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1. Introduction

The purchase and use of a Hospitality Season Ticket is subject to the Club Hospitality Season Ticket Terms and Conditions (the “**Hospitality Season Ticket T&Cs**”).

By purchasing a Hospitality Season Ticket, you acknowledge that you have read, understood, and agree to be bound by the Hospitality Season Ticket T&Cs.

2. Definitions and Interpretation

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

“Address”	the addresses of Purchasers and Hospitality Season Ticket Members provided to the Club upon application for the purchase of Hospitality Season Tickets, or such other addresses as may be notified by Purchasers or Hospitality Season Ticket Members to the Club in accordance with condition 13 below;
“Adobe FA Cup”	the Adobe Women’s FA Cup;
“Citizens Member”	a person who is registered as an official member of any one of the Club’s Citizens Membership Schemes (in accordance with the Club’s Official Citizen Membership Terms & Conditions);
“Club”	Manchester City Women’s Football Club Limited (company number: 08570537) whose registered office is at City Football HQ, 400 Ashton New Road, Manchester, M11 4TQ;
“Club Sanction”	means 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, Stadium Ban;
“Conditions of Entry”	the rules and regulations of each of the Football Authorities, the Ground Regulations and any specific infectious or viral disease measures implemented by the Club and/or relevant Football Authority (including but not limited to any fan codes of conduct, charters, any disease-specific code of conduct, or any other code of conduct issued by the Club from time to time);
“Disabled Fan”	any fan 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;
“Football Authority”	means the WSL, The Football Association Limited, FIFA, UEFA and any other relevant and properly constituted governing body or authority of any league or competition in which the Club First Team shall participate;
“Ground”	means either: <ol style="list-style-type: none">a. the Joie Stadium (as may be renamed from time to time), 400 Ashton New Road, Manchester, M11 4TQ; or

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- b. (where applicable) the Etihad Stadium (as may be renamed from time to time), Etihad Campus, Manchester, M11 3FF; or
- c. such other stadium to which the Club relocated on a temporary or permanent basis;

“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”	has the meaning specified in condition 7.2;
“Home Matches”	any Match played at the Ground;
“Level”	means each distinct type of Hospitality Season Ticket available for purchase, as set out in clause 1.1 below;
“Match or Matches”	any WSL, Adobe FA Cup, Subway League Cup or UWCL matches played by the Team during the Season;
“MCFC”	Manchester City Football Club Limited (company number: 00040946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester, M11 3FF);
“Official Guidelines”	UK Government and/or Football Authority rules, regulations and/or guidance;
“Personal Assistant”	an individual who supports a disabled fan, providing them with personalised, specialist assistance at a match, and could help them in the event of an emergency;
“Purchaser”	a person purchasing any number of Hospitality Season Tickets;
“Renewals Window”	22 June 2026 to 13 July 2026;
“Season”	1 July 2026 to 30 June 2027;
“Subway League Cup”	the Subway Women's League Cup;
“Hospitality Season Ticket”	the entry materials issued to a Hospitality Season Ticket Member that are valid during the Season and which admit the Hospitality Season Ticket Member into the Ground at Matches that the Hospitality Season Ticket Member is entitled to attend, which may be in the form of a mobile ticket, electronic card or other product such as a printed ticket in the exceptional circumstances where a mobile ticket cannot be used or electronic card cannot be reprinted (and any replacement thereof);
“Hospitality Season Ticket Benefits”	in respect of each Hospitality Season Ticket, the benefits to which a Hospitality Season Ticket Member is automatically entitled as set out herein;
“Hospitality Season Ticket Member”	a holder of a Hospitality Season Ticket;
“Supporter Charter”	the Club's supporter charter which is made available on the Website (as may be amended from time to time);
“Stadium Ban”	means a prohibition of entry into one or more Club sites, including but not limited to the Ground;
“Team”	the Club's first team;

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- “UWCL”** the Women’s UEFA Champion’s League;
- “Visiting Club”** the football club playing against the Club’s first team squad in any Match;
- “WSL”** the Football Association Barclays Women’s Super League; and
- “Website”** the Club’s website at www.mancity.com.

In each Part of these Hospitality Season Ticket T&Cs, references to clause(s) are references to clause(s) in that Part of the Season Ticket T&Cs unless otherwise stated.

A reference in these Hospitality Season Ticket T&Cs to the words “include” or “including”, shall be read as being followed by the words “without limitation”. References to any legislation, are references to such legislation as may be updated, amended, superseded, replaced, or repealed from time to time.

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1. Types of Hospitality Season Ticket

- 1.1. The Club offers three (3) Levels of Hospitality Season Tickets, as set out below (as may be amended by the Club from time to time):

Level	Entitlement
Level 1	All WSL Matches
Level 2	All WSL Matches plus the first two (2) Adobe FA Cup and/or Subway League Cup Home Matches
Level 3	All WSL Home Matches plus three (3) UWCL group stage Matches

- 1.2. The Club reserves the right to re-brand or otherwise vary the Hospitality Season Ticket, or introduce any additional Hospitality Season Tickets, at any time provided that any such variation shall result in a Hospitality Season Ticket Member receiving the same or substantially similar benefits to those the Hospitality Season Ticket Member was entitled to receive prior to such variation. Hospitality Season Ticket Members may, at the sole discretion of the Club, be transferred to such additional or replacement Hospitality Season Tickets without prior notice provided always that the Hospitality Season Ticket Member shall be entitled to the same or substantially similar benefits under the new Hospitality Season Ticket as the Hospitality Season Ticket Member was under the Hospitality Season Ticket from which the Hospitality Season Ticket Member was transferred.

2. Purchase and Payment

- 2.1. Individuals who held a Hospitality Season Ticket for the 2025/2026 Season shall (unless that Hospitality Season Ticket was withdrawn, revoked and/or cancelled and/or the Hospitality Season Ticket Member is subject to a stadium ban) have the option to renew their Hospitality Season Ticket online for the forthcoming Season during the Renewals Window only. Existing Season Ticket Members will be emailed in advance of the Renewals Window with details of how to renew (which will also be available on the Website). Failure to renew within the Renewals Window by those Hospitality Season Ticket Members, will mean that your Hospitality Season Ticket will not renew for the following Season, and you will relinquish any rights in respect of your allocated seat.
- 2.2. Once the renewals process and relocation phase have been completed, a limited number of Hospitality Season Tickets may be made available on a first come first served basis, but the Club makes no guarantee that any additional tickets will be available at any time.
- 2.3. Hospitality Season Tickets are available for purchase (and for the avoidance of doubt, use) by fans of the Club only. By applying to purchase one or a number of Hospitality Season Tickets and/or using a Hospitality Season Ticket, you hereby warrant and represent that you (and any person you are buying a Hospitality Season Ticket for or who uses your Hospitality Season Ticket) are a fan of the Club.
- 2.4. By applying to purchase one or a number of Hospitality Season Tickets, a Purchaser is making an offer to the Club. A contract for the supply of the Hospitality Season Ticket shall be created once the Club has issued a Hospitality Season Ticket to the Purchaser.
- 2.5. Hospitality Season Tickets may be purchased by a first-time purchaser by first enquiring with the Club via any of the following methods:
- a) through the Website;
 - b) over the telephone by calling 0161 444 1894; or
 - c) by emailing mancitywomen@mancity.com.

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Following such enquiry, the first-time purchaser must complete the purchase process online in accordance with the Club's instructions and, as a condition of purchase, accept the Hospitality Season Ticket T&Cs.

- 2.6. The Club only accepts payment by:
- a) valid credit card;
 - b) valid Visa debit card;
 - c) valid Mastercard debit card; or
 - d) Bank Transfer.
- 2.7. The price payable for each Hospitality Season Ticket shall be as set out on the Website or as otherwise notified by the Club from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT. We may from time to time offer Hospitality Season Tickets at promotional prices or offer discounts for buying more than one Hospitality Season Ticket. Any such promotions may be available for a limited time only and will be subject to any terms and conditions outlined within the promotional literature.
- 2.8. Save where a Purchaser is paying for a Hospitality Season Ticket through a payment plan offered by the Club ("**Payment Plan**"), full payment of the relevant price is required at the point of sale.
- 2.9. In the event that a Purchaser fails to pay an instalment under the Payment Plan by the relevant dates to the Club or where any payments are dishonoured, the Club reserves the right to:
- a) suspend or withdraw the relevant Hospitality Season Ticket and/or refuse entry to the Ground to the relevant Purchaser and their guest;
 - b) restrict the Purchaser from renewing the Hospitality Season Ticket;
 - c) 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; and/or
 - d) 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.
- 2.10. The Club always tries to ensure that pricing and ticketing information on the Website and elsewhere in literature distributed by the Club is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Hospitality Season Ticket 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. If the order is cancelled or treated as cancelled, the Club will provide a full refund to the Purchaser using the payment details provided (including any booking fees incurred). It is the Purchaser's responsibility to ensure that the Club has the correct payment details.
- 2.11. Once purchased or once a Payment Plan is underway, a Hospitality Season Ticket Member shall not be entitled to cancel their Hospitality Season Ticket and no refunds shall be given for any Matches unattended during the Season.
- 2.12. Hospitality Season Tickets may be made available at a discount to certain MCFC Season Ticket members (e.g., Superbia Season Ticket members). In such circumstances, any such Club Season Ticket member shall be treated as a "Purchaser" for the purposes of these Hospitality Season Ticket T&Cs and any references to payment shall be construed as meaning payment in respect of the relevant MCFC Season Ticket. Any cancellation of the MCFC Season Ticket shall not give the Hospitality Season Ticket Member the right to a refund in respect of the cancellation of any Hospitality Season Ticket it receives free of charge.

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- 2.13. The Club shall be entitled to require that additional information and/or documentation be submitted to the Club at any time should the Club deem it necessary in order to verify the Purchaser and/or the Hospitality Season Ticket Member's identification and/or other information with regards the Purchaser's Hospitality Season Ticket purchase(s) and the Purchaser and/or Hospitality Season Ticket Member shall cooperate with the Club in connection with the same.
- 2.14. The Club reserves the right to cancel or suspend any Hospitality Season Ticket, in whole or part and at any time, for reasons of safety and/or crowd control. If a Hospitality Season Ticket is suspended or cancelled under this clause 2.14, the Club may provide the Purchaser with a pro-rata refund for that part of the Hospitality Season Ticket that has been suspended or cancelled. For the avoidance of doubt, in the event a Season Ticket is suspended or cancelled under this clause 2.14, the Club will not be liable for any additional costs incurred by the Purchaser such as travel or accommodation costs.

3. Dispatch of Hospitality Season Tickets

- 3.1. A Purchaser shall be issued with a Hospitality Season Ticket once their application to purchase a Hospitality Season Ticket has been accepted, and full cleared payment has been received by the Club (whether for the full amount or a deposit under a Payment Plan, as applicable).
- 3.2. Hospitality Season Tickets will be issued directly to the email address nominated by the Purchaser unless otherwise notified by the Club. The Club shall not have any liability to any Purchaser or Hospitality Season Ticket Member for any non-delivery or late delivery of any Hospitality Season Ticket, ticket, documents, or other materials dispatched by the Club to the Purchaser and/or Hospitality Season Ticket Member resulting from the incomplete or inaccurate personal details or Addresses provided to the Club or due to computer error in transit.

4. Hospitality Season Ticket Benefits and Additional Benefits

- 4.1. Hospitality Season Ticket Members shall be entitled to:
- a) one (1) Hospitality Season Ticket, which shall entitle the Hospitality Season Ticket Member to attend the Matches in their Level;
 - b) subject to availability, access to the hospitality seating;
 - c) access for one (1) (for the Hospitality Season Ticket Member only) to a hospitality facility and package as detailed at the point of purchase, subject to the Hospitality Season Ticket Member's reasonable use;
 - d) the option of (for the Hospitality Season Ticket Member only) complimentary non-alcoholic refreshments as supplied at the Club's absolute discretion on prematch and at half-time during each Match and subject to the Hospitality Season Ticket Member's reasonable use;
 - e) the option of one (1) (for the Hospitality Season Ticket Member only) complimentary tea or coffee as supplied at the Club's absolute discretion on prematch and at half time during each match;
 - f) prize draws (open to both Season Ticket and Hospitality Season Ticket members) to win signed merchandise, and exclusive experiences (with the date and number of Season Ticket member prize draws to be entirely at the discretion of the Club);
 - g) access to the Cityzens Platform and the chance to win exclusive prizes and money-can't-buy experiences;
 - h) ten percent (10%) off City Store purchases, online at shop.mancity.com and in-store at the Official Manchester City Store;
 - i) any fixture that is to be played in the Etihad Stadium gives a Hospitality Season Ticket Member a guaranteed ticket (suite to be confirmed by the Club);

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- j) access to book on-site parking, subject to availability and via the online booking system;
- k) access to a matchday programme for each home game;
- l) priority access to buy additional hospitality packages/experiences;
- m) priority access to purchase away tickets and Cup Final tickets;
- n) priority access and ten percent (10%) discount to buy hospitality and GA tickets for Cup games not included in your Level; and
- o) a Dedicated account manager,

known collectively as the “**Hospitality Season Ticket Benefits**”.

- 4.2. During the Season, Hospitality Season Ticket Members will be entitled to attend Home Matches in their Level with their Hospitality Season Ticket.
- 4.3. Each Hospitality Season Ticket will be for a specific seat at the Ground, which must be selected by the Purchaser from the seating offered by the Club at the time of purchase (or such other alternative seat of equivalent value as the Club may, from time to time, allocate at its reasonable discretion (in accordance with condition 4.4 below). Nothing in these Hospitality Season Ticket T&Cs shall constitute or imply any entitlement to occupy the seat indicated on the Hospitality Season Ticket in any subsequent Season.
- 4.4. The Club reserves the right in its sole discretion to temporarily allocate to a Hospitality Season Ticket Member an alternative seat in the Ground of equal or greater value than that normally allocated if:
 - a) the part of the Ground in which the Hospitality Season Ticket Member's seat is located is closed for operational reasons, renovation, maintenance, repairs, or re-structure;
 - b) the Visiting Club is allocated part of the Ground in which the Hospitality Season Ticket Member's seat is located;
 - c) the relocation is necessary in order to comply with any requirements of any Football Authority in respect of any Match played at the Ground; and/or
 - d) the Club, the police or any other relevant authority (including any Football Authority) consider that a relocation is necessary in the interests of safety, public order, or crowd control.
- 4.5. For the avoidance of doubt, the Club shall not be required to provide Hospitality Season Ticket Members with travel or accommodation in respect of any of the Matches set out in this condition 4.

5. Disabled Fans

- 5.1. The Club does not offer a concessionary rate for Disabled Fans purchasing a Hospitality Season Ticket.
- 5.2. The Club will allow a Disabled Fan to bring a free of charge Personal Assistant to every Home Match (save where a Disabled Fan is aged thirteen (13) or under, as all Fans within that age bracket must be accompanied by an adult aged eighteen (18) and over to attend Home Matches) subject to the following conditions:
 - a) the Disabled Fan must complete and submit a 'Personal Assistant Registration Form' to the Club in advance;
 - b) the Personal Assistant shall adhere to and be bound by the same terms and conditions which apply to the Disabled Fan, and it shall be the responsibility of the Disabled Fan to inform the Personal Assistant of these requirements;
 - c) the Personal Assistant shall only attend Home Matches with the Disabled Fan, save as set out in condition 5.5 below;
 - d) the Personal Assistant's ticket/Season Ticket is non-transferable; and
 - e) the Disabled Fan must co-operate with the Club fully, and if requested, provide further

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evidence that a Personal Assistant is required.

- 5.3. The Club will make every effort to allocate the Personal Assistant with a seat adjacent to the Disabled Fan, however if this is not possible, the Club will allocate the closest available seat to the Disabled Fan.
- 5.4. A Personal Assistant ticket/Season Ticket is for a seat only and does not include any of the Hospitality Season Ticket Benefits or Additional Benefits.
- 5.5. Should the Personal Assistant wish to attend a Match without the Disabled Fan, the Personal Assistant must upgrade the Personal Assistant ticket/Season Ticket and pay the full prevailing rate to attend that particular fixture by calling 0161 444 1894.
- 5.6. Please note that stewards and members of staff may carry out checks on all Season Ticket/ticket members and their attendance over the course of the Season. Any abuse of the attendance of a Personal Assistant will be dealt with severely and may result in the suspension or withdrawal of the Disabled Fan's Hospitality Season Ticket and/or Personal Assistant Season Ticket and the Club reserves the right to eject the Disabled Fan and/or their Personal Assistant from the Ground immediately without refund.
- 5.7. The Club will use reasonable endeavours to accommodate requests to relocate the seat at the Ground allocated to a Hospitality Season Ticket Member (where applicable) if the request is based upon a medical condition. The Hospitality Season Ticket Member will be required to apply to the Club in writing prior to the relevant Match(es) with supporting medical evidence stating how long the relocation will be required for.

6. Lost, stolen and damaged Hospitality Season Tickets

- 6.1. The Club shall not be obliged to admit any Hospitality Season Ticket Member who forgets their Hospitality Season Ticket in respect of any individual Match nor shall the Club be obliged to issue any other form of ticket for that Match.
- 6.2. The Club is not responsible for any Hospitality Season Ticket which is lost, stolen, forgotten, damaged, defaced, or destroyed. A duplicate of any such Hospitality Season Ticket may be provided to the Hospitality Season Ticket Member at the Club's absolute discretion and may be subject to a non-refundable administration fee of ten pounds (£10.00) to be paid by the Purchaser or Hospitality Season Ticket Member prior to the issue of each duplicate Hospitality Season Ticket. For the purposes of this condition, whether a Hospitality Season Ticket is damaged, defaced or destroyed will be determined by the Club acting in its sole discretion.

7. Transfer of Hospitality Season Ticket and Cessation of Rights

- 7.1. If a Purchaser purchases a Hospitality Season Ticket on behalf of another person, the purchase of the Hospitality Season Ticket for that person will be subject to the following conditions:
 - 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 must notify the Club in writing of the personal contact details (including the Address) of the person to whom the Hospitality Season Ticket is being transferred;
 - c) the transfer to the person for whom the Hospitality Season Ticket is purchased must be free of charge or for a fee or benefit no greater in value than the face value of the Hospitality Season Ticket; and
 - d) such purchase must not breach condition 2.3 above.

The person for whom the Hospitality Season Ticket is purchased under this condition shall adhere to and

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be bound by these Hospitality Season Ticket T&Cs and the Conditions of Entry.

- 7.2. Hospitality Season Tickets and Hospitality Season Ticket Benefits are for the use of the Hospitality Season Ticket Member only and are not transferable and shall not transferred or resold, save that, if a Hospitality Season Ticket Member is unable to attend a Match that Hospitality Season Ticket Member may temporarily allow a person who is known to them (a “Guest”) to use their Hospitality Season Ticket for the purpose of allowing that Guest to attend such Match provided that:
- a) such transfer must not be made in the course of business, for any commercial purpose, or for the purpose of facilitating any third party's business;
 - b) the transfer must be free of charge;
 - c) such transfer must not breach condition 2.3 above;
 - d) such transfer is not a transfer of a concessionary priced Hospitality Season Ticket to a Guest who does not meet the criteria of a concessionary priced Hospitality Season Ticket; and
 - e) the Guest complies with all Official Guidelines and/or requirements implemented by the Club or any relevant Football Authority (and the Club reserves the right to suspend the right to transfer use of the Hospitality Season Ticket if any transfer would be in breach of Official Guidelines),

and the reference to selling in this condition 7 includes: (i) offering to sell any part of a Hospitality Season Ticket or Hospitality Season Ticket Benefits, (including, without limitation, via any website, social networking/ media site, or online auction site); (ii) exposing part of a Hospitality Season Ticket or Hospitality Season Ticket Benefits for sale; (iii) making a Hospitality Season Ticket or Hospitality Season Ticket Benefits available for sale by another person; and/or (iv) advertising that a Hospitality Season Ticket or Hospitality Season Ticket Benefits is available for purchase.

- 7.3 The Guest shall adhere to the Conditions of Entry which shall bind the Guest as if they were the original Hospitality Season Ticket Member of that ticket. It is the responsibility of the Hospitality Season Ticket Member who owns the Hospitality Season Ticket to inform the Guest that use of the Hospitality Season Ticket is subject to the Conditions of Entry. Subject to conditions 7.1 and 7.2 above, all rights with respect to a Hospitality Season Ticket are personal to the Hospitality Season Ticket Member and shall cease upon the death of the Hospitality Season Ticket Member. Any Hospitality Season Ticket Benefits accrued are not transferrable to any other person or organisation. The Club may, at its absolute discretion, offer a refund in respect of any Matches unattended at the time of the Hospitality Season Ticket Member's death, to the Hospitality Season Ticket Member's estate/personal representative.

8. Changes to Order, Changes to Match Dates and Refunds

- 8.1. The Club is unable to give any guarantees that any particular Match 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; and/or (ii) cancel a ticket for a particular Match due to compliance with Official Guidelines without any liability whatsoever. Where reasonably practicable, the Club shall endeavour to publicise any fixture changes in advance via the Website and notify Hospitality Season Ticket Members of fixture changes via email. In the event of the postponement or abandonment of the Match (or if the Match has to be played behind closed doors), the following options shall be available:
- a) without prejudice to 8.1b below, where a Match is rescheduled, Hospitality Season Ticket Members shall be entitled to attend any such re-arranged Match if they were entitled to attend the original fixture under their Hospitality Season Ticket;
 - b) where a Match is rescheduled from a Saturday to a Sunday (or vice versa) on the same weekend, the Season Ticket Member shall be entitled to attend the rescheduled Match. The



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Season Ticket Member will not be able to cancel, be refunded or otherwise change their Hospitality Season Ticket booking, without prior written approval from the Club, acting entirely in its own discretion on a case-by-case basis;

- c) in the event that the Match is played behind closed doors and fans are not permitted to attend, the Hospitality Season Ticket Member shall, subject to condition 8.2 below, be entitled to request a pro-rata refund, dependent on the type of Hospitality Season Ticket held with the Club and when the Hospitality Season Ticket is purchased; and
- d) in the event the Club needs to reduce the number of tickets available for a particular Match, the Club will seek to offer a ticket ballot for the Match and the Hospitality Season Ticket Member shall be entitled to: (i) enter for an opportunity to purchase a ticket through the ballot (subject to availability, meeting the stipulated sales criteria 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 Hospitality Season Ticket Member's eligibility to apply); or (ii) request a pro-rata refund in accordance with condition 8.2 below, dependent on the type of Hospitality Season Ticket held with the Club when and the Hospitality Season Ticket is purchased.

- 8.2. A refund pursuant to condition 8.1 will only be issued on the: (i) cancellation of the Ticket for the particular Match within the timeframe notified by the Club; and (ii) satisfactory identification that the individual requesting the refund is the Hospitality Season Ticket Member. The final decision shall at all times belong to the Club.

9. **Exclusion of Liability**

- 9.1. The Club expressly excludes all liability resulting from:
 - a) any failure or delay by the Club in carrying out any of its obligations under these Hospitality Season Ticket T&Cs which is caused by circumstances outside of the Club's reasonable control;
 - b) compliance with any rules and/or guidance provided by any Football Authority and/or the police or Match day safety staff;
 - c) the alteration of the dates and times of Matches;
 - d) the abandonment, postponement, or cancellation of Matches;
 - e) the requirement to play Matches behind closed doors;
 - f) events or matters outside of its control; and
 - g) restrictions to the view of the Match caused by virtue of the actions of other spectators.
- 9.2. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 9.3. 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.
- 9.4. 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 for:
 - 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.
- 9.5. For the avoidance of doubt, nothing in these Hospitality Season Ticket T&Cs shall exclude or limit the Club's liability for:
 - a) death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or

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- b) any other conduct for which liability may not be excluded or limited as a matter of English law.

10. Entry into the Ground and Behaviour

- 10.1. In order to gain admission to the Ground, a valid Hospitality Season Ticket must be presented.
- 10.2. Entry into the Ground is subject always to the Conditions of Entry. By purchasing and/or accepting and/or holding a Hospitality Season Ticket and/or using a Hospitality Season Ticket you:
- a) certify that you have read, understood, and accepted the Conditions of Entry;
 - b) agree to be bound by and to comply with the Conditions of Entry; and
 - c) agree to bring to the attention of others, as required above, the Conditions of Entry.
- 10.3. If a Hospitality Season Ticket Member is not fourteen (14) years old or over, he/she shall obtain the consent of his/her parent(s) and/or legal guardian(s) before purchasing a Hospitality Season Ticket and must be accompanied by a Hospitality Season Ticket Member over the age of eighteen (18) in order to enter the Ground to attend a Match or any other event. His/her parent(s) and/or legal guardian(s) shall, in addition to the Hospitality Season Ticket Member himself/herself, be responsible for the Hospitality Season Ticket Member's actions, conduct and compliance with the Hospitality Season Ticket T&Cs and the Conditions of Entry.
- 10.4. Any person attempting to enter or having entered the Ground with a concessionary priced Hospitality Season Ticket or ticket where that person is not entitled to use a concessionary priced Hospitality Season Ticket or ticket will be ejected from, or refused entry to, the Ground and may have the Hospitality Season Ticket or ticket withdrawn and/or suspended at the Club's sole discretion, and no refund shall be given.
- 10.5. Without prejudice to condition 1.3 above, and in light of Hospitality Season Ticket Members being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including hats and/or scarves) or otherwise undertaking any action (including cheering or otherwise celebrating) that demonstrate support for a team other than the Team, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.
- 10.6. Hospitality Season Ticket Members 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 Season Ticket T&Cs. Any Hospitality Season Ticket Member who is found or is reported to be abusing any football player, fan, member of staff or any other individual in or around the Ground could face arrest and/or prosecution by the police (including, but not limited to, an application to the court for a football banning order), a Club Sanction in accordance with the Supporter Charter and/or any other action(s) taken by other Clubs or authorities. Where Police are not in attendance at the Relevant Match, the Club reserves the right to defer the incident to the police (or other relevant authorities) and provide all such details as necessary in relation to the incident, the Hospitality Season Ticket Member, the Purchaser and/or Guest. The Club reserves the right to impose a ban on the offending Hospitality Season Ticket Member and promptly withdraw the Hospitality Season Ticket Member's Hospitality Season Ticket with no refund being given.
- 10.7. A Hospitality Season Ticket Member shall not:
- a) cause any damage to the Ground;
 - b) bring into, use or display within the Ground any sponsorship, promotional or marketing

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materials (save for official Club merchandise, and/or other football-related clothing worn in good faith) or any banner or flag that bears material or slogans that are offensive, obscene, political in nature, abusive, or racist;

- c) treat Club staff or any person at or around the Ground in a threatening or abusive manner or otherwise engage in any abusive, offensive, discriminatory, dangerous, or other unacceptable behaviour (including any homophobic, sexual, sectarian, racial or discriminatory behaviour in any form, whether physical, verbal or other) at or around the Ground;
- d) where relevant, seek to enter the Ground where to do so would be non-compliance with the Club's infectious or viral disease prevention measures;
- e) 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);
- f) bring into the Ground any food, drink (including alcohol) or dangerous or illegal substances;
- g) smoke in any part of the Ground;
- h) enter the playing field at any point;
- i) bring any golf umbrellas (or similar) into the Ground;
- j) throw any object within the Ground that may cause injury or damage to people or property;
- k) sit in any other seat other than allocated to them on their Ticket;
- l) supply any misleading or incorrect information in any application;
- m) bring into the Ground any luggage items larger than A4 size; or
- n) fail or refuse to observe the lawful instructions of the Police and/or the Club (including its representatives e.g., stewarding staff).

10.8. Save as set out in clause 10.9 below, Season Ticket Members must not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any audio, visual or audio-visual material or any information or data ("**Material**") in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the relevant Football Authority and/or the Club (as applicable) and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the relevant Football Authority, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988 and clause 13 will apply.

10.9. Mobile telephones and other mobile devices are permitted within the Ground provided that: (a) they are 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 Material for any commercial purposes); and (b) no Material that is captured, logged, recorded, transmitted, played, issue, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, via social networking/ media sites.

10.10. Only food and drink items purchased in the Ground from vendors authorised by the Club may be consumed in the Ground, except where reasonably required for medical, dietary or child-related needs.. Hospitality Season Ticket Members agree to abide by the Sporting Events (Control of Alcohol etc.) Act 1985.

10.11. Any person bringing prohibited items into the Ground may have such items confiscated.

10.12. The Club reserves the right, at its absolute discretion, to eject a Hospitality Season Ticket Member from the Ground, refuse a Hospitality Season Ticket Member entry to the Ground, suspend for a period of time determined by the Club or withdraw indefinitely a Hospitality Season Ticket (including use of the

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Hospitality Season Ticket) if:

- a) the Hospitality Season Ticket Member (or any person in possession of the relevant Hospitality Season Ticket) breaches any of the Hospitality Season Ticket T&Cs or Conditions of Entry (or the Club has reasonable grounds to suspect such breach); or
- b) the Hospitality Season Ticket Member is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world.

- 10.13. The Club will not be obliged to make any refund to any Purchaser or Hospitality Season Ticket Member in respect of any ejection from or refusal of entry to the Ground or in respect of any Hospitality Season Ticket which is suspended or withdrawn in accordance with condition 10.12 above.
- 10.14. In the event that a Hospitality Season Ticket is withdrawn or a Hospitality Season Ticket cancelled, the Club reserves the right to exclude the relevant Hospitality Season Ticket Member from applying for any future Hospitality Season Ticket maintained or organised by the Club and or to disqualify the relevant Hospitality Season Ticket Member from applying for any match ticket at its discretion and to notify the Football Association and/or any other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).
- 10.15. Hospitality Season Ticket Members will not be permitted to re-enter the Ground should they leave at any point after entry. The Club operates a strict policy prohibiting re-admission to the Ground.
- 10.16. All Hospitality Season Tickets will remain the property of the Club at all times and may be confiscated, cancelled or withdrawn by the Club in accordance with these Hospitality Season Ticket T&Cs at any time. Hospitality Season Tickets must be produced along with evidence of identity if required by any official, steward or employee of the Club or any police officer.
- 10.17. 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.

11. Hospitality Rules

- 11.1. Hospitality Season Ticket Members are responsible for the behaviour of their Guests and may have their Hospitality Season Ticket suspended or withdrawn if any of their Guests act in breach of this condition.
- 11.2. 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 during the use of the Hospitality Season Tickets.
- 11.3. Children under the age of eighteen (18) are permitted within hospitality areas, however they must be accompanied by a responsible adult at all times. A child aged four (4) and under may enter the Ground for free without a Hospitality Season Ticket if accompanied by an adult aged eighteen (18) or over but will not be permitted to have their own seat (where relevant). Any fans aged five (5) and over will require their own Hospitality Season Ticket or match ticket.
- 11.4. Purchasers are prohibited from using Hospitality Season Tickets for promotional, advertising or marketing purposes unless expressly authorised in writing by the Club.

12. Car Parking

- 12.1. Any car parking is subject to availability within the car park and having been booked in advance through the Hospitality Season Ticket Members' online account. Car parking spaces are limited, not guaranteed,

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and available on a first come first served basis and the provisions of car parking is in the Club's sole discretion.

- 12.2. In the event that a Hospitality Season Ticket Member is provided a car parking space, the Hospitality Season Ticket Member 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 on the day and by purchasing and using the car park, the Purchaser consents to the Club sharing their name and vehicle registration with third parties for such use.
- 12.3. Vehicles are parked at the car park at the Hospitality Season Ticket Member's and/or the Guest' risk and the Club shall not be liable for any theft, loss or damage to any vehicle or its contents.
- 12.4. Car parking spaces are personal to Hospitality Season Ticket Members and cannot be sold, transferred, or assigned without the permission of the Club.
- 12.5. For the avoidance of doubt, car parking spaces are made available to the Hospitality Season Ticket Member and/ or their Guest for the Match only and for maximum period of 1 hour after the Match has finished. The Club reserves the right to amend or extend the restrictions detailed in this condition 12.5 on a case-by-case basis.

13. Change of Details

- 13.1. It is the responsibility of the Hospitality Season Ticket Member to check that the Club holds the correct details for them/ their Guests and that the correct details appear on their Hospitality Season Ticket.
- 13.2. Hospitality Season Ticket Members should promptly notify the Club of any change of details (including changes to payment details, Addresses and/or contact details) by:
 - a) contacting their account manager; or
 - b) by emailing mancitywomen@mancity.com.

Hospitality Season Ticket 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.

14. Ticket Touting

- 14.1. The unauthorised sale or disposal of a Hospitality Season Ticket or ticket 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 the police, any relevant Football Authority and/or other football clubs as soon as it becomes aware that Hospitality Season Tickets or tickets are being or have been sold in contravention of this law.
- 14.2. If a Purchaser or Hospitality Season Ticket Member is convicted of a ticket touting offence anywhere in the world, or the Club reasonably suspects that a Purchaser or Hospitality Season Ticket Member has committed a ticket touting offence anywhere in the world, then:
 - (a) the Club may notify the Police and/or the Football Authorities who in turn may notify other clubs and/or the relevant law enforcement authorities. The information 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;
 - (b) the Club shall make any such enquiries as the Club considers necessary; and/or
 - (c) such conduct shall be deemed to be a serious breach of these Hospitality Season Ticket T&Cs by the Purchaser and/or Hospitality Season Ticket Member.

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- 14.3. If a Hospitality Season Ticket Member suspects that ticket touting is taking place in or around the Ground, the Club requests that they promptly report their suspicions to the Club and the police.

15. Data Protection

- 15.1. 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 Season Ticket 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) and the MCFC Privacy Policy (available at <https://www.mancity.com/common/privacy>). For the avoidance of doubt, references to MCFC within MCFC's privacy policy shall be read as references to the Club. 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 Club 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.
- 15.2. All persons who enter the Ground using a Hospitality Season Ticket 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 in televised coverage of Matches and/or for promotional or marketing purposes by the Club, any Football Authority or other third parties and use of a Hospitality Season Ticket to enter the Ground is consent to such use.
- 15.3. All Purchasers and their Guests agree that the Match(es) for which the Hospitality Season Ticket has 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 said Match/Event.

16. Indemnity

- 16.1 The Purchaser shall indemnify the Club against any and all costs, expenses and/or losses of whatever nature and howsoever caused or incurred, as a result of any damage caused by the Hospitality Season Ticket Member, (or a Guest), to the Ground or any property, equipment, or facilities at the Ground (other than reasonable wear and tear).

17. Entire Agreement

- 17.1 These Hospitality Season Ticket T&Cs and any documents referred to within these Hospitality Season Ticket T&Cs comprise the entire agreement between the Club and the Purchaser/Hospitality Season Ticket Member in relation to the purchase of a Hospitality Season Ticket and all ancillary benefits. For the avoidance of doubt, the purchase of all Match tickets unrelated to a Hospitality Season Ticket shall be subject to the terms and conditions applicable to one-off purchases which are available on the Website.

18. Severability and Amendments

- 18.1. The Club reserves the right to make amendments to these Hospitality Season Ticket T&Cs from time to time, provided that the amendments shall not result in any Hospitality Season Ticket Member receiving

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any less than the same or substantially similar benefits to those that the Hospitality Season Ticket Member was entitled to receive prior to such amendments in relation to the Season. Up to date versions of the Hospitality Season Ticket T&Cs will be made available promptly on the Website, and hard copies will be available from the Club upon request.

- 18.2. In the event that any of these Hospitality Season Ticket T&Cs are declared void, ineffective or unenforceable by any competent court, the remainder of the Hospitality Season Ticket T&Cs shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.

19. Waiver

- 19.1 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Hospitality Season Ticket T&Cs or by law shall not constitute a waiver of that right, power or remedy.

20. Governing Law

- 20.1 These Hospitality Season Ticket T&Cs shall be governed by and interpreted in accordance with English law and are subject to the exclusive jurisdiction of the courts of England and Wales.

21. Force Majeure

- 21.1 The Club shall not be deemed to be in breach of these Hospitality Season Ticket T&Cs or otherwise liable to any Purchaser/Hospitality Season Ticket Member/Guest as a result of any delay or failure in the performance of its obligations under these Hospitality Season Ticket T&Cs if and to the extent that such a delay or failure is caused by a Force Majeure Event. For the purposes of this condition a "Force Majeure Event" means any 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 governmental order rule or direction, compliance with the Rules, inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm.