

MANCHESTER CITY FOOTBALL CLUB
HOSPITALITY – TERMS AND CONDITIONS 2026/27



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Section 1 - Introduction

All purchases of Hospitality Packages are subject to the following:

- (i) the terms of the Booking Contract; and
- (ii) the General T&Cs (set out in Section 2); and
(together, the “**Hospitality T&Cs**”).

In the event of conflict between the terms on a Booking Contract and the other terms and conditions set out above, the terms of the Booking Contract shall prevail.

By purchasing a Hospitality Package, the Purchaser acknowledges that they have read, understood, and agree to be bound by the relevant sections of these Hospitality T&Cs. Please read them carefully before signing the Booking Contract.

Section 2 – General T&Cs

1. Definitions and interpretation

In these General T&Cs and throughout the Hospitality T&Cs, the following definitions apply:

Affiliate: the Club’s holding company and subsidiary companies and all subsidiary companies of its ultimate holding company from time to time (with “holding company” and “subsidiary” having the meanings given to them in section 1159 of the Companies Act 2006);

Booking Contract: the booking contract signed between the Purchaser and the Club in accordance with clause 2.1 of Section 2;

Club: Manchester City Football Club Limited (company number 40946) whose registered address is at Etihad Stadium, Etihad Campus, Manchester, M11 3FF;

Club Sanction: any sanction issued by the Club (which, for the avoidance of doubt, may be independent of any action/sanction applied by the police, the courts, and/or other relevant authorities) in accordance with the Supporter Charter, including for example, a Stadium Ban;

Conditions of Entry: the Rules, the Ground Regulations, Official Guidelines (where applicable), the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct (where applicable and which can be found on the Premier League’s website) and any specific prevention measures implemented by the Club in relation to epidemics, pandemics or public health events (including, for example, Covid-19 or similar), the UK Government and/or relevant Football Authority (including any supporter codes of conduct, charters, or any other code of conduct issued by the Club from time to time);

Deposit: the deposit set out in the Booking Contract payable by the Purchaser to the Club in relation to a Hospitality Package;

Disabled Supporter(s): any supporter of the Club who has a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities;

Domestic Cup Match(es): any football match played by the Team at the Ground in the Football League Cup, or FA Cup;

European Cup Match(es): any football match played by the Team at the Ground in the UEFA competitions;

Event(s): an event held at the Ground during the Season which is not a Match;

Facilities: The Residence by Etihad; The Chairman’s Club; The Mancunian; Citizens; KITS; Legends; 1894 Club Bar; The Commonwealth Bar; Joe’s; Manager’s Corner, The Ardwick, City Hall, Cross Bar, Zadie’s and The Green Room, and the term “**Facility**” will be construed accordingly;

Fee(s): any and all fees set out in the Booking Contract payable by a Purchaser to the Club in relation to a Hospitality Package and any fees or other monies due pursuant to these Hospitality T&Cs;

Football Authority: the Premier League, The Football League, The Football Association, FIFA, UEFA, and any other relevant governing body of association football;

Force Majeure Event: any event or circumstances outside the reasonable control of the Club including 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

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governmental order rule or direction, rules or instructions of any regulatory body (including the Rules), inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood, storm, pandemic or epidemic;

Ground: the Etihad Stadium, Etihad Campus, Manchester, M11 3FF;

Ground Regulations: 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;

Guest(s): any person(s) whom the Purchaser is authorised to invite to attend the Ground under that Purchaser's Hospitality Package;

Hospitality Package(s): the hospitality package for all Premier League Matches played by the Team at the Ground during a Season(s), the number of Domestic Cup Matches, European Cup Matches and/or any Event included within the Booking Contract. For the avoidance of doubt, this shall include hospitality for a single Season and Multi-year Packages;

Match: any home Premier League Match, Domestic Cup Match or European Cup Match played by the Team at the Ground (and "Matches" shall be construed accordingly);

Multi-year Package(s): a Hospitality Package for the number of consecutive Seasons set out in the Booking Contract;

Official Guidelines: the Government of the United Kingdom's, or any applicable competent authority's, guidelines and restrictions imposed or recommended from time to time;

Payment Plan: a Fee which the Club agrees, at its discretion, can be paid by the Purchaser by way of instalments as stated in the Booking Contract;

Premier League Match: any football match played by the Team in the Premier League (and "Premier League Matches" shall be construed accordingly);

Premier League Rules: means the rules of the Premier League, as updated from time to time, a complete copy of which is currently available at <https://www.premierleague.com/about/publications>;

Purchaser(s): the purchaser of a Hospitality Package;

Renewal Window: the period of time stipulated by the Club on the Website and communicated via email during which a Purchaser may renew their Hospitality Package;

Rules: the Ground Regulations and any rules or regulations issued from time to time by any Football Authority;

Season(s): each season of the Term, commencing on 1 July and ending on 30 June of the following year;

Supporter Charter: the Club's supporter charter which is made available on the Website (as may be amended from time to time);

Stadium Ban: a prohibition of entry into one or more Club sites, including but not limited to the Ground;

Team: the Club's men's first-team;

Term: the term of the Hospitality Package as specified on the Booking Contract;

Ticket(s): any mobile ticket, electronic card, or other entry material such as a printed ticket (and any replacement thereof) which are provided by the Club to the Purchaser to enable the Purchaser to exercise the benefits of the relevant Hospitality Package; and

Website: the Club's website at <https://www.mancity.com/>.

A reference in these Hospitality T&Cs to the words "include," "including" or "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words following these terms.

References to any legislation, are references to such legislation as may be updated, amended, superseded, replaced, or repealed from time to time.

2. Purchase and payment

- 2.1. A contract shall be created, upon the Purchaser and the Club signing the Booking Contract.
- 2.2. The purchase of a Hospitality Package grants the Purchaser and their Guests the right to use the Facilities as specified in the Booking Contract at the relevant Match(es)/Event(s) and does not grant the Purchaser exclusive possession of any of the Club's facilities (including the Facilities) or create a tenancy of any kind.
- 2.3. Hospitality Packages are sold subject to availability and in the Club's sole discretion and the Club expressly excludes all liability for any loss, expense or other type of claim arising as a result of any unsuccessful attempt to purchase a Hospitality Package.

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- 2.4. The benefits described for the Hospitality Package at the time of booking are indicative only. The Club makes no representation, undertaking or warranty as to the provision of any of the benefits described and these are subject to change (either to include additional benefits/ parts of the Hospitality Package or to remove existing benefits/ parts of the Hospitality Package). Additional benefits relating to Hospitality Packages may be available for purchase at an additional fee.
- 2.5. Purchasers must pay the Deposit and Fees in accordance with the payment terms set out in the Booking Contract (including any Payment Plan detailed in the Booking Contract). In the event that the Purchaser fails to pay any monies due pursuant to the payment terms, the Club may, at its discretion (and without prejudice to its other rights under these Hospitality T&Cs), demand payment in full of the Fee, less any monies paid pursuant to a Payment Plan.
- 2.6. Purchasers who purchased a Hospitality Package for the 2025/2026 Season shall (unless that Hospitality Package was withdrawn and/or cancelled and/or the Purchaser is subject to a Club Sanction) have the option to renew their Hospitality Package for the forthcoming Season during the Renewal Window only. Purchasers will be emailed in advance of the Renewal Window with details of how to renew (which will also be available on the Website). Failure to renew within the Renewal Window will mean that a Purchaser's Hospitality Package will not renew for the following Season and that Purchaser will relinquish any rights in respect their Hospitality Package.
- 2.7. The Club shall invoice each Purchaser for the Fee due in respect of their Hospitality Package at the same time as or after the Club has sent the fully signed Booking Contract to that Purchaser (unless agreed otherwise on the Booking Contract).
- 2.8. Where a booking is made for a Hospitality Package, the Deposit and the Fees may be paid using any of the following payment methods:
 - (a) banker's draft (only if payment is made more than 30 days before the date of the first relevant Match to which the Hospitality Package applies);
 - (b) CHAPS transfer; or
 - (c) valid debit or credit card.
- 2.9. The Club reserves the right to charge administration fees on payments made using certain payment methods (for the avoidance of doubt, specifically including any payment made by American Express). Information of any such charges will be made available by the Club and it is the responsibility of the Purchaser to check payment information carefully.
- 2.10. The requirements under clauses 2.1 and 2.5 must be satisfied before any Tickets shall be released to the Purchaser.
- 2.11. Tickets will be electronic and shall be sent by email to Purchasers before the date for use. Purchasers must ensure the email address they provide is correct and the Club excludes all liability for any loss or expense suffered by Purchasers who do not receive their Ticket due to the wrong contact details or email address being provided or due to computer error in transit.
- 2.12. In the event that a Purchaser fails to pay the Deposit or any Fees on the relevant dates to the Club in full or where any payments are dishonoured, the Club reserves the right (in each case, without liability) to:
 - (a) withhold the Tickets until payment is received;
 - (b) suspend or withdraw the relevant Hospitality Package and/or refuse entry to the Ground to the relevant Purchaser and their Guests;
 - (c) restrict the Purchaser from renewing the Hospitality Package;
 - (d) prohibit the Purchaser from purchasing a Hospitality Package for any future Match which falls outside the scope of the Hospitality Package purchased;
 - (e) charge the Purchaser an administration fee and/or a sum equal to any bank charges incurred by the Club as a result of the refused or dishonoured payment;
 - (f) take such action as it deems necessary to recover sums due to the Club, and the Club reserves the right to appoint a third party to recover any such sums; and/or
 - (g) resell the relevant Hospitality Package (in whole or on a Match-by-Match basis) or release the reservation.
- 2.13. Purchasers must be aged 18 or over at the time of purchase of a Hospitality Package.
- 2.14. Where a personal assistant is required to accompany a Disabled Supporter over the age of 14, the personal assistant of that supporter shall receive a seat free of charge (subject to availability and the provision of supporting medical evidence). All other elements of the Hospitality Package are to be paid at a 20% discount of the full prevailing rate. For the avoidance of doubt, the personal assistant will always be provided with the necessary access to accompany a Disabled Supporter that purchases a Hospitality Package. However, the

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- personal assistant will not receive any of the benefits of the Hospitality Package unless that Hospitality Package is also purchased for the personal assistant at the discounted rate. Full details of the Club's policy in relation to personal assistants can be found in the Club's Disabled Supporters Ticketing Policy applicable to the Season available at <https://www.mancity.com/ticketing-and-hospitality/access>.
- 2.15. The purchase of a Hospitality Package shall entitle a Purchaser and their Guests to receive the relevant Tickets and to attend the applicable Match(es) and/or Event(s) and to use the seat or seats and any associated facilities applicable to the Hospitality Package purchased. Nothing in these Hospitality T&Cs constitute or imply any entitlement to occupy the seat indicated on the Ticket in any subsequent season, Events and/or Matches not booked and paid for under the Booking Contract.
 - 2.16. Purchasers shall be invoiced by the Club from time to time for any additional fees incurred during the Season in connection with their Hospitality Package (such as those relating to the provision of additional food and drink consumed) which are not covered by any Fees paid for the standard Hospitality Package ("**Additional Fees**"). The Club may, in its discretion either (i) require the Purchaser to pay the Additional Fees on the day they are incurred; or (ii) provide the Purchaser with an invoice on or after the Match/Event which must be paid within 30 days of the date of invoice.
 - 2.17. Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Fees or Additional Fees due in relation to a Hospitality Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover the costs of collection of the outstanding Fees or Additional Fees. The Club reserves the right to refuse entry to the Ground and its Facilities to any Purchaser and the Guests of any Purchaser who has an outstanding debt to the Club in relation to their Hospitality Package until payment of such debt has been received in full.
 - 2.18. For Purchasers of Hospitality Packages with a Term of one year or less, the Club shall use reasonable endeavours to offer for sale Hospitality Packages for the following Season to those Purchasers before offering them for general sale, however the Club does not guarantee an identical Hospitality Package will be available for the following Season as that purchased by the Purchaser for the Season applicable to that Hospitality Package.
 - 2.19. Where a Purchaser has purchased a Multi-year Package:
 - (a) the Multi-year Package shall commence upon the Purchaser and Club signing the Booking Contract, and, unless terminated earlier in accordance with the provisions under the Hospitality T&Cs, shall continue until expiry of the Term; and
 - (b) the Fees for the Multi-year Package shall be paid by the Purchaser to the Club on or before the dates specified on the Booking Contract. The Fees for any subsequent years of the Multi-year Packages shall increase in accordance with the amounts agreed between the parties as specified on the Booking Contract.
 - 2.20. The Purchaser must ensure it and its Guest(s) information is accurate and kept up to date and should promptly notify the Club of any change of details (including changes to name, payment details, addresses and/or contact details). The Club reserves the right to request evidence of identity when changes are notified under this clause 2.20.
 - 2.21. The Purchaser warrants and represents that:
 - (a) after due and careful consideration of the Premier League Rules, their purchase of a Hospitality Package has been negotiated at Arm's Length and in the reasonable opinion of the Purchaser, the consideration to be received by the Club from the purchase of the Hospitality Package represents Fair Market Value (each term as defined in the Premier League Rules); and
 - (b) after due and careful consideration of the Premier League Rules, they are not an Associated Party (as defined in the Premier League Rules) of the Club or any Club Affiliate.
- 3. Cancellation and withdrawal**
- 3.1. Deposits are non-refundable and non-transferable unless otherwise agreed by the Club in writing (including by email).
 - 3.2. Unless otherwise stated in these Hospitality T&Cs, once booked and/or purchased, no Purchaser shall be entitled to obtain any refund if they then wish to cancel their purchase of a Hospitality Package in whole or part and the Club shall be entitled to seek full payment in respect of all Hospitality Packages booked. Cancellation or part cancellation of a Hospitality Package booking by the Purchaser must be made in writing by letter to the Hospitality Department, Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF or by email to hospitality@mancity.com.
 - 3.3. The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to Hospitality Package purchases. Consequently,

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- consumers will not be able to cancel their hospitality purchases except in accordance with these terms or as otherwise permitted by law.
- 3.4. The Club reserves the right to cancel or suspend any Hospitality Package, in whole or part and at any time, if allowing the Purchaser (or any of their Guests) to use the Hospitality Package could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club and/or if the Purchaser (or any of their Guests) is in breach of these Hospitality T&Cs and/or the Conditions of Entry. If a Hospitality Package is suspended or cancelled under this clause 3.4, the Purchaser shall not be entitled to a refund and no refund will be granted in relation to any person who is refused access to the Ground or ejected from the Ground under these Hospitality T&Cs, the Rules and/or the Conditions of Entry.
 - 3.5. Subject to clause 3.7, the Club may, in its sole discretion, resell any Hospitality Package cancelled by the Purchaser or suspended or withdrawn by the Club and may in the event of a resale provide the Purchaser with a refund (less any applicable administration costs (including legal costs) incurred by the Club and any sums owing by the Purchaser to the Club and any interest due on such sums).
 - 3.6. The Club reserves the right to vary or change the dates of Matches and/or kick-off times. The Club shall use reasonable endeavours to publicise any such change as far in advance as possible (including on the Website). In the event of a change in date or time of Matches, the Club will not be liable for any additional costs incurred by the Purchaser such as travel or accommodation costs, but the Purchaser (and their Guests) shall be entitled to attend the rearranged Match (if any).
 - 3.7. The Club reserves the right to withdraw or amend any Hospitality Package in the event of any delays for any reason in the renovation, completion and/or availability of the Facilities or due to compliance with Official Guidelines. The Club may, in its sole discretion, allocate alternative seats, rooms, facilities or services to Purchasers. In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Hospitality Package purchased. Should the Club not be able to provide a suitable replacement, the Club may provide the Purchaser with a pro-rata refund for the Match(es)/Event(s) that the Facilities are not available.
 - 3.8. The Club reserves the right to cancel or suspend any Hospitality Package, in whole or part and at any time, for reasons of safety, security and/or crowd control. If a Hospitality Package is suspended or cancelled under this clause 3.8, the Club may provide the Purchaser with a pro-rata refund for that part of the Hospitality Package that has been suspended or cancelled. For the avoidance of doubt, in the event a Hospitality Package is suspended or cancelled under this clause 3.8, the Club will not be liable for any additional costs incurred by the Purchaser such as travel or accommodation costs.
 - 3.9. No Purchaser shall be entitled to any refund (pro-rated or otherwise), credit, or otherwise, in respect of Domestic Cup Matches and/or European Cup Matches included within the Hospitality Package and Purchasers acknowledge that such Domestic Cup Matches and/or European Cup Matches are strictly subject to the progression of the Team in the relevant competition, in respect of which the Club can make no guarantees.
 - 3.10. Without prejudice to any other rights or remedies that the Club may have, where a Purchaser (or any of their Guests) is subject to a Club Sanction that results in a Stadium Ban, the Club shall be entitled to cancel or suspend any Hospitality Package, in whole or part, and/or otherwise take such action as is stipulated in the Supporter Charter.

4. Hospitality Ticket Resale

- 4.1. Resale requests will be granted at the sole discretion of the Club on a case-by-case basis and the Club reserves the right to impose further conditions or decline any such request at any time.
- 4.2. Resale of any Ticket will only be available:
 - (a) if there are no longer any tickets available to purchase from the Club for the relevant Match;
 - (b) if the Purchaser is up to date with payment plan instalments and there are no overdue payments on the Purchaser's account; and
 - (c) for a maximum of ten (10) Matches in any Season.
- 4.3. Credit received for the resale of any Ticket will be deposited to the Purchaser's account and can subsequently only be used to purchase additional products within the same Season during which the resale is made. Any deviation to this policy shall be at the Club's sole and entire discretion.
- 4.4. Resale requests will be considered no later than three (3) working days before the relevant Match (for example, any resale request for a Match at 12:30pm on a Saturday will need to be submitted by 12:30pm on the Wednesday before).
- 4.5. Resale requests will not be considered for any ticket relating to a Match which falls outside of the Purchaser's

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ordinary entitlement within the purchased Hospitality Package. For example, if the Club advances further than expected in a competition and, as a benefit of the specific Hospitality Package, such additional Match is included, the Purchaser shall not be permitted to resell the Ticket for that Match.

5. Standards of behaviour and dress

- 5.1. The Purchaser and their Guests, when attending any football activity associated with their Hospitality Package (including but not limited to matches, training or coaching sessions and including any travel to/from any such activity): (i) shall act in an orderly, proper and lawful manner; (ii) shall be aware of and abide by these Hospitality T&Cs and the Conditions of Entry; (iii) agree to conduct themselves at all times in a manner befitting a representative of the Club; and (iv) agree not to do anything or procure anything to be done that will or is likely to bring the name or reputation of the Club into disrepute. For the avoidance of doubt, any failure of a Purchaser and/or their Guests to make themselves aware of and follow these Hospitality T&Cs, Conditions of Entry and/or the Supporter Charter at all times, may lead to a Club Sanction being applied in line with the Club's official sanctions process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the police and other authorities where a criminal act has taken place.
- 5.2. The Purchaser and their Guests shall not:
- (a) cause any damage to the Ground;
 - (b) treat the Club staff or any person at the Ground in a threatening, intimidating or abusive manner;
 - (c) engage in any abusive, offensive, dangerous, or other unacceptable behaviour (including, for the avoidance of any doubt, any homophobic, sexual, sectarian, racial or other discriminatory behaviour in any form, whether physical, verbal, or other) in or around the Ground or at any other sporting venue anywhere in the world;
 - (d) bring into the Ground any food, drink (including alcohol), illegal drugs, other dangerous or 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;
 - (e) be (or appear to be) intoxicated;
 - (f) persistently stand in seating areas whilst a Match is in progress;
 - (g) throw any object within the Ground that may cause injury or damage to people or property;
 - (h) smoke in any part of the Ground (including the smoking of electronic cigarettes which is banned in the Ground) (the Club has a zero-tolerance policy in relation to this matter);
 - (i) bring into the Ground any luggage items larger than A4 size (larger items can be left at a nominated safe storage point before entering the Ground);
 - (j) sit in any other seat than that allocated to them on their Ticket;
 - (k) fail or refuse to observe the lawful instructions of the police and/or the Club (including its representatives e.g., stewarding staff); or
 - (l) supply any misleading or incorrect information in any application.
- 5.3. The Purchaser and their Guests shall adhere to the Club's dress code as is relevant to the Hospitality Package, which is clearly outlined on the Ticket and on the Club's Website. It shall be at the Club's sole discretion to decide if a Purchaser and/or the Guests are compliant with the dress code and entry may be refused for failure to abide by the specified dress code until this clause 5.3 is complied with. For the avoidance of doubt, away colours are strictly prohibited.
- 5.4. The Facilities are located in areas of the Ground reserved for the Club's fans. Any Purchaser or Guest who is in breach of this clause 5 as regards behaviour and dress and/or who is not a fan of the Club and/or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Ground.
- 5.5. Purchasers and their Guests are prohibited from bringing into the Ground or consuming in the Facilities any food or drink (whether alcoholic or otherwise) not provided by the Club. Purchasers and Guests shall refrain from consuming food and drink purchased in the public concourse areas of the Ground in the hospitality areas. Purchasers and their Guests shall also abide by the Sporting Events (Control of Alcohol etc.) Act 1985.
- 5.6. Children under the age of 18 are permitted within hospitality areas, however, they must be accompanied by a responsible adult at all times.
- 5.7. The Club reserves the right, in its absolute discretion, to suspend (for a period of time determined by the Club) or withdraw a Purchaser's/Guest's Ticket, or to eject a Purchaser/Guest from the Ground if the Purchaser/Guest:

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- (a) is, in the Club's sole discretion, in breach of any part of this clause 5; or
 - (b) is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world;
 - (c) is subject to a Club Sanction; or
 - (d) fails to comply with any specific requirements implemented by the Club which the Club considers necessary or prudent to minimise the risk of transmission of any infectious disease (including, for example, Covid-19).
- 5.8. Purchasers are responsible for the behaviour of their Guests and may have their Hospitality Package suspended or withdrawn if any of their Guests act in breach of this clause 5.
- 5.9. The Club shall have the right to charge a Purchaser for the actual cost of any repairs, cleaning, maintenance and/or replacement of facilities at the Ground resulting from any act or omission of the Purchaser and/or a Guest, except as a result of reasonable wear and tear.
- 5.10. Purchasers and their Guests will not have the opportunity to leave and re-enter the Ground. The Club operates a strict policy prohibiting re-admission to the Ground.
- 5.11. If requested, Purchasers and their Guests must submit to a search to gain entry to the Ground. A bag policy (available on the Website) is in operation at the Ground.
- 5.12. For the avoidance of doubt, Purchasers and their Guests agree to conduct themselves at all times in a manner befitting a representative of the Club and agree not to do anything or procure anything to be done that will or is likely to bring the name or reputation of the Club into disrepute. Without prejudice to the generality of the foregoing, the Club does not tolerate abusive, offensive, homophobic, 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 Hospitality T&Cs. Any Purchaser and/or Guest who is found or is reported to be abusing any football player, Match official, fan, member of staff or any other individual in or around the Ground may face arrest and prosecution by the police (including, but not limited to, an application to the court for a football banning order), a Club Sanction and/or any other action(s) which may be taken by other clubs or authorities.
- 6. Rearranged or abandoned Matches and Events**
- 6.1. The Club is unable to give any guarantees that any particular Match or Event will take place at a particular time or on a particular date or that there will not be restrictions imposed on the number of fans who are permitted at the Ground. The Club reserves the right to: (i) reschedule or cancel any Match or Event; and/or (ii) cancel a Ticket for a particular Match or Event due to compliance with Official Guidelines or other Conditions of Entry, without any liability whatsoever. Where reasonably practicable, the Club shall endeavour to publicise any changes to a Match in advance via the Website and notify Purchasers of such changes via email. In the event of the postponement or abandonment of the Match or Event (or if the Match has to be played behind closed doors), the following options shall be available:
- (a) where a Match is rescheduled (including from a Saturday to a Sunday (or vice versa) on the same weekend), the Purchaser shall be entitled to attend the rescheduled Match. The Purchaser will not be able to cancel or otherwise change their Hospitality Package booking, without prior written approval from the Club, acting entirely in its own discretion on a case-by-case basis;
 - (b) in the event that the Match is played behind closed doors and fans are not permitted to attend, the Purchaser shall, subject to clause 6.3, be entitled to request a refund for that specific Match;
 - (c) in the event the Official Guidelines change and as a result the Club needs to reduce the number of Tickets available for a particular Match, the Club will seek to offer a hospitality ticket ballot for the Match and the Purchaser shall be entitled to:
 - (i) enter for an opportunity to purchase a Ticket through the ballot (subject to availability, meeting the stipulated sales criteria on the Website and applicable ballot terms and conditions). Due to limited availability in this scenario, the Club may elect to implement specific sales criteria which may limit the Purchaser's eligibility to apply); or
 - (ii) request a refund in accordance with clause 6.3, dependent on the type of Hospitality Package purchased.
- 6.2. If any Premier League Match or Cup Match is relocated to the Ground for any reason (including for safety reasons) but is deemed to be an away match for the purposes of the relevant competition, the match will not be considered a Match for the purposes of any Hospitality Package.
- 6.3. A refund pursuant to clause 6.1 will only be issued on the (i) cancellation of the Hospitality Package for the particular Match within the timeframe notified by the Club and (ii) satisfactory identification that the individual

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requesting the refund is the Purchaser. The final decision shall at all times belong to the Club.

7. Match/Event day

- 7.1. Where possible, Match/Event invitations containing links to a full itinerary and Tickets will be emailed to Purchasers approximately 5 working days before the Match/Event, provided that full cleared payment has been received by the Club. If the Purchaser and/or any of their Guests have any special dietary requirements, this should be communicated to the Club in writing at least 5 working days prior to the relevant Match/Event. It is the Purchaser's responsibility to check that all Tickets are complete and correct when received. If any items are missing from the Tickets, the Purchaser should contact the Club immediately.
- 7.2. Purchasers and their Guests must present the relevant Ticket and comply with the rules on dress code and behaviour in these Hospitality T&Cs to gain entry to the Ground.
- 7.3. Admission to the Ground will be granted no earlier than three (3) hours prior to the published start time of each Match/Event (with the exception of KITS, Joe's and City Hall, which shall be open two (2) hours before the published start time of each Match/Event).
- 7.4. Following the conclusion of a Match/ Event, Facilities will remain open for a maximum of one (1) hour, comprising forty-five (45) minutes of service followed by a fifteen (15) minute period in which drinks are to be finished. The Residence by Etihad will remain open for a maximum of two (2) hours, comprising one (1) hour and forty-five (45) minutes of service, followed by a fifteen (15) minute period in which drinks are to be finished.
- 7.5. It is the responsibility of the Purchaser to check:
 - (a) that the Club holds the correct details for them/their Guests and that the correct details appear on the Tickets; and
 - (b) the dates and time of the Match/Event, which may be subject to alteration.
- 7.6. Only one person per Match/Event will be admitted to the Ground in respect of each Ticket and seat.
- 7.7. The Club reserves the right in its sole discretion to allocate alternative seats, rooms, facilities, or services to Purchasers (for example where relocation is necessary in order to comply with the Rules, Official Guidelines, for operational reasons (including Ground layout changes), maintenance, repair or crowd safety and control). In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Hospitality Package purchased.
- 7.8. If a Purchaser and their Guests number fewer than 10 people, they may be required to share a table with other hospitality guests not in their party.

8. Tickets

- 8.1. All Tickets remain the property of the Club at all times. The Club reserves the right to withdraw or require the immediate return of Tickets at any time.
- 8.2. The Club is not responsible for any Ticket which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Ticket is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). Purchasers must notify the Club immediately in the event that any Ticket is lost, stolen or has not been received. The Club may, in its absolute discretion, provide duplicate Tickets and reserves the right to charge a fee for the issue of any such replacement.
- 8.3. Purchasers are prohibited from: using Hospitality Packages for promotional, advertising or marketing purposes; offering the Tickets as a prize in any promotion, prize draw or competition; giving the Tickets to a third party who agrees to buy some other goods or services; or using for any other commercial purpose unless expressly authorised in writing by the Club or relevant Football Authority as applicable.
- 8.4. Hospitality Packages are personal to Purchasers and Tickets are personal to Purchasers and their Guests. Hospitality Packages and Tickets are not transferable and shall not be transferred or resold in any circumstances, save as provided in this clause 8.4. The reference to selling includes (i) offering to sell any part of a Hospitality Package or ticket, (including, without limitation, via any website, social networking/ media site, or online auction site), (ii) exposing part of a Hospitality Package or ticket for sale, (iii) making a Hospitality Package or ticket available for sale by another person and/or (iv) advertising that a Hospitality Package or ticket is available for purchase. Purchasers may transfer Tickets to approved third parties at the sole discretion of the Club. Such a transfer must be facilitated through the Club and may incur a fee determined by the Club in its sole discretion, which shall be borne in full by the Purchaser. In all other circumstances, Purchasers are prohibited from transferring or subletting their Hospitality Package to any person without the written consent of the Club.
- 8.5. The unauthorised sale or disposal of Tickets may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform

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the police as soon as it becomes aware that Tickets and/or Hospitality Packages are being or have been sold in contravention of this law and may share information of any persons involved (or whom it reasonably believes are involved) with the police, any Football Authority, and/or other football clubs. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches. The Club reserves the right to suspend or withdraw with no refund any Hospitality Package purchased by any person who is convicted of a criminal offence related to the illegal sale of tickets or is reasonably suspected by the Club of committing such an offence.

- 8.6. In the event of 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, the Club reserves the right to eject that person from, or refuse that person entry to, the Ground and may withdraw the Ticket and/or the relevant Hospitality Package at the Club's sole discretion. In such circumstance no refund shall be given.
- 8.7. The Club shall have the following rights in relation to any Purchaser or Guest (or anyone in possession of the Ticket belonging to a Purchaser or Guest) who breaches clauses 8.3 to 8.6:
- (a) confiscation of Tickets (with no right to refund);
 - (b) ejection from or refusal of access to the Ground;
 - (c) reporting to the police, any Football Authority and/or other football clubs;
 - (d) suspension of the relevant Hospitality Package for any future Matches/Events;
 - (e) making any such enquiries as the Club considers necessary;
 - (f) imposing a Club Sanction; and/or
 - (g) banning from the Ground/purchasing a Hospitality Package or any other match/event tickets on a general admissions basis or otherwise,
- and any Tickets belonging to such a person shall be null and void.

9. Car Parking

- 9.1. Any car parking is subject to availability within the car park and having been booked in advance through the Purchaser's online account. Car parking spaces are limited, not guaranteed, available on a first come first served basis and the provision of car parking is in the Club's sole discretion.
- 9.2. In the event that a Purchaser is provided a car parking space: (i) Purchasers will be required to provide their full name and the car registration of the Vehicle that will be using the car park at the Match or Event. The car registration details will be input into a third-party system to use ANPR on the day and by purchasing and using a car park permit, the Purchaser consents to the Club sharing their name and vehicle registration with third parties for such use; (ii) vehicles are parked at the Purchaser's and/or Guest's risk and the Club shall not be liable for any theft, loss or damage to any vehicle or its contents; and (iii) car parking spaces are personal to Purchasers and their Guests and cannot be sold, transferred, or assigned without the permission of the Club.
- 9.3. For the avoidance of doubt, car parking spaces are made available to the Purchaser and/or Guests for the Match/Event only and for maximum period of 1 hour after the Match/Event has finished. The Club reserves the right to amend or extend the restrictions detailed in this clause 9.3 on a case-by-case basis in respect of any specific Event held by the Club, including, for the avoidance of doubt, an Event associated with any European Cup Match.

10. Standard Away Ticket Requests

- 10.1. The purchase of a Hospitality Package entitles the Purchaser to make additional purchase requests for standard away tickets for matches. The sale of standard away tickets is subject to availability, the Away Ticket Terms & Conditions (available on the Website) and any Official Guidelines in place at the time.
- 10.2. All requests for standard away tickets must be made via the online form, available at <https://www.mancity.com/ticketing-and-hospitality/hospitality/away-tickets>. Tickets can only be purchased in the name of the Purchaser, and tickets are non-transferable.
- 10.3. The purchase of standard away tickets is conditional on the Club being provided with valid payment card details in respect of the Purchaser of the Hospitality Package, and the payment card details will be used by the Club, subject to availability, to fulfil the purchase of the requested tickets. Please note that the Club is only able to process payments for standard away tickets using credit cards, Visa debit cards and MasterCard debit cards, subject to the remaining terms of this clause 10.
- 10.4. The Club will automatically collect payment for requested tickets to away matches on or around the date on which tickets go on general sale using the payment details provided by the Purchaser of the Hospitality Package

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to the Club. Once payment has been collected, no refunds will be given. The Club shall not be liable for any bank and/or credit card charges that may be incurred as a result of payment being collected in this way.

- 10.5. The Club shall not be required to inform the Purchaser of the date that it will use the payment card details supplied to take payment for the requested away match, or that it has successfully taken payment in respect of the away match requested. It is the responsibility of the Purchaser to check their banking arrangements, card statement and online booking history for details of those matches for which payment has been successfully taken.
- 10.6. Each Purchaser must keep the Club informed of any changes relating to the payment card details provided under clause 10.3 above.

11. Liability

- 11.1. The Club will not be liable for any failure to provide or delay in providing facilities, services, food, or beverages as a result of:
- (a) any delays for any reason in the completion and availability of the Facilities;
 - (b) compliance with the Rules and/or guidance provided by any Football Authority and/or the police or Match day safety staff;
 - (c) events or matters outside its control, including for the avoidance of any doubt a Force Majeure Event;
 - (d) the alteration of the dates and time of any Match/Event;
 - (e) the requirement to play Matches behind closed doors; and/or
 - (f) the postponement, abandonment, or cancellation of any Match/Event.
- 11.2. The Club shall not have any liability to any Purchaser/Guest for any non-delivery or late delivery of Tickets, documents or other materials dispatched by the Club to the Purchaser resulting from incomplete or inaccurate personal details or email address provided to the Club by the Purchaser, or for computer error in transit. The Club's responsibility for any Tickets, documents or other materials ends from the moment they are distributed to the email address provided by the Purchaser.
- 11.3. The Club shall take all reasonable precautions for the security of the property of Purchasers and Guests, but property is left unattended at the owner's risk.
- 11.4. To the fullest extent permitted by law, the Club, its officers, or employees shall not be liable for, whether in tort, contract or otherwise and howsoever caused:
- (a) any loss, damage, or injury to the Purchaser's and/or the Guests' property; or
 - (b) any loss of profit, loss of use, loss of opportunity or any indirect, economic, or consequential losses whatsoever.
- 11.5. Nothing in these Hospitality T&Cs shall limit either party's liability for death or personal injury caused by its negligence, fraud, or fraudulent misrepresentation, or for any other liability unable to be excluded under English law.
- 11.6. Tickets relating to the performance aspect of Events ("**Event Tickets**") are sold by the Club as agent on behalf of the Event organiser/promoter. All issues relating to the performance element of the Event and Event Tickets, including the postponement, rearrangement or cancellation of the Event and any associated refund, shall be the responsibility of the Event organiser/promoter and the Club shall have no liability to any Purchaser or Guest or any other third party in relation to such matters.
- 11.7. If, when attending an Event at the Ground, a Purchaser or Guest commits a breach of any of the Event organiser/promoter's terms and conditions of sale, such breach shall be treated as a breach of these Hospitality T&Cs.
- 11.8. The Club shall not be responsible to any Purchaser, Guest or third party in respect of any delay or failure for any Event Tickets to be sent by the Event organiser to such party or to the Club.

12. Data Protection

- 12.1. Each Purchaser and Guest acknowledges and agrees that the personal data provided by them to the Club in the purchase and use of a Hospitality Package 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 United Kingdom General Data Protection Regulation, the Data Use and Access Act 2025 and the Club's Privacy Policy (available at <https://www.mancity.com/common/privacy>). In particular, the Club may share a Purchaser (and/or Guest's) personal data, including name, date of birth, photograph, contact details and information about ticket purchases with other football clubs, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic, or discriminatory abuse, chanting or harassment and with enforcing

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sanctions under the Conditions of Entry and Club policies. The Club may also share data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies.

- 12.2. All persons who enter the Ground under a Hospitality Package acknowledge that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used in televised coverage of Matches, Events and/or for promotional, marketing or security purposes by the Club, any Football Authority or other third parties (such as Event promoters) and use of a Ticket to enter the Ground constitutes consent to such use.
- 12.3. All Purchasers and their Guests agree that the Matches for which the Hospitality Packages have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground are public in nature and that they shall have no expectations of privacy with regards their actions or conduct at Matches.

13. Force Majeure

The Club shall not be deemed to be in breach of these Hospitality T&Cs or otherwise liable to any Purchaser or Guest as a result of any delay or failure in the performance of its obligations under these Hospitality T&Cs if and to the extent that such a delay or failure is caused by a Force Majeure Event.

14. Indemnity and Costs

- 14.1. The Purchaser shall indemnify, and keep indemnified, the Club against any losses (of whatever nature and however caused or incurred), damages, liability, costs (including legal fees) and expenses incurred by the Club as a result of or in connection with the Purchaser's breach of any of the Purchaser's obligations under the Hospitality T&Cs.
- 14.2. As a separate obligation to clause 14.1, the Purchaser shall pay to the Club on demand any costs (including legal fees) incurred by the Club to recover unpaid Fees.
- 14.3. The Purchaser and Guests shall, on a joint and several basis, indemnify and keep indemnified the Club against any losses (of whatever nature and however caused or incurred), damages, liability, costs (including legal fees) and expenses incurred by the Club as a result of or in connection with the any damage caused by the Purchaser or their Guest(s) to the Ground or any property, equipment or facilities at the Ground (other than reasonable wear and tear).

15. Audio visual equipment

Save as regards mobile telephones used for personal and private 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 audio, visual or audio-visual material or any information or data for any commercial purposes), holders of Tickets shall not bring into (or use within) the Ground any equipment that is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to any Match or Event or any aspect thereof. Any person acting in breach of this clause 15 may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to a relevant Football Authority and/or the Club and/or the Event organiser and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the relevant Football Authority, the Club and/or Event organiser (as applicable).

16. General

- 16.1. In the event that any of these Hospitality T&Cs are declared void, ineffective or unenforceable by any competent court, the remainder of the Hospitality T&Cs shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.
- 16.2. The Club reserves the right to make amendments to these Hospitality T&Cs from time to time. Up to date versions of the Hospitality T&Cs will be sent to the Purchaser by email.
- 16.3. The Club's failure to exercise, or delay in exercising, any right, power, or remedy provided by these Hospitality T&Cs or by law shall not constitute a waiver of that right, power, or remedy.
- 16.4. These Hospitality T&Cs shall be governed by and interpreted in accordance with English law and are subject to the exclusive jurisdiction of the English courts.
- 16.5. Nothing in these Hospitality T&Cs shall give any person any automatic right of renewal or purchase in relation to any Hospitality Package for any subsequent Season or for any subsequent Event.
- 16.6. The Booking Contract including these Hospitality T&Cs and the Conditions of Entry, comprise the entire agreement between the Club and Purchasers and Guests in relation to the purchase and use of Hospitality

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Packages.

- 16.7. The Club and its group companies shall be entitled to enforce these Hospitality T&Cs against Purchasers and Guests. The Club shall at any time be entitled to assign, transfer, or novate the benefit and subcontract the obligations due under these Hospitality T&Cs.