



The following terms and conditions (the “**Cityzens Membership T&Cs**”) apply to all purchases (including renewals) of a Cityzen Membership (as defined below). Before purchasing /auto-renewing your Membership, these Cityzens Membership T&Cs are to be read in conjunction with the Season Ticket T&Cs, the Home Ticket T&Cs, the Ground Regulations, Cityzens Portal T&Cs, the T&Cs (as applicable) and any other relevant terms and conditions referred to herein (together, the “**Associated T&Cs**”). Purchase of a Membership and use of the benefits it confers are subject to these Cityzens Membership T&Cs and the applicable Associated T&Cs.

**Please read this document carefully as the terms below apply to your purchase of a Membership. In particular, please note the following: If you are aged 16 or over for your continued enjoyment, the Club operates an automatic renewal scheme by which each Membership automatically renews on an annual basis. Prior to the end of each 12-month period, the Club will send you a renewal reminder and your Membership will automatically renew (subject to the Member having updated and confirmed their payment details as described above) unless cancelled in accordance with this Cityzens Membership T&Cs. Details of how to cancel are contained in these Cityzens Membership T&Cs and in your renewal reminder, which will be sent according to the contact details provided by you. Automatic renewal applies to all Memberships where you have provided us with payment details.**

These Cityzens Membership T&Cs are made up of Part I: General Terms and Conditions (pages 1 – 10) and Part II: Membership Benefits (pages 10 – 12).

**PART I – General Terms and Conditions**

**1. Definitions and Interpretation**

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

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| <b>“Address”</b>                      | the addresses of Purchasers and Members provided to the Club upon application for the purchase of a Membership, or such other addresses as may be notified by Purchasers or Members to the Club in accordance with condition 13 below;   |
| <b>“Cityzens Portal”</b>              | means a dedicated Cityzens-only page available to all Cityzens aged 13 and over;   |
| <b>“Cityzens Portal T&amp;Cs”</b>     | means the terms of use of the Cityzens Portal which can be found at <a href="https://www.mancity.com/terms-of-use">https://www.mancity.com/terms-of-use</a> ;  |
| <b>“Official Online Shop Voucher”</b> | has the meaning given to it in conditions 19 and/or 20 as applicable;  |
| <b>“Cityzens Welcome Pack”</b>        | has the meaning given to it in conditions, 19, 20 and/or 21 as applicable;   |
| <b>“Club”</b>                         | Manchester City Football Club Limited and/or Manchester City Women’s Football Club Limited (as the context dictates);  |
| <b>“Club Related Activities”</b>      | means any of the following activities: <ul style="list-style-type: none"><li>- registering as a supporter on the Website;</li><li>- registering with City Voice;</li><li>- purchasing a ticket to a Match; and</li><li>- making a purchase via the Club’s official online store;</li></ul> |



<b>“Conditions of Entry”</b>	means the rules and regulations of any Football Authority, and the Ground Regulations;
<b>“Cup Match”</b>	any match in any of the League Cup, the FA Cup, and the UEFA Competitions in which the Team participates during the Season;
<b>“Free Registration”</b>	has the meaning given to it in condition 2.1;
<b>“Football Authority”</b>	the Football Association Limited, FIFA, UEFA, the Premier League, the Football League and any relevant and properly constituted governing body or authority of any league or competition in which the Team shall participate;
<b>“Ground”</b>	the Etihad Stadium, Etihad Campus, Manchester, M11 3FF and/or the Academy Stadium, Etihad Campus, North Gate, 400 Ashton New Road, Manchester, M11 4TQ (or such other ground to which the Club relocates on a temporary or permanent basis to the extent that the Etihad Stadium is unavailable for use by the Club);
<b>“Ground Regulations”</b>	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 Ground, a copy of which is available on the Website;
<b>“Home Match”</b>	means a Match played at the Ground;
<b>“Home Ticket T&amp;Cs”</b>	means the standard terms and conditions applicable to the purchase of tickets and attendance at Home Matches, a copy of which is available on the Website;
<b>“Match”</b>	any Premier League Match, Super League Match, or Cup Match or friendly match played by the Team;
<b>“Member”</b>	each person who is registered as an official member of any one of the Club’s Cityzens Membership schemes;
<b>“Membership Benefits”</b>	in respect of each Membership, the benefits to which a Member of that Membership is entitled, as set out in Part II of these Cityzens Membership T&Cs;
<b>“Membership Pass”</b>	the digital card (and any replacement thereof) issued to Members;
<b>“Membership Price”</b>	the annual price payable for each Membership as set out on the Website or as otherwise notified by the Club from time to time;
<b>“Membership” and “Membership Scheme”</b>	the Cityzen packages as further described in condition 2.2 of these Cityzens Membership T&Cs which provide the Member with enhanced benefits, and which are distinct from Free Registration;
<b>“Premier League Match”</b>	any match played by the Team in the English Premier League during a Season;
<b>“Purchaser”</b>	a person purchasing any number of Memberships;
<b>“Renewal Date”</b>	the date on which a Member’s Membership shall automatically renew;
<b>“Season”</b>	the period being 1 July to 30 June (inclusive);
<b>“Season Ticket”</b>	means the electronic ticket or card (and any replacement thereof) issued to each of the Superbia, Platinum, Gold, Silver, and Value Gold Season Ticket Holders valid during the 2024/2025 Season which, amongst other things, admits the Season Ticket Holder into the Ground at matches which that Season Ticket Holder is entitled to attend as further described in the relevant Season Ticket T&Cs;
<b>“Season Ticket Member”</b>	means a holder of a Season Ticket;
<b>“Season Ticket T&amp;Cs”</b>	means the standard terms and conditions applicable to purchasers and holders of a Season Ticket;
<b>“Super League Match”</b>	any match played by the Team in the English Women’s Super League during a Season;
<b>“Team”</b>	the Club’s first team squad;
<b>“UEFA Competition”</b>	the UEFA Champions League and the UEFA Europa League (as applicable);
<b>“Website”</b>	the Club’s website at <a href="http://www.mancity.com">www.mancity.com</a> ; and
<b>“Year”</b>	each 12-month period of a Membership.



## 2. Types of Membership

- 2.1. You can become a Cityzen for free by registering on the Website or automatically by undertaking Club Related Activities (“**Free Registration**”). Free Registration will give you access to the Cityzens Portal (as applicable) and for Season Ticket Holders only (i) a 20% discount off stadium and Club tours; and (ii) 10% discount on purchases at the Club store (both online at [www.shop.mancity.com](http://www.shop.mancity.com) and official City stores) (such discount cannot be used in conjunction with any other offer or discount, including any discounts offered under any Memberships). However, to benefit from additional Cityzens benefits you will need to purchase one or more Memberships.
- 2.2. In addition to Free Registration, the Club currently has three (3) types of Membership as follows (as may be amended by the Club from time to time):
  - 2.2.1. **Cityzens Matchday Membership** is a 12-month rolling Cityzens membership available to adults over the age of 18 offering a range of matchday and retail benefits including member only Match ticket access on selected games, access to all other matches, £5 (five pounds) of all Home Match tickets, no booking fees (“**Official Cityzens Matchday Members**”);
  - 2.2.2. **Cityzens Membership** is a 12-month rolling Cityzens membership available to adults over the age of 18 offering discounts and exclusive benefits (“**Official Cityzens Members**”); and
  - 2.2.3. **Cityzens Junior Membership** is a 12-month rolling Cityzens membership available to children aged 0 – 17 offering discounts and exclusive benefits (“**Official Cityzens Junior Members**”).

(each a “**Membership**” and together the “**Memberships**”).

Memberships will be made available to individuals at the Club’s sole and absolute discretion.

- 2.3. Details of the benefits associated with Memberships are detailed in Part II of these Cityzens Membership T&Cs.
- 2.4. Memberships are available for purchase by supporters of the Club only. By applying to purchase one or a number of Memberships and/or displaying a Membership Pass, you confirm that you (and any person you are buying a Membership for or who displays your Membership Pass) are a supporter of the Club. The Club reserves the right to suspend or terminate any Membership (without refund or liability) in the event it understands or suspects this is not the case.

## 3. Price and Payment

- 3.1. The price payable for each Membership per Year shall be as set out on the Website or as otherwise notified by the Club from time to time. Booking fees and delivery fees may apply. Prices each Year may be subject to change. Any price changes will take effect at the start of the next Year following the date of the price change, but Members will be notified of any changes to the price in advance. Unless expressly stated otherwise, all prices are inclusive of VAT. Concessionary rates are available for individuals aged 17 and under.
- 3.2. By applying to subscribe to a Membership or auto-renewing a Membership, a Purchaser is making an offer to the Club. A contract for the supply of the Membership shall be created when the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received) by the Club and the Club has issued a confirmation of purchase.
- 3.3. Where a child aged 15 or under purchases a Membership the following terms shall apply:



- a. if the Purchaser is the prospective Member, the Purchaser shall be required to (i) confirm as part of the purchase process that they have the consent of their parent and/or legal guardian to their purchase of the Membership and that the parent and/or legal guardian agrees to the Member being subject to these Cityzens Membership T&Cs. They may additionally be required to provide the email address of their parent and/or legal guardian as part of the purchase process at which point an email containing details of the purchase shall be sent to the parent/ legal guardian's email address and the parent/ legal guardian shall be given the opportunity to object to the purchase of the Membership. If the parent/ legal guardian does so object, they should contact the Supporter Services number provided in the email, and request that the purchase of the Membership be cancelled. Upon cancellation, a full refund shall be given to the Purchaser using the payment details provided on purchase;
  - b. if the Purchaser is neither the prospective Member or their parent and/or legal guardian, the Purchaser shall be required to confirm as part of the purchase process that they have the consent of the Member's parent and/or legal guardian to the purchase of the Membership for the Cityzen and the parent or guardian agrees to the Member being subject to these Cityzens Membership T&Cs; or
  - c. if the Purchaser is the parent and/or legal guardian of a prospective Member, they shall confirm as part of the purchase process that they consent to the Member being subject to these Cityzens Membership T&Cs.
- 3.4. The sale of a Membership is subject to the Purchaser providing the Club with full payment of the relevant price in respect of the initial Year and thereafter on an annual basis. Purchasers who provide the Club with debit or credit card payment details authorise the Club to use those details to fulfil payment of the price on an annual basis and other fees attributable to the relevant Membership.
- 3.5. **If you are aged 16 or over, where credit or debit card details have been provided on initial purchase subject to you completing the action required in 4.1(b), your Membership will automatically be renewed and you will automatically be charged the Membership Price on an annual basis on each predetermined calendar date prior to the end of the relevant Year, until you indicate that you wish to cancel the Membership and/or change your type of Membership before the end of the relevant Year in accordance with condition 5.2 and 5.3. This means that before the end of the relevant Year, the Club will charge you automatically for the next Year to guarantee uninterrupted access to benefits and services of the Membership. Please see conditions 4, 5.2 and 5.3 for further details.**
- 3.6. It is the Purchaser's responsibility to update and confirm the payment method and/or details before renewal and keep the Club informed of any changes to the payment method and/or details provided under this condition 3. If the payment method or details are declined when the Club attempts to retrieve payment for any Membership or any other associated fees:
- a. the Club will use reasonable endeavours to contact the Purchaser (using the contact details provided by the Purchaser to the Club in their application) to arrange payment;
  - b. the affected membership will be cancelled if the Club is not successful in contacting the Purchaser having made reasonable attempts to do so and the Purchaser has not contacted the Club; and
  - c. the Purchaser will be liable to the Club for any bank, other administrative charges and/or expenses incurred by the Club as a result of the Purchaser's breach of this condition 3.6.
- 3.7. The Club always tries to ensure that pricing information provided by the Club (including but not limited to, on the Website, on any literature or by a sales representative) is correct, but errors may occur. Upon the Club becoming aware of any pricing or product description error in relation to any Membership(s) which has been purchased, the



Club will endeavour to inform the Purchaser as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the Purchaser with the option of reconfirming the order at the correct price/product description or cancelling the order. If the Club is unable to contact the Purchaser having made reasonable attempts to do so, the Club will treat the order as cancelled.

#### **4. Membership Term and Automatic Renewal – 16+ only**

4.1. Where you are aged 16 or over each Membership purchased is an on-going subscription service. Your Membership starts from the confirmation of purchase and subject to condition 5 and provided credit/debit card details have been provided, shall automatically renew on an annual basis each Year in accordance with the process as follows:

- a. at least 30 days prior to the end of each Year, the Club shall inform the Member of (i) the Renewal Date; (ii) the price payable in respect of that Member's Membership for the subsequent Year; (iii) the methods by which a Member may cancel or change their subscription for the subsequent Year; and (iv) the terms and conditions applicable to the subsequent Year's Membership;
- b. the Member shall update and confirm their payment details (even if there have been no changes to such details) before the end of the Membership Year;
- c. the Club shall take payment for the renewal of the Member's Membership by using the most recent payment card details provided to the Club by the Member when joining/renewing Membership. If the Member wishes to pay for the renewal of their Membership using another payment method, they should inform the Club prior to the Renewal Date;
- d. if a Member does not wish to renew their Membership for the subsequent Year or wishes to change their Membership package to a different Membership type, the Member must notify the Club in the manner specified in conditions 5.2 and 5.3;
- e. if the Club does not receive confirmation from the Member that they do not wish to renew their Membership for the subsequent Year (in accordance with the methods set out in condition 5.2 and 5.3) then (i) the Member's Membership shall automatically renew on the Renewal Date for the subsequent Year and the Member shall not have any further right to cancel their Membership for the subsequent Year and (ii) the Member shall be deemed to have accepted the terms and conditions which apply to that subsequent Year.

4.2. Notwithstanding condition 4.1, the Club shall be entitled in its absolute discretion to withdraw a Member's Membership from the automatic renewal process and/or amend such renewal process provided it is communicated to Members sufficiently in advance.

#### **5. Consumer Rights: cancellation or changes to Membership**

5.1. If you are a consumer, you have a right to cancel your initial purchase and any renewal within 14 (fourteen) days after the day on which you receive the confirmation of purchase. So, if during this time, you change your mind, you can notify the Club of your decision to cancel the purchase by contacting the Club's Supporter Services Team and receive a refund (the Club will refund you on the credit card or debit card used by you to pay).

5.2. If you wish to change to a different type of Membership for the subsequent Year prior to renewal, you can do so at any point during the Year but by no later than 5pm on the working day prior to the next Renewal Date by contacting us on +44 (0)161 444 1894.



- 5.3. If you do not wish to renew your Membership for a subsequent Year, you can cancel your subscription at any point during the Year but by no later than 5pm on the working day prior to the next Renewal Date by contacting us on +44 (0)161 444 1894.
- 5.4. In the event that a Member decides to cancel a Membership pursuant to condition 5.3, the Member's Membership will end on the last day of the Year in which the Member elects to cancel.
- 5.5. If Members wish to receive a Cityzens Welcome Pack for the subsequent Year instead of a Official Online Shop Voucher in accordance with conditions 19(c) or 20 (c) (as applicable), you can do so by renewing your membership prior to renewal by following the instructions in the communication referred to in condition 4.1(a). autorenewal reference.

## **6. Membership Passes**

- 6.1. All registered Members shall be issued with a Membership Pass each Year. These passes should be loaded to mobile wallets and used to load match tickets for access to matches at Etihad Campus.

### Membership Pass

- 6.2. All Membership Passes will remain the property of the Club at all times and may be confiscated, cancelled, or withdrawn by the Club in accordance with these Cityzens Membership T&Cs at any time. Membership Passes must be produced along with evidence of identity if required by any official, steward or employee or representative of the Club or any police officer.

## **7. Transfer of Memberships and Cessation of Rights**

- 7.1. In circumstances where a Purchaser purchases a Membership on behalf of another person:
  - a. such purchase must not be made in the course of business or for the purpose of facilitating any third party's business;
  - b. the Purchaser shall not charge the Member a fee for the purchase, or if a fee is charged, it must be for no greater in value than the face value of the Membership; and
  - c. such nominated Member must be a supporter of the Club.
- 7.2. The Member on whose behalf the Membership is purchased pursuant to condition 7.1 shall adhere to and be bound by these Cityzens Membership T&Cs, and the Conditions of Entry and any relevant Associated T&Cs and it is the responsibility of the Purchaser to inform such a transferee Member of these requirements.
- 7.3. Subject to conditions 7.1 and 7.2 above, all rights with respect to a Membership are personal to the Member and shall cease upon the death of the Member. Any Membership Benefits accrued are not transferrable to any other person or organisation.

## **8. Amendments to the Membership packages**

The Club reserves the right to re-brand or otherwise vary any of the Memberships or introduce any additional Memberships (or additional benefits (on a temporary or permanent basis) within existing Memberships (including exclusive competitions, prize draws and activations)), at any time provided that any such variation shall result in a Member receiving the same or substantially similar benefits to those the Member was entitled to receive prior to such variation. Members may, at the sole discretion of the Club, be transferred to such additional or replacement membership scheme without prior notice provided always that the Member shall be entitled to the



same or substantially similar benefits as part of the new membership scheme as the Member was under the Membership Scheme from which the Member was transferred.

**9. Suspension/Termination of the Membership by the Club**

9.1. The Club may suspend a Member's access to the Cityzens Portal/ (as applicable) and the Membership at any time at its sole discretion for any of the reasons set out in condition 9.2. If the Club does choose to suspend a Member's access it will inform the Member within a reasonable time, however the Club is under no obligation to inform the Member of the reasons for the suspension or when the suspension may end.

- 9.2. The Club can terminate and/or suspend a Membership immediately if:
- a. the Member breaches these Cityzens Membership T&Cs or any Associated T&Cs;
  - b. the Member acts or is reasonably suspected of acting in any manner which is inconsistent with or violates these Cityzens Membership T&Cs or any element of the Membership;
  - c. the Member acts, in the Club's opinion, in a manner inconsistent with the applicable laws, statutes or ordinances or if there are reasonable grounds for suspecting fraud, theft, or dishonesty in connection with the Membership;
  - d. the Member is guilty (or the Club suspects the Member is guilty) of a football related criminal offence (or a criminal offence which would be an affront to public decency, safety or could cause reputational damage to the Club if the Membership continued and became public knowledge);
  - e. the Club reasonably believes an unauthorised person is attempting to access the Membership using a Member's account;
  - f. the Club reasonably believes it is necessary to do so for operational reasons; and
  - g. the Club reasonably believes it is appropriate to do so for any reason pertaining to events outside the Club's control, including in light of Covid-19 or any other epidemic or pandemic (and compliance with any government guidance relating to the same) that may prevent a Member enjoying the full benefit of any Membership.

For the avoidance of any doubt, clauses 9.2 (a), (b), (c), and (d) includes (without limitation) any irregularities linked to the Membership which in the reasonable opinion of the Club could indicate the Membership is being used to purchase and use tickets in a way which amounts to an actual or attempted ticket touting offence.

9.3. In the event that a Membership is cancelled or suspended in accordance with this condition 9, the Club reserves the right to exclude the relevant Member from applying for any future Membership or membership scheme maintained or organised by the Club and or to disqualify the relevant Member from applying for any Match ticket at its discretion and to notify any Football Authority and/or any other football clubs and/or any regulatory or governing bodies and/or the police, of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

**10. Exclusion of Liability**

10.1. If you are a consumer, the Club will not be liable to you for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both the Club and you knew it might happen.



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- 10.2. If you are a consumer, your Membership is only for domestic and private use. If you use the Membership for any commercial or business use, we will not be liable for any business losses and our liability to you will be limited as set out below at conditions 10.3 to 10.7.
- 10.3. The Club will not be liable to any Member for any loss or damage whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
- a. any failure or delay by the Club in carrying out any of its obligations under these Cityzens Membership T&Cs, or any Associated T&Cs, which is caused by circumstances outside of the Club's reasonable control;
  - b. any information provided to the Club by a third party;
  - c. the Cityzens Portal or the including its availability and use of or reliance on any content displayed on the Cityzens Portal or the ; and
  - d. any failure by a Purchaser/Member to provide updated contact/payment details in accordance with condition 12.
- 10.4. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 10.5. To the extent permitted by law, the Club excludes all conditions, warranties, representations, or other terms which may apply to the Membership, whether express or implied.
- 10.6. The Club assumes no responsibility for the services provided by any third party in connection with the Membership, including but not limited to the delivery, standard, quality or otherwise of any prizes, offers or other rewards provided by third parties or the failure of such a third party make a specific offer, prize, or reward available. Any issues relating to the purchase, delivery and return of such offers, prizes and rewards should be addressed to the third party.
- 10.7. For the avoidance of doubt, nothing in these Cityzens Membership T&Cs shall exclude or limit the Club's liability for death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or any other conduct for which liability may not be excluded or limited as a matter of English law.

**11. Attendance at Matches and Entry into the Ground**

- 11.1. Any Home Match Tickets/ Season Tickets purchased by a Member will be sent digitally to the email address provided, or loaded to the Membership Pass, which should then be used to gain entry to the Ground for the relevant Match.
- 11.2. In the event that a Member forgets or cannot produce their Membership Pass or match ticket in respect of any individual Match, such Member is advised to come to the Ticket Office with proof of identification and, subject to successful completion of security checks, the Club shall issue another ticket for that Match.
- 11.3. Any Match tickets and Season Tickets issued are subject to the relevant Home Ticket T&Cs, Match ticket T&Cs or Season Ticket T&Cs (as applicable) and nothing in this Agreement shall operate so as to supersede or take precedence over such terms and conditions. In the event of conflict, the standard terms and conditions of the relevant ticket/ Season Ticket shall take precedence over these Cityzens Membership T&Cs.





11.4. By purchasing and/or attending a Home Match using your Membership you:

- a. certify that you have read, understood, and accepted the Conditions of Entry and Home Ticket T&Cs/ Season Ticket T&Cs (as applicable);
- b. agree to be bound by and to comply with the Conditions of Entry and Home Ticket T&Cs / Season Ticket T&Cs (as applicable); and
- c. agree to bring to the attention of others, as required above, the Conditions of Entry and Home Ticket T&Cs / Season Ticket T&Cs (as applicable).

11.5. The Club will not be obliged to make any refund to any Purchaser or Member in respect of any ejection from or refusal of entry to the Ground or in respect of any Membership which is suspended or withdrawn in accordance with these Cityzens Membership T&Cs, the Conditions of Entry or Home Ticket T&Cs/ Season Ticket T&Cs (as applicable).

## **12. Change of Details**

12.1. Members should promptly notify the Club of any change of details (including, without limitation, changes to payment details, Addresses and/ or contact details) by:

- a. using the online facility on the Website;
- b. contacting @Mancityhelp on Twitter;
- c. telephoning the Club and asking for 'Supporter Services';
- d. visiting the Club ticket office in person; or
- e. writing to the Club, for the attention of 'Supporter Services', quoting the relevant Cityzen number.

12.2. Members may be required to provide the Club with proof of identity and Address to the Club's satisfaction when details are changed under this condition 12.1.

## **13. Data Protection**

Each Purchaser and Member acknowledges and agrees that the personal data provided by them to the Club in the purchase of a Membership or ticket shall be collected, stored and used by the Club in accordance with the Data Protection Act 2018 (implementing the General Data Protection Regulation (EU) 2016/679)) and the Club's Privacy Policy (available on the Website at [www.mancity.com/common/privacy](http://www.mancity.com/common/privacy)). Please also refer to the relevant data protection terms of the Associated T&Cs where applicable, as these give additional information relating to the processing of personal data in certain circumstances (including for example, where attending a Match).

## **14. Entire Agreement**

These Cityzens Membership T&Cs together with the documents referred to herein, comprise the entire agreement between the Club and the Purchaser/ Member in relation to the purchase of a Membership and all ancillary benefits. For the avoidance of doubt, the purchase of all Match tickets and Season Tickets shall be subject to the terms and conditions applicable to those purchases which are available on the Website.

## **15. Severability and Amendments**



- 15.1. The Club reserves the right to make amendments to these Cityzens Membership T&Cs from time to time, provided that, if the amendments are introduced during the course of a Year, the amendments shall not result in any Member receiving any less than the same or substantially similar benefits to those that the Member was entitled to receive prior to such amendments in relation to that Year. Up to date versions of the Cityzens Membership T&Cs will be made available promptly on the Website, and hard copies will be available from the Club upon request. Prior to auto-renewal, Members will be sent details of the latest Cityzens Membership T&Cs that will apply to the subsequent Year.
- 15.2. In the event that any condition(s) of these Cityzens Membership T&Cs is/are declared void, ineffective or unenforceable by any competent court, the remainder of the Cityzens Membership T&Cs shall remain in effect as if such void, ineffective or unenforceable condition(s) had not been included.
- 15.3. The Club reserves the right to alter the Membership from time to time in its absolute discretion.

**16. Waiver**

Even if the Club delays in enforcing this contract against the Member, the Club will be entitled to enforce it at a later stage. If the Club does not insist immediately that the Member does anything he/she/it/they is/are required to do under these terms and conditions, or if the Club delays in taking steps against the Member in respect of him/her/it/they breaking this contract, that will not mean that the Member does not have to do those things or that the Club is prevented from taking steps against the Member at a later date.

**17. Third Parties**

This contract is between you and us. No other person, with the exception of any Football Authority, shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

**18. Governing Law**

These Cityzens Membership T&Cs shall be governed by and interpreted in accordance with English law and are subject to the exclusive jurisdiction of the English courts. If you have any complaints, please contact the team on +44 (0)161 444 1894). We are open Monday to Friday 9am – 5pm, apart from Thursday’s when we open at 10am. The office is closed on weekends and Bank Holidays, apart from where there is a men’s team Home Match.

**Part II: Membership Benefits**

**19. Cityzens Matchday Membership Benefits**

Cityzens Matchday Memberships will enable Official Cityzens Matchday Members to enjoy the following benefits:

- a. access to the Cityzens Portal\* (subject to such platforms’ terms of use) (please note that competitions and prize draws will be subject to their own individual terms and conditions and certain activities and features will be subject to age and/or geographical restrictions);
- b. Choice of Cityzens welcome pack or Official Online Shop Voucher, or such other alternative as the club will determine, the form and content of which may change. The Official Online Shop Voucher shall be for the value as set out below. The Official Online Shop Voucher may only be redeemed online at [www.shop.mancity.com](http://www.shop.mancity.com) and will not be subject to any minimum order or limitation on products but



may not be redeemed against delivery charges. Each Official Cityzens Matchday Member is entitled to one (1) Official Online Shop Voucher. The Official Online Shop Voucher shall be redeemable for twelve (12) months, expiring at the end of each Year. The Official Online Shop Voucher may be used in conjunction with the Official Cityzens Matchday Member discount at (h) below. Other exclusions may apply. Where a Cityzens Matchday Membership is automatically renewed pursuant to condition 4, Official Cityzens Matchday Members will be provided with a Official Online Shop Voucher by default unless a Cityzens Welcome Pack is manually selected in accordance with condition 5.5. Please refer to your Official Cityzens Matchday Membership renewal email (referred to in condition 4.1(a)) for details. The Official Online Shop Voucher shall be for value as set out below, based on an approximate value of £15.00, varying dependent on the Official Cityzens Matchday Member’s country of residence and Official Cityzens Matchday Members shall only be able to use the Official Online Shop Voucher in the currency of their country of residence. For Official Cityzens Members not resident in the United Kingdom, the European Union, the United States of America, Canada or Australia, the Official Online Shop Voucher shall be for the relevant \$USD value. Please note that such values set out below may be subject to change at the Club’s discretion and periodic review.

- i. Great British Pound (GBP) - £15
- ii. Canadian Dollar (CAD) - \$25
- iii. Australian Dollar (AUD) - \$29
- iv. United States Dollar (USD) - \$18
- v. Euro (EUR) - €17

c. as an alternative to the Official Online Shop Voucher, Official Cityzens Matchday Members may elect to receive a Cityzens Welcome Pack (or such other alternative as the club will determine, the form and content of which may change) and can do so in accordance with condition 5.5. Please note that the Cityzens Welcome Pack will be subject to a delivery charge based on the Official Cityzens Matchday Member’s country of residence, which as at the date of these Cityzens Membership Ts & Cs is as set out below. These delivery charges may be subject to change from time to time and for the avoidance of doubt, the delivery charges cover only the cost of delivery and do not include any additional costs associated with delivery of the Cityzens Welcome Pack to be borne by you (including but not limited to customs duties, excise, taxes and any other related fees). Please refer to your Cityzens Matchday Membership renewal email (referred to in condition 4.1(a)) for details;

Category	Delivery Charge
UK	£3.50
International	£8.00

- d. access to match tickets and ballots (subject to availability and qualifying sales criteria);
- e. £5 off tickets for Premier League Home Matches. Each Member is entitled to buy one ticket per Home Match at a discounted rate;
- f. no booking fees for purchasing tickets;
- g. 20% off Stadium and Club tours;
- h. 10% discount on purchases at the Club store (both online at [www.shop.mancity.com](http://www.shop.mancity.com) and official City stores) (such discount can be used in conjunction with the Official Online Shop Voucher but cannot be used in conjunction with any other offer or discount, including any discounts offered to Season Ticket Members. Other exclusions may apply) **Please note this discount is not available in North Korea, Syria, Iran, Balkans, Belarus, Burmachi, Cuba, India, Lebanon, Somalia, Sudan, South Sudan, Darfur,**



***Ukraine, Venezuela, Yemen, Iraq (and this list may be updated from time to time in the Club's sole and absolute discretion).***

- i. Access to video calls with Players via the online platform selected by the Club. There will be several opportunities throughout the season to join calls with select Men's and Women's players. Places on some calls will be limited and allocated via ballot or competition, other calls will have unlimited places accessible to all members via a registration process. Any access to join such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

*\*This is also a benefit of Free Registration*

## **20. Cityzens Membership Benefits**

Cityzens Memberships will enable Official Cityzens Members to enjoy the following benefits:

- a. access to the Cityzens Portal\* (subject to such platforms' terms of use) (please note that competitions and prize draws will be subject to their own individual terms and conditions and certain activities and features will be subject to age and/or geographical restrictions);
- b. Choice of Cityzens Welcome Pack or Official Online Shop Voucher, or such other alternative as the club will determine, the form and content of which may change. The Official Online Shop Voucher shall be for value as set out below. The Official Online Shop Voucher may only be redeemed online at [www.shop.mancity.com](http://www.shop.mancity.com) and will not be subject to any minimum order or limitation on products but may not be redeemed against delivery charges. Each Official Cityzens Member is entitled to one (1) Official Online Shop Voucher. The Official Online Shop Voucher shall be redeemable for twelve (12) months, expiring at the end of each Year. The Official Online Shop Voucher may be used in conjunction with the Member discount at (h) below. Other exclusions may apply. Where a Cityzens Membership is automatically renewed pursuant to condition 4, Official Cityzens Members will be provided with a Official Online Shop Voucher by default unless a Cityzens Welcome Pack is manually selected in accordance with condition 5.5. Please refer to your Cityzens Membership renewal email (referred to in condition 4.1(a)) for details.

The Official Online Shop Voucher shall be for value as set out below, based on an approximate value of £15.00, varying dependent on the Official Cityzens Member's country of residence and Members shall only be able to use the Official Online Shop Voucher in the currency of their country of residence. For Official Cityzens Members not resident in the United Kingdom, the European Union, the United States of America, Canada or Australia, the Official Online Shop Voucher shall be for the relevant \$USD value. Please note that such values set out below may be subject to change at the Club's discretion and periodic review.

- i. Great British Pound (GBP) - £15
  - ii. Canadian Dollar (CAD) - \$25
  - iii. Australian Dollar (AUD) - \$29
  - iv. United States Dollar (USD) - \$18
  - v. Euro (EUR) - €17
- c. as an alternative to the Official Online Shop Voucher, Official Cityzens Members may elect to receive a Cityzens Welcome Pack (or such other alternative as the club will determine, the form and content of which may change) and can do so in accordance with condition 5.5. Please note that the Cityzens Welcome Pack will be subject to a delivery charge based on the Official Cityzens Member's country of



residence, which as at the date of these Cityzens Membership Ts & Cs is as set out below. These delivery charges may be subject to change from time to time and for the avoidance of doubt, the delivery charges cover only the cost of delivery and do not include any additional costs associated with delivery of the Cityzens Welcome Pack to be borne by you (including but not limited to customs duties, excise, taxes and any other related fees). Please refer to your Cityzens Membership renewal email (referred to in condition 4.1(a)) for details;

Category	Delivery Charge
UK	£3.50
International	£8

- d. exclusive partner discounts and rewards;
- e. priority access to exclusive member events; and
- f. 10% discount on purchases at the Club store (both online at [www.shop.mancity.com](http://www.shop.mancity.com) and official City stores) (such discount can only be used in conjunction with the Official Online Shop Voucher and cannot be used in conjunction with any other offer or discount, including any discounts offered to Season Ticket Holders. Other exclusions may apply) **Please note this discount is not available in North Korea, Syria, Iran, Balkans, Belarus, Burmachi, Cuba, India, Lebanon, Somalia, Sudan, South Sudan, Darfur, Ukraine, Venezuela, Yemen, Iraq (and this list may be updated from time to time in the Club's sole and absolute discretion).**
- g. Access to video calls with Players via the online platform selected by the Club. There will be several opportunities throughout the season to join calls with select Men's and Women's players. Places on some calls will be limited and allocated via ballot or competition, other calls will have unlimited places accessible to all members via a registration process. Any access to join such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

*\*This is also a benefit of Free Registration.*

## 21. Cityzens Junior Membership Benefits

Cityzens Junior Memberships will enable Official Cityzens Junior Members to enjoy the following benefits:

- a. access to the \* (subject to such platforms' terms of use) (please note that competitions and prize draws will be subject to their own individual terms and conditions and certain activities and features will be subject to age and/or geographical restrictions);
- b. Choice of Cityzens Welcome Pack or Official Online Shop Voucher, or such other alternative as the club will determine, the form and content of which may change. The Official Online Shop Voucher shall be for value as set out below. The Official Online Shop Voucher may only be redeemed online at [www.shop.mancity.com](http://www.shop.mancity.com) and will not be subject to any minimum order or limitation on products but may not be redeemed against delivery charges. Each Official Cityzens Junior Member is entitled to one (1) Official Online Shop Voucher. The Official Online Shop Voucher shall be redeemable for twelve (12) months, expiring at the end of each Year. The Official Online Shop Voucher may be used in conjunction with the Official Cityzens Junior Member discount at (j) below. Other exclusions may apply. Where a Cityzens Junior Membership is automatically renewed pursuant to condition 4, Official Cityzens Junior Members will be provided with an Official Online Shop Voucher by default unless a Cityzens Welcome Pack is manually selected in accordance with condition 5.5. Please refer to your Cityzens Junior Membership renewal email (referred to in condition 4.1(a)) for details.



The Official Online Shop Voucher shall be for value as set out below, based on an approximate value of £15.00, varying dependent on the Official Cityzens Junior Member’s country of residence and Official Cityzens Junior Members shall only be able to use the Official Online Shop Voucher in the currency of their country of residence. For Official Cityzens Junior Members not resident in the United Kingdom, the European Union, the United States of America, Canada or Australia, the Official Online Shop Voucher shall be for the relevant \$USD value. Please note that such values set out below may be subject to change at the Club’s discretion and periodic review.

- i. Great British Pound (GBP) - £15
  - ii. Canadian Dollar (CAD) - \$25
  - iii. Australian Dollar (AUD) - \$29
  - iv. United States Dollar (USD) - \$18
  - v. Euro (EUR) - €17
- c. as an alternative to the Official Online Shop Voucher, Official Cityzens Junior Members may elect to receive a Cityzens Welcome Pack (or such other alternative as the club will determine, the form and content of which may change) and can do so in accordance with condition 5.5. Please note that the Cityzens Welcome Pack will be subject to a delivery charge based on the Official Cityzens Junior Member’s country of residence, which as at the date of these Cityzens Membership Ts & Cs is as set out below. These delivery charges may be subject to change from time to time and for the avoidance of doubt, the delivery charges cover only the cost of delivery and do not include any additional costs associated with delivery of the Cityzens Welcome Pack to be borne by you (including but not limited to customs duties, excise, taxes and any other related fees). Please refer to your Cityzens Junior Membership renewal email (referred to in condition 4.1(a)) for details;

Category	Delivery Charge
UK	£3.50
International	£8

- d. exclusive priority list for photo with first team on pitch before a Home Match;
- e. exclusive competition opportunity to win the chance to be a player mascot;
- f. free access to matchday Kids Zone;
- g. 1 free Under 18s City Stadium Tour pass; when purchased with an adult City Stadium Tour pass
- h. £5 off all Home Match tickets for the Official Cityzens Junior Member;
- i. 10% discount on purchases at the Club store (both online at [www.shop.mancity.com](http://www.shop.mancity.com) and official City stores) (such discount cannot be used in conjunction with any other offer or discount, including any discounts offered to Season Ticket Holders. Other exclusions may apply) **Please note this discount is not available in North Korea, Syria, Iran, Balkans, Belarus, Burmachi, Cuba, India, Lebanon, Somalia, Sudan, South Sudan, Darfur, Ukraine, Venezuela, Yemen, Iraq (and this list may be updated from time to time in the Club’s sole and absolute discretion);** and
- j. exclusive content & competitions.
- k. Access to video calls with Players via the online platform selected by the Club. There will be several opportunities throughout the season to join calls with select Men’s and Women’s players. Places on some calls will be limited and allocated via ballot or competition, other calls will have unlimited places accessible to all members via a registration process. Any access to join such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

*\*This is also a benefit of Free Registration.*

**22. Special Offers**

From time to time, Members may receive promotional offers ("**Special Offers**") for discounts to selected concession stands and team stores within the Ground or from commercial partners of the Club. On receipt Members should refer to any details, terms and restrictions included. The availability and frequency of any Special Offers are at the Club's sole discretion. Purchase of a Membership does not guarantee access to Special Offers. A Member may be required to show their Membership Pass or insert their Cityzen number at the point of sale to redeem any Special Offers. Special Offers must be valid at the time of redemption. Special Offers are non-transferable and not redeemable for cash. Special Offers expire and will be made available for specific time periods stated.

**23. Match Tickets**

- 23.1. The Club may from time to time (in its absolute discretion) provide the Official Cityzens Matchday Members with a priority period ("**Priority Period**") to purchase a ticket for each Match in advance of any tickets being offered to the general public (subject to ticket availability, any promotional offers from time to time, and Official Cityzens Matchday Members meeting the qualifying sales criteria) ("**Priority Tickets**"). This Priority Period will occur in advance of tickets going on 'general sale' to the public and during this period, the Club reserves the right to offer such tickets for sale to such Official Cityzens Matchday Members subscribed to the 'Match Ticket Priority Scheme' using payment options determined by the Club. The length of the Priority Period will be determined by the Club from time to time in its absolute discretion or will run until the total number of Priority Tickets available for that Match are sold out, if earlier. There are a limited number of Priority Tickets available for purchase via this method. Priority Tickets will be sold on a 'first come first served' basis. The Club's 'Match Ticket Priority Scheme' does not guarantee access to the best seats.
- 23.2. Match tickets for select fixtures may be balloted due to high demand. Official Cityzens Matchday Members and Official Cityzens Junior Members will have access to enter Member Ballots. Ballot criteria will be announced on an individual fixture basis. Entering a ballot does not guarantee a Match ticket.

**Last Updated: November 2024**