

Manchester City Football Club Limited

Event Ticket Terms and Conditions (Concerts and Events)

The following terms and conditions apply to: (1) Tickets for Event(s) and Associated Event(s) purchased from the Club; and (2) tickets for Event(s) purchased from an authorised reseller (e.g. *ticketmaster*®) ("**Authorised Seller**") (the "**Event Ticket T&Cs**"). By entering the Venue with a Ticket(s) purchased from the Club, or a ticket purchased from an Authorised Seller, ticket holders will be taken to have accepted these Event Ticket T&Cs.

In these Event Ticket T&Cs, the following words and phrases shall have the following meanings (unless stated otherwise):

"Associated Events" means any event taking place at an Associated Venue in connection with an Event;

"Associated Venue" means any venue owned and/or operated by the Club, including the Joie Stadium, City Football Academy, and any venue located at Medlock Square;

"Club" means Manchester City Football Club Limited (company number: 00040946) whose registered office is at the Etihad Stadium, Etihad Campus, Manchester M11 3FF;

"Event" means any concert taking place at the Venue between 1 July 2026 and 31 August 2027 and any Associated Events;

"Ground Regulations" means the 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 Venue, a copy of which is available on the Website;

"Ticket(s)" means any tickets issued in connection with the Event (including any tickets to Associated Events);

"Venue" means the Etihad Stadium, located at the Etihad Campus, Manchester, M11 3FF; and

"Website" means the Club's website, currently found at the URL www.mancity.com.

1. Where the Club is authorised to sell Tickets for the Event on behalf of the promoter/organiser of the Event the promoter/organiser may have their own terms and conditions which may also apply to the purchase and use of Tickets for the Event. Should there be any inconsistency between a promoter/organiser's terms and conditions and these Event Ticket T&Cs, these Event Ticket T&Cs shall take precedence.
2. A Ticket booking is not confirmed or guaranteed until full payment is received by the Club via an accepted payment method.
3. Tickets may be in the form of paper, mobile/bar code, email, wristband or chip technology or such other form that becomes available over time as determined by the Club.
4. Only persons holding a valid Ticket will be admitted to the Event. All individuals must have a valid Ticket.
5. A Ticket may be invalid if any part of it is removed, altered or defaced. The Club will not be responsible for any Ticket that is lost, stolen, damaged or destroyed and cannot duplicate any such Tickets.
6. Tickets are valid for one admission only and no pass-outs will be permitted.
7. Ticket sales may be limited to a maximum number of tickets per person (as communicated by the Club in advance (including by email and or on the Website)). Tickets may be purchased on behalf of another individual, provided (i) the purchase is made for a fee or benefit no greater in value than the face value of the Ticket, and (ii) the individual adheres to and is bound by these Event Ticket T&Cs.
8. Children under the age of 14 must be accompanied by an adult (aged 18 or over) and hold a valid Ticket. Where the Event includes a floor standing area, children aged 13 and under are not permitted to enter that area.
9. Parents/guardians/responsible adults of children under the age of 18 remain responsible for the relevant child/children, and their behaviour at all times while at the Event and in or around the Venue.

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10. In allowing entry in to the Event, the Club adopts the following ratios:

Children aged 5 to 11 (up to and including Year 6)	- There must be a ratio of no more than six (6) children to one (1) adult, plus one (1) additional adult, within each group booking.
Children aged 11 and over (Year 7 upwards)	- There must be a ratio of no more than eight (8) children to one (1) adult, plus one (1) additional adult, within each group booking
Adults at Risk	- There must be a ratio of no more than sixteen (16) adults at risk to one (1) adult, plus one (1) additional adult, within each group booking

11. Security officers at the Event are entitled to conduct security searches of persons and belongings. Any refusal to allow such searches will result in Ticket holders being refused entry to, or removed from, the Event. Ticket holders shall provide their name and address when asked to do so by any official, steward or employee of the Club and/or Venue.
12. Ticket holders acknowledge that photographic images and/or video 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 Events and/or for promotional, editorial or marketing purposes by the Club or other third parties, and use of Tickets to enter the Venue constitutes consent to such use.
13. Tickets may not be offered as a prize in any promotions, competitions, sweepstakes or for other commercial purposes without the prior written consent of the Club. Any Ticket obtained by such means may be deemed invalid.
14. Tickets must not be exchanged or resold unless the Club offers an authorised ticket exchange or resale facility. If the Club suspects that an individual has unlawfully re-sold a Ticket, their Tickets and any Tickets that have been re-sold will be rendered invalid and the Club shall be entitled to refuse admission to any person holding such a Ticket or remove them from the Event. This conduct shall be deemed to be a serious breach of these Event Ticket T&Cs.
15. Tickets (including to hospitality and/or premium spaces) are non-refundable unless the Event is cancelled, postponed or there is a material change to the programme of the Event (that is, a change to the Event, which in the opinion of the Club, makes the Event materially different to the Event which Ticket holders could reasonably expect). In such cases, Ticket holders will be entitled to claim a refund from the Club. The refund for Tickets equals the face value of the Tickets purchased plus the relevant booking and delivery fee per Ticket. For the avoidance of doubt, where the Event is suspended or cancelled under this condition 15, the Club will not be liable for any additional costs incurred by the Ticket holder such as travel or accommodation costs.
16. All advertised timings are approximate and subject to change. No refunds will be payable as a result of the Event not running to the advertised times.
17. The Club reserves the right to amend the published details of the Event and where such amendments are not deemed to be material changes (in the opinion of the Club), refunds will not be payable, and the Club will not be liable for any other costs or losses resulting from such amendments (including any travel or accommodation costs).
18. The Club shall have no liability for:
 - a. any failure or delay by the Club in carrying out any of its obligations under these Event Ticket T&Cs which is caused by circumstances outside of the Club's reasonable control. Such circumstances shall include weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, epidemic, pandemic, inevitable accidents, supervening legislation, compliance with law or regulation and/or any other circumstances amounting to force majeure;
 - b. any failure, delay, breach, negligence or other liability attributable to the owner and/or operator of the Venue, or any other third party;
 - c. any loss, theft or damage to property or belongings brought into the Venue, other than where loss or damage results from the Club's negligence;
 - d. any indirect or consequential loss or damage;

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- e. loss of enjoyment; or
 - f. travel or accommodation costs in any circumstances.
19. Nothing in these Event Ticket T&Cs shall exclude or limit the Club's liability for death or personal injury caused by its negligence, or for any other form of liability that by law may not be excluded or limited.
20. All Ticket holders must abide by Ground Regulations and any other applicable laws, rules and regulations.
21. Save as regards mobile telephones and cameras used for personal and private use only, Ticket holders shall not bring into (or use within) the Venue any equipment that is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to an Event or any aspect of it. Any person acting in breach of this provision may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to the Club.
22. The Club does not tolerate abusive, offensive, homophobic, transphobic, sexual, sectarian, racial or discriminatory behaviour in any form (whether physical, verbal or other) and any such conduct shall be considered a serious breach of these Event Ticket T&Cs. Any Ticket holder who is found or is reported to be abusing any other guest/attendee at the Event, member of staff or any other individual in or around the Venue will be asked to leave the Event and may face arrest and prosecution by the police. The Club reserves the right to impose a ban (including in respect of concerts/football matches/the Etihad campus) on the offending Ticket holder with no refund being given.
23. The Club reserves the right, at its absolute discretion, to eject a Ticket holder from the Venue, refuse a Ticket holder entry to the Venue or ban a Ticket Holder for a period of time determined by the Club, if:
- a. the Ticket holder breaches any of these Event Ticket T&Cs or any associated Venue terms and conditions (including Ground Regulations) (or the Club has reasonable grounds to suspect such breach);
 - b. the Club reasonably suspects that a Ticket holders Ticket has been offered for re-sale, re-sold or transferred in contravention of these Event Ticket T&Cs;
 - c. the Ticket holder is prohibited (by law or otherwise) from attending the Venue or any other event venue anywhere in the world; or
 - d. the Ticket holder engages in any abusive, offensive, dangerous or other unacceptable behaviour) in or around the Venue.
- The Club will not be obliged to make any refund to any Ticket holder in respect of any ejection from or refusal of entry to the Venue or in respect of any Ticket which is suspended or withdrawn in accordance with this condition 23.
24. Without prejudice to the general nature of condition 23, the following actions shall constitute a serious breach of these Event Ticket T&Cs:
- a. smoking in designated non-smoking areas (including the smoking of electronic cigarettes which is banned at the Venue);
 - b. being (or appearing to be) intoxicated;
 - c. the deliberate misuse of a Ticket;
 - d. the possession of a banner, flag or item of clothing that bears material or slogans that are offensive, obscene, political in nature, abusive or racist, or could bring the name or reputation of the Club into disrepute;
 - e. the throwing of any object that may cause injury or damage to people or property without lawful authority or excuse;
 - f. the use of foul, obscene, abusive, offensive, discriminatory and/or racist language and/or gestures;
 - g. the chanting of anything of an indecent, homophobic, transphobic or racist, sexist, misogynistic, islamophobic, antisemitic or discriminatory nature;
 - h. fighting, or engaging in and/or inciting violence;
 - i. bringing any of the following into the Venue (or using them within the Venue): illegal drugs; other illegal substances; pyrotechnics; 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;
 - j. bringing any food or drink into the Venue that has been purchased outside of the Venue;
 - k. bringing any items into the Venue which have been communicated (including by email or on the Website in advance of the Event) as being prohibited;

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- l. failing to comply with the Venue's policies and procedures (including in respect of 'Challenge 25' policies);
 - m. purchasing alcohol for, or otherwise facilitating the consumption of alcohol by, any minor;
 - n. entering the performing area, the backstage area or any other prohibited areas;
 - o. the supply of any misleading or incorrect information in any application; and
 - p. any breach of condition 23 above.
- 25. All Tickets will remain the property of the Club at all times and may be confiscated, cancelled or withdrawn by the Club in accordance with these Event Ticket T&Cs at any time. Tickets must be produced along with evidence of identity if required by any official, steward or employee of the Club, the Venue, or any police officer.
- 26. Possession of a Ticket does not confer any rights on the Ticket holder to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos or other intellectual property appearing on the Ticket, or used in connection with the Event.
- 27. Ticket holders acknowledge and agree that the personal data provided by them to the Club in the purchase and use of a Tickets shall be collected, stored and used by the Club in accordance with the Data Protection Act 2018, the General Data Protection Regulation (EU) 2016/679, the UK General Data Protection Regulation (UK GDPR), the Data (Use and Access) Act 2025, and the Club's Privacy Policy (available at <https://www.mancity.com/common/privacy>).
- 28. Wheelchair and ambulant tickets will be available to purchase from *ticketmaster*®, in line with the sales process for the specific concert. For venue accessibility information, please visit [Concerts at the Etihad | Man City Help Centre](#) or contact the venue access team on +44 (0)161 444 1894.
- 29. Support is available from the Club's access team on +44 (0)161 444 1894 option 1, option 3, available 7 days a week. Support is also available by email at access@mancity.com. Useful information can be found at www.mancity.com/help
- 30. Parking is not included in the Ticket price.
- 31. Please note that special effects (e.g. strobe lighting) may be used during the Event and that exposure to loud noise is likely.
- 32. The Club reserves the right to amend these Event Ticket T&Cs from time to time. It is the Ticket holder's responsibility to check the Event Ticket T&Cs on the Website before attending the Event, in case of any amendments since the purchase of the Ticket(s).
- 33. If any provision of these Event Ticket T&Cs is found to be invalid or unenforceable, it shall not affect the validity or enforceability of the remaining provisions of these Event Ticket T&Cs.
- 34. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Event Ticket T&Cs or by law shall not constitute a waiver of that right, power or remedy.
- 35. These Event Ticket T&Cs shall be governed by and interpreted in accordance with English law and the parties shall be subject to the exclusive jurisdiction of the courts of England and Wales.