



The following terms and conditions (the “**Stadium Tour T&Cs**”) apply to all purchases of Tickets (as defined below). Before purchasing a Ticket, please ensure that you have read these Stadium Tour T&Cs carefully. By purchasing a Ticket, you acknowledge that you have read, understood and agree to be bound by these Stadium Tour T&Cs.

1. Definitions and Interpretation

In these Stadium Tour T&Cs the following words and phrases shall have the following meanings (unless stated otherwise):

- "Address"** means the addresses of Purchasers and Attendees provided to Man City upon application for the purchase of Tickets, or such other addresses as may be notified by Purchasers or Attendees to Man City in accordance with condition 9 below;
- "Attendee"** means a person or persons attending a Stadium Tour;
- "CFA"** means the City Football Academy, Etihad Campus, Manchester, M11 3FF;
- "Force Majeure Event"** means any circumstances outside the reasonable control of Man City including, without limitation, acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body (including, without limitation, FIFA, UEFA, The FA, the Premier League and the Football League), inability to obtain supplies, interruption of electricity, internet or means of telecommunication, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm;
- "Ground"** means the Etihad Stadium, Etihad Campus, Manchester M11 3FF;
- "Ground Regulations"** means the ground regulations issued by Man City 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;
- "Licensed Partner"** means an organisation which may sell Stadium Tours on behalf of Man City;
- "Man City"** means Manchester City Football Club Limited (company registration number 00040946) whose registered office is at the Ground;
- "Meeting Area"** means M-Gate, South Reception at the Etihad Stadium or such other location as may be notified to the Purchaser by Man City;
- "Member"** means any official Man City season ticket holder and each person who is registered as an official member of any one of Man City's 'Cityzens' membership schemes;
- "Off-Peak"** means Monday to Friday (excluding bank holidays, matchdays and during any school holidays) between the hours of 9am to 5pm;
- "Purchaser"** means a person purchasing any number of Tickets;
- "Stadium Tour"** means an official tour of the Ground and/or the VR Experience operated by Man City;
- "Ticket"** means a ticket for a Stadium Tour;
- "VR Experience"** means a virtual reality experience consisting of the Man City product 'Beyond the Blue Moon';

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

"Waiver" the virtual reality experience participant waiver and release form provided by Man City prior to participating in the VR Experience; and

"Website" means Man City's website found at the URL www.mancity.com.

2. Stadium Tour

- 2.1. Man City operates the Stadium Tour.
- 2.2. All purchases of Tickets are made subject to these Stadium Tour T&Cs. By purchasing Tickets, Purchasers acknowledge that they have read, understood and agree to be bound by these Stadium Tour T&Cs.
- 2.3. All Tickets are sold subject to availability and Man City makes no guarantee regarding the availability of Stadium Tour time slots prior to booking confirmation being issued by Man City.
- 2.4. Purchasers should arrive at the Ground at least 15 minutes prior to the start of their Stadium Tour start time and report to the Meeting Area, as detailed in the confirmation email.

3. Purchase and Payment

- 3.1. By applying to purchase one or a number of Tickets, you are making an offer to Man City. A contract for the supply of a Ticket and any associated benefits shall be created when the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received) by Man City.
- 3.2. Purchasers may purchase Tickets by using any of the following purchase methods:
 - a. via the Website;
 - b. over the telephone by calling 0161 444 1894, option 5.
 - c. in person at the ticket office at the Ground; or
 - d. through one of Man City's Licensed Partners.
- 3.3. Concessionary priced Tickets shall be offered at Man City's discretion and be subject to the following criteria:
 - a. Appropriate evidence of qualifying criteria i.e. educational status and/or purpose of the trip in relation to a school concession and/or proof of age; and
 - b. Man City reserves the right to refuse to grant a discount for any reason whatsoever.
- 3.4. The maximum number of Tickets which can be purchased for a single Stadium Tour is 9. Any purchase of 10 or more Tickets will be classed as a group booking.
- 3.5. The price payable for each Ticket shall be as set out on the Website or as otherwise notified by Man City from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT.
- 3.6. The sale of Tickets is subject to the Purchaser providing Man City with full payment of the relevant price at the time of booking. Purchasers who provide Man City with debit or credit card payment details authorise Man City to use those details to fulfil payment of the price and other fees attributable to the relevant Ticket(s). Additionally, those Purchasers will need to provide their Address unless they have previously done so.
- 3.7. Man City only accepts payments made by:
 - a. valid credit card;
 - b. valid Visa debit card;
 - c. valid MasterCard debit card; or
 - d. BACs.
- 3.8. If the payment method or details are declined when Man City attempts to retrieve payment for any Tickets or any other associated fees, and provided that there are still at least 72 hours prior to the start of the relevant Stadium Tour:

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

- a. Man City will use reasonable endeavours to contact the Purchaser (using the contact details provided by the Purchaser to Man City in their application) to arrange payment;
- b. the affected Tickets may be cancelled if Man City is not successful in contacting the Purchaser having made reasonable attempts to do so and the Purchaser has not contacted Man City; and
- c. the Purchaser will be liable to Man City for any bank, other administrative charges and/or expenses incurred by Man City as a result of the Purchaser's breach of this condition 3.8.

3.9. Once purchased, a Purchaser shall not be entitled to a cash or credit refund for their Ticket.

3.10. The Purchaser will be entitled to apply to Man City to exchange any Tickets purchased for an alternative Stadium Tour, subject to the following conditions:

- a. Any application is made at least 72 hours prior to the start of the Stadium Tour initially booked by the Purchaser;
- b. Any proposed exchange is subject to the availability of spaces on an alternative Stadium Tour; and
- c. No exchange may be made for goods or services that are not a Stadium Tour of the same type as previously booked.

3.11. Children aged 4 or under may enter the Ground for free without a Ticket if accompanied by an adult aged 18 or over that has purchased a Ticket.

3.12. Children aged 13 or under may not enter the Ground unless accompanied by an adult aged 18 or over, and that child must be in possession of a valid Ticket for the Stadium Tour they are attending.

3.13. Should there be 12 or more under-14 Purchasers, they must be accompanied by one adult per 12 Purchasers, plus one additional adult.

3.14. Proof of age may be requested by Man City at any time.

4. **Discounted Tickets and Offers**

4.1. From time to time Man City will run discounts and offers. These offers can only be used during the time period stated on the vouchers and cannot be used in conjunction with any other offer, promotion or discount.

4.2. Any offer is available at Man City's discretion and may be altered or withdrawn at any time without notice.

5. **Tickets**

5.1. Unless notified otherwise, Man City will not issue physical Tickets to Purchasers.

5.2. If Tickets are purchased directly from Man City through the channels identified in 3.2 a. - c. then the Purchaser and/or any Attendees will need to give the name of the Purchaser in order to gain entry on to the Stadium Tour and the Ground.

5.3. Third party retailers may choose to issue physical Tickets to Purchasers for the Stadium Tour. Please refer to their terms and conditions for further details.

6. **Transfer of Tickets and Cessation of Rights**

6.1. Each Ticket sold to the Purchaser may be transferred to an Attendee subject to the conditions set out below in clause 6.2.

6.2. If a Purchaser purchases Ticket(s) on behalf of an Attendee or subsequently transfers Ticket(s) to that Attendee, the transfer of the Ticket(s) to that person will be subject to the following conditions:

- a. such transfer must not be made in the course of business or for the purpose of facilitating any third party's business;

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

- b. the transfer must be free of charge or for a fee or benefit no greater in value than the face value of the Ticket; and
- c. in respect of Ticket(s) for or that include the VR Experience, the Attendee must provide a completed and signed Waiver.

The Attendee shall adhere to and be bound by these Stadium Tour T&Cs and the Ground Regulations and it is the responsibility of the Purchaser to inform the Attendee of these requirements.

- 6.3. Subject to condition 6.2 above, all rights with respect to Tickets are personal to the Purchaser/Attendee and shall cease upon the death of the Purchaser/Attendee.
- 6.4. Purchasers shall provide their name, address and those of any Attendee(s) if asked to do so by any official, steward or employee of Man City and/or any police officer.

7. Exclusion of Liability

- 7.1. Man City is unable to give any guarantees that any particular Stadium Tour will take place at a particular time or on a particular date. Man City reserves the right to reschedule any Stadium Tour without notice and without any liability whatsoever. In the event of the postponement or abandonment of a Stadium Tour, Man City will take all reasonable measures to contact you when such postponement or abandonment has occurred and offer an alternative date, or refund of the Tour tickets (at Man City's discretion) to a Stadium Tour gift voucher or the original method of payment.
- 7.2. Man City is unable to guarantee that all advertised elements of the Stadium Tour will be available. Due to the operational needs of Man City, Man City may be required (on short or no notice) to (i) replace any parts of the Stadium Tour; (ii) change the contents of the Stadium Tour and/or (iii) close parts of the Stadium Tour without any liability whatsoever by way of compensation, refund, readmission or otherwise.
- 7.3. Man City nor any of Man City's employees or consultants are responsible for any property lost or damaged on a Stadium Tour.
- 7.4. Man City expressly excludes all liability resulting from:
 - a. any failure or delay by Man City in carrying out any of its obligations under these Stadium Tour T&Cs which is caused by circumstances outside of Man City's reasonable control;
 - b. the alteration of the dates and times of Stadium Tours;
 - c. the abandonment, postponement or cancellation of Stadium Tours; and
 - d. the alteration, change or closure of the Stadium Tour or parts thereof.
- 7.5. Man City shall have no liability whatsoever to any Purchaser/Attendee for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 7.6. For the avoidance of doubt, nothing in these Stadium Tour T&Cs shall exclude or limit Man City's liability for:
 - a. death or personal injury caused by Man City or Man City's employees' negligence during the course of their employment; or
 - b. any other conduct for which liability may not be excluded or limited as a matter of English law.

8. Entry into the Ground

- 8.1. The Attendee shall only be permitted to access areas of the Ground that form part of the Stadium Tour. Not all areas may be available on the Stadium Tour due to stadium operations.
- 8.2. Entry into the Ground is subject always to the Ground Regulations. By purchasing (or using) a Ticket you:

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

- a. certify that you have read, understood and accepted the Ground Regulations;
 - b. agree to be bound by and to comply with the Ground Regulations; and
 - c. agree to bring to the attention of others, as required above, the Regulations.
- 8.3. If an Attendee is aged 14 or under, their parent(s) and/or legal guardian(s) shall, in addition to the Purchaser themselves, be responsible for the Attendee's actions, conduct and compliance with the Stadium Tour T&Cs and the Ground Regulations.
- 8.4. Any person attempting to enter or having entered the Ground with a concessionary priced Ticket where that person is not entitled to use a concessionary priced Ticket will be ejected from, or refused entry to, the Ground and may have the Ticket withdrawn at Man City's sole discretion, and no refund shall be given.
- 8.5. Purchasers and/or Attendees will be permitted to make audio and visual recordings of the Stadium Tour, subject to the following limitations:
 - a. the Stadium Tour is not filmed in its entirety;
 - b. tour guides are not directly recorded whilst presenting to the group;
 - c. the use of recording equipment is at the sole discretion of Man City and its representatives on the Stadium Tour; and
 - d. any recordings made are for private and personal use only.
- 8.6. Should any of the conditions in clause 8.5 above be breached or Man City suspects that they may be breached, Man City reserves the right to eject Purchasers and/or Attendees from the Stadium Tour and the Ground and have the Ticket withdrawn at Man City's sole discretion, and no refund shall be given in such a situation.
- 8.7. Alternatively, if any of the conditions in clause 8.5 are breached by an Attendee, Man City may request that the Attendee remedy that breach or risk being ejected from the Stadium Tour and the Ground in accordance with clause 8.6 above.
- 8.8. Man City does not tolerate homophobic, sexual, sectarian, racial, discriminatory, offensive or illegal behaviour in any form (whether physical, verbal or other). Any Purchaser or Attendee who is found or is reported to be abusing any other individual taking part in the Stadium Tour, member of staff or any other individual in or around the Ground will face arrest and prosecution by the police. Man City reserves the right to impose a ban on the offending Purchaser/Attendee and promptly eject the Purchaser/Attendee with no refund being given.
- 8.9. Man City reserves the right, at its absolute discretion, to eject a Purchaser/Attendee from the Ground and/or the Stadium Tour, and/or refuse a Purchaser/Attendee entry to the Ground and/or the Stadium Tour if:
 - a. the Purchaser/Attendee breaches any of the Stadium Tour T&Cs or Ground Regulations (or Man City has reasonable grounds to suspect such breach); or
 - b. the Purchaser/Attendee is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world; or the Purchaser/Attendee fails to comply with the instructions of any Stadium Tour official or other member of staff; or
 - c. the Purchaser/Attendee engages in any abusive, dangerous or other unacceptable behaviour (including but not limited to the behaviour listed in conditions 8.8 and 8.10 and the prohibited behaviour listed in the Ground Regulations as well as any other behaviour which may become a nuisance to Man City and/or any other individual taking part in the Stadium Tour) in or around the Ground or any other sporting venue anywhere in the world.
- 8.10. Without prejudice to the general nature of condition 8.9, the following actions shall constitute a serious breach of the Stadium Tour T&Cs and the Ground Regulations:
 - a. entering the playing surface;
 - b. smoking in designated non-smoking areas (including the smoking of electronic cigarettes which is

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

banned in the Ground);

- c. being (or appearing to be) intoxicated;
- d. the sale or transfer (save as permitted) of a Ticket to any person;
- e. the deliberate misuse of a Ticket;
- f. the deliberate misuse or damage of any Man City property (including, but not limited to, any equipment provided by Man City to facilitate the VR Experience);
- g. any misrepresentation in relation to condition 3.4 above;
- h. the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
- i. the use of foul, obscene, abusive and/or racist language and/or gestures;
- j. the chanting of anything of an indecent or racist nature;
- k. fighting, or engaging in and/or inciting violence;
- l. bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
- m. the supply of any misleading or incorrect information in any application;
- n. in respect of the VR Experience, failing to provide a Waiver or providing inaccurate, false, fraudulent and/or misleading information in connection with, or as part of, the Waiver; and
- o. any breach of condition 6.2 above.

8.11. Man City will not be obliged to make any refund to any Purchaser or Attendee in respect of any ejection from or refusal of entry to the Ground or in respect of any Ticket which is withdrawn in accordance with condition 8.9.

8.12. In the event that any Tickets are withdrawn or cancelled, Man City reserves the right to exclude the relevant Purchaser/Attendee from applying to purchase/use any future Tickets.

8.13. Purchasers/Attendees 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.

8.14. Purchasers/Attendees shall not bring into the Ground any food or drink items and only food and drink items purchased in the Ground from vendors authorised by Man City may be consumed in the Ground. For the avoidance of doubt, Purchases/Attendees may bring water into the Ground where required for medical purposes, but no food and/or drink items may be consumed whilst undertaking the VR Experience.

9. Change of Details

9.1. Purchasers/Attendees should promptly notify Man City of any change of details given to Man City (including, without limitation, changes to payment details and/or Addresses) by visiting Man City's ticket office in person or contacting the tours team at tours@mancity.com.

9.2. Any change of Address must be notified to Man City in writing and Purchasers/Attendees may be required to provide Man City with proof of identity and Address to Man City's satisfaction when details are changed under this condition 9.2.

10. Disabled Access

10.1. Disabled Attendees will be charged standard prices for Tickets but shall be entitled to one (1) additional Ticket (subject to availability) at no additional cost should they require that another person accompany them on the Stadium Tour (such as a carer), provided that the Purchaser notifies Man City at the time of purchase.

10.2. For more details, please contact Man City's tours team on 0161 444 1894, option 5.

11. Data Protection

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

- 11.1. Each Purchaser and Attendee acknowledges and agrees that the personal data provided by the Purchaser and/or the Attendee to Man City in the purchase of Tickets and provision of the Waiver shall be collected, stored and used by Man City in accordance with applicable data protection laws (including in the UK, the Data Protection Act 2018 and Man City's Privacy Policy (available on the Website at www.mancity.com/common/privacy).
- 11.2. All persons who enter the Ground acknowledge that photographic images and/or video recordings (and/or still taken from video recordings) may be taken of them and may also be used for promotional or marketing purposes by Man City, the Premier League or other third parties and entry to the Ground constitutes consent to such use.
- 12. Entire Agreement**
These Stadium Tour T&Cs (as defined in condition 1) comprise the entire agreement between Man City and the Purchaser/Attendee in relation to the purchase of Tickets and all ancillary benefits.
- 13. Severability and Amendments**
- 13.1. Man City reserves the right to make amendments to these Stadium Tour T&Cs from time to time, provided that the amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments. Up to date versions of the Stadium Tour T&Cs will be made available as soon as practicable on the Website, and hard copies will be available from Man City upon request.
- 13.2. In the event that any condition(s) of these Stadium Tour T&Cs is/are declared void, ineffective or unenforceable by any competent court, the remainder of the Stadium Tour T&Cs shall remain in effect as if such void, ineffective or unenforceable condition(s) had not been included.
- 13.3. Man City reserves the right to alter the "Ticket Point" scheme (including, without limitation, the number of "Ticket Points" awarded for purchases) from time to time in its absolute discretion.
- 14. Waiver**
Man City's failure to exercise, or delay in exercising, any right, power or remedy provided by these Stadium Tour T&Cs or by law shall not constitute a waiver of that right, power or remedy.
- 15. Right of Third Parties**
Notwithstanding any other provision in these Stadium Tour T&Cs and with the exception of any football authority, no other person other than you or Man City has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Stadium Tour T&Cs. Nothing in these Stadium Tour T&Cs shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 16. Governing Law**
These Stadium Tour T&Cs and any dispute arising thereof (contractual or non-contractual) shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.
- 17. VR Experience**
- 17.1. In addition, and without prejudice to the other conditions contained within these Stadium Tour T&Cs, in respect of the VR Experience, the following terms shall apply:
- a. the minimum age for participation in the VR Experience is 7 years of age. Anyone under the age of 7 will not be eligible to participate in the VR Experience;
 - b. each individual Purchaser/Attendee (and/or their parent(s) and/or legal guardian(s)) must have completed and signed a Waiver prior to their participation in the VR Experience;
 - c. Man City reserves the right, in its absolute discretion, to eject a Purchaser/Attendee from the Ground, the

Manchester City Football Club

Stadium Tour Terms & Conditions 2025/26

Stadium Tour and/or the VR Experience, and/or refuse a Purchaser/Attendee entry to the Ground, the Stadium Tour and/or the VR Experience if the Purchaser/Attendee fails or refuses to provide a fully completed and signed Waiver prior to their participation in the VR Experience (including, for the avoidance of doubt, where the Purchaser/Attendee is in breach of condition 8.10 n. above);

- d. Man City will not be obliged to make any refund to any Purchaser or Attendee in respect of any ejection from or refusal of entry to the Ground, the Stadium Tour and/or the VR Experience in accordance with condition 17.1 c. above and, for the avoidance of doubt, Man City's decision in respect of any ejection, refusal of entry to the Ground or participation in the VR Experience is final.