 - (n) carrying, holding, unfurling or presenting any banner, in whole or in part, at any time (whether acting on an individual or collective basis and whether at a Match, the Ground or otherwise) which is, or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive, indecent or political;
 - (o) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at the Ground;
 - (p) entering into any part of the Ground designated for the use of any group of supporters to which he does not belong;
 - (q) the supply of any misleading or incorrect information to any Chelsea FC officer, employer or agent;
 - (r) the failure to pay any sum owing to Chelsea FC (or any third party) in respect of any ticket;
 - (s) any breach of the Football Regulations;
 - (t) any breach of the Ground Regulations; and
 - (u) any similar act or omission concerning or at an Away Match.
- 11.2 Chelsea FC reserves the right, without liability, to conduct (either itself or via a third party) security searches of the person and possessions of any person where it has reason to believe that a breach of these Conditions of Issue has occurred or may occur including (without limitation) those breaches set out in paragraph 11.1 above.
- 11.3 Chelsea FC reserves the right, without liability, to suspend any individual without liability, including any Member, Ticket Holder or Season TeamCard Holder where it believes that such individual may have committed a breach of these Conditions of Issue, or that a breach of these Conditions of Issue may have been committed by a Member, Ticket Holder or Season TeamCard Holder associated with that individual, pending any investigation (whether by Chelsea FC and/or any third party) in respect of the same. Chelsea FC may

take any of the steps set out at paragraph 11.4 below in respect of any suspended individual until such time as all investigations have been concluded to Chelsea FC's satisfaction. For the avoidance of doubt, once such investigation against the suspended individual has been concluded, Chelsea FC may continue to enforce or take (as applicable) any of the steps set out at paragraphs 11.4 and/or 11.5 below against such individual upon the terms set out therein.

- 11.4 Without prejudice to any other remedies it may have, in the event that Chelsea FC believes or determines (as applicable) that a breach of the Conditions of Issue has occurred or in the event of the cancellation of a Membership, Match Ticket or Season TeamCard, Chelsea FC reserves the right in its absolute discretion acting reasonably or otherwise to, without liability:
- (a) determine that any Match Ticket, Membership, Membership TeamCard or Season TeamCard shall be automatically null and void;
 - (b) withdraw all or some of the rights and benefits conferred by the Membership, Match Ticket, Membership TeamCard or Season TeamCard;
 - (c) require that the Membership, Match Ticket, Membership TeamCard or Season TeamCard be returned to Chelsea FC;
 - (d) refuse entry to or eject the Member or Ticket Holder from the Ground;
 - (e) exclude the Member or Ticket Holder from any membership scheme maintained or organised by Chelsea FC and/or disqualify the Member or Ticket Holder from applying for any Match Ticket, Membership and/or Season TeamCard;
 - (f) exclude the Member or Ticket Holder from entering the Ground;
 - (g) exclude the Member or Ticket Holder from entering the Ground as a Guest of another Ticket Holder; and/or
 - (h) prevent the Member or Ticket Holder from using any of the benefits or rights associated with being a Member or Ticket Holder.
- 11.5 In the event that Chelsea FC determines that a breach of these Conditions of Issue has taken place and/or takes any of the steps in paragraph 11.4 above against a Ticket Holder:
- (a) no compensation of any sort will be payable to the Ticket Holder;
 - (b) Chelsea FC may commence court proceedings against the Ticket Holder for any loss or damage caused by such breach; and
 - (c) at Chelsea FC's discretion, it may notify any third parties (including other football clubs, event holders and law enforcement or football authorities) of any Ticket Holder's exclusion and/or disqualification (together with the reason(s) for such exclusion and/or disqualification).
- 11.6 Without prejudice to paragraph 11.4, any Match Ticket obtained or used in breach of the applicable Conditions of Issue shall automatically be void and may result in the Ticket Holder being refused entry to or ejected from the Ground and/or the cancellation and withdrawal of the ticket, without compensation.

12 Loyalty Points

- 12.1 Loyalty points are awarded in accordance with Chelsea FC's 'Loyalty ticketing scheme' as set out in the Chelsea FC Ticketing Policies.
- 12.2 Any loyalty points acquired by a Member and/or Season Ticket Holder when purchasing Match Tickets shall be revoked if any such Match Ticket is subsequently cancelled or withdrawn or deemed null and void, or the Ticket Holder is refused admission to or ejected from the Ground or banned from any future Match for any reason. For the avoidance of doubt, the loyalty points from all the tickets bought in the same transaction as the ticket in question shall be revoked, as shall eligibility for any bonus loyalty points for the season.
- 12.3 Chelsea FC reserves the right to apply the use of the loyalty points process to any fixture acting in its sole discretion and can change the amount of loyalty points allocated to a Match at any time. Should points be changed once a Match has already gone on sale all customers who made a purchase for that Match will receive the new amount of loyalty points.
- 12.4 If a Season Ticket Holder renews his Season TeamCard on or before the Season Ticket Renewal Date, his TeamCard points will carry over onto his new Season TeamCard as from 1 August 2018. If a Season Ticket Holder chooses not to renew his Season TeamCard for the 2018-2019 season, the TeamCard points on their current Season TeamCard will expire on 31 July 2018.
- 12.5 All Members and Season Ticket Holders are automatically registered for the Chelsea Reward Scheme which is a rewards scheme separate to the loyalty points scheme. Please note however that any subsequent use of the Chelsea Reward Scheme is subject to separate terms and conditions which are available at www.chelseafc.com.

13 Exclusion of Liability

Chelsea FC is not responsible for any loss or damage which is not foreseeable. Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by both the Ticket Holder and Chelsea FC at the time of the purchase of the relevant Match Ticket, Season TeamCard or Membership TeamCard.

In no event shall Chelsea FC be responsible for loss of enjoyment, loss of a chance, loss of time, travel costs or accommodation costs.

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

Neither the Premier League nor Chelsea FC shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of: (a) the position of the seat; or (b) the actions of other spectators.

14 Governing Law

- 14.1 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales. Any dispute or matter (including non-contractual disputes) under or in connection with these Conditions of Issue shall be subject to the exclusive jurisdiction of the English courts. Notwithstanding the foregoing, where an individual subject to these Conditions of Issue is a consumer and: (a) is resident in Scotland then legal proceedings may be brought in either the Scottish or the English courts; or (b) is resident in Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

15 General

- 15.1 Chelsea FC reserves the right in its absolute discretion to change these Conditions of Issue from time to time, and shall duly make notification of such changes in the event that they materially affect the consumer rights of any Member or Ticket Holder.
- 15.2 The invalidity or partial invalidity of any provisions of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect.

16 Definitions

In these Conditions of Issue, words and phrases shall mean as follows:

"Away Match" means any Premier League football match and/or any Relevant Cup Match and/or any friendly match in which Chelsea FC participates that takes place at a ground owned, occupied or used by the home football club.

"Away Match Ticket" means a printed paper ticket or any ticket smartcard (and/or any rights arising out of or in connection with any of the foregoing) for admission to any Away Match.

"Chelsea FC Ticketing Policies" means Chelsea FC's ticketing policies and schemes that provide guidance and information (amongst other things) on Match Tickets, Member TeamCards, Season TeamCards and any other tickets or schemes issued by Chelsea FC from time to time as set out in full at www.chelseafc.com.

"East Stand Family Centre" means the East Lower Stand offering unlimited concessionary seating to juveniles (accompanied by a maximum of two adults per juvenile seat) and Senior Citizens.

"Football Regulations" means each of the rules and regulations of FIFA, UEFA, The Football Association, The F.A. Premier League Limited and The Football League Limited as may be applicable from time to time and from Match to Match.

"Ground" means the Stamford Bridge stadium and its environs and all other locations owned, occupied or used by Chelsea FC and for the purpose of Away Match Tickets, such stadium and environs as is owned, occupied or used by the home football club.

"Ground Regulations" means those ground regulations issued by Chelsea FC from time to time that set out the terms upon which spectators are granted entry to the Ground.

"his", "him" and "he" includes a reference to other genders.

"Home Match" means any Premier League football match and/or any Relevant Cup Match and/or any friendly match in which Chelsea FC participates that takes place at the Ground.

"Home Match Ticket" means a printed paper ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Home Match.

"Juvenile Member" means a Member who is under the age of 20 on 31 July 2018.

"Match" means any football match in which Chelsea FC participates and that takes place at the Ground including the period immediately prior to or following such match.

"Match Ticket" means any Home Match Ticket or Away Match Ticket.

"Member" means a person holding a current and valid Membership.

"Membership" means a membership to Chelsea FC.

"Membership TeamCard" means the TeamCards issued specifically to Members.

"Relevant Cup Match" means any match in the FA Cup, the Football League Cup or a UEFA competition played by Chelsea FC (including any replays and matches in the FA Cup, the Football League Cup or a UEFA competition) or any other knockout competition organised by a football governing body or any replacements or successors thereof.

"Season TeamCards" means the TeamCards issued specifically to Season Ticket Holders which act as tickets (without the need for additional printed paper tickets) for admission for Season Ticket Holders to all F.A. Premier League Matches at the Stamford Bridge stadium.

"Season Ticket Holder" means a person holding a current and valid Season TeamCard to Chelsea FC.

"Season Ticket Renewal Date" means such date as shall be specified on the Chelsea FC Season Ticket Renewal Form 2018-2019 (available on www.chelseafc.com).

"Senior Citizen" means any person over the age of 65 years old on 31 July 2018.

"Supporters Club" means any official Chelsea FC supporters club established and registered in accordance with the Chelsea FC Supporters Club Ticketing Policy as may change from time to time.

"TeamCard" means the membership card issued to a Member or Season Ticket Holder of Chelsea FC.

"Ticket Holder" means any Season Ticket Holder or holder of a Match Ticket (as the case may be).