



MANCHESTER CITY FC HOME TICKET TERMS AND CONDITIONS 2024/25

Please read this document carefully as the terms below apply to your use of a Ticket.

In particular, we ask you to note the following:

- The Club is unable to give any guarantees that any Match will take place at a particular time or on a particular date or, where applicable due to infectious or viral disease prevention measures, that Matches will not be postponed or played behind closed doors. The Club shall make reasonable endeavours to publicise any change to the time and/or date of any Match and notify relevant Purchasers of fixture changes via email. In the event of the postponement, rescheduling or abandonment of a Match, Ticket Holders shall be entitled to attend any such re-arranged Match or (subject to certain conditions) Purchasers shall be entitled to a refund. Please see clause 2 for details.
- Each Ticket is issued for the sole use of, and is personal to, the Ticket Holder and may only be transferred in accordance with clause 3.2.
- In certain circumstances, the Club has the right to do any of the following: (i) eject from or refuse entry to the Ground; (ii) suspend or ban an individual from purchasing tickets; (iii) terminate the Ticket purchase; and/or (iv) inform the police or other relevant authorities. The circumstances include (a) breach (or suspected) breach of these Home Ticket T&Cs (b) a prohibition from entering the Ground or any other sporting venue (c) instances of abusive, dangerous, or other unacceptable behaviour (d) failure to comply (where relevant) with the Club's infectious or viral disease prevention measures and/or (e) resale or attempted resale of Tickets other than in accordance with these Home Ticket T&Cs. Please read clause 7 for full details.
- Save as set out in clause 2, the Club will not be obliged to make any refund to any Purchaser in respect of any ejection from or refusal of entry to the Ground or in respect of any Ticket which is suspended or withdrawn in accordance with the provisions of these Home Ticket T&Cs.
- Personal data provided by Purchasers to the Club in the purchase of Tickets shall be collected, stored, and used by the Club in accordance with the Club's Privacy Policy. Each Purchaser is responsible for bringing these terms, including the Club's Privacy Policy to the attention of any Ticket Holder for who it purchases a Ticket.

The terms and conditions overleaf contain the full terms and conditions including further details on each of the above points.

The following terms and conditions (the "Home Ticket T&Cs") apply to all purchases of Tickets (as defined below). Before purchasing a Ticket, please ensure that you have read these Home Ticket T&Cs along with the Ground Regulations and any applicable Fan/Supporter Code of Conduct carefully. By purchasing a Ticket, you acknowledge that you have read, understood, accepted, and agree to be bound by and to comply with these Home Ticket T&Cs, the Ground Regulations, and any applicable Fan/Supporter Code of Conduct.

Defined terms used in these Home Ticket T&Cs shall have the meanings ascribed to them in clause 12 below.



1. Purchase and Issue

- 1.1 Tickets will only be available to those who meet the sales criteria for the Match (as set out on the Website in advance of each Match), it being acknowledged that even if such sales criteria are met, Tickets may be limited and are sold subject to availability, so no individual is guaranteed a Ticket.
- 1.2 Tickets in the Home Section (being the area of seating at the Ground which is designated for use by fans of the Club) are available for purchase by fans of the Club only. Tickets in the Away Section (being the section of the Ground which is designated for use by fans of the Visiting Club) are available for purchase by fans of the Visiting Club only. By applying to purchase one or a number of Tickets, you hereby warrant and represent that you are either (i) a fan of the Club if the seat purchased under your Ticket is located in the Home Section; or (ii) a fan of the Visiting Club if the seat purchased under your Ticket is located in the Away Section; and (iii) that the personal details you have provided are true and accurate.
- 1.3 The Club reserves the right in its sole discretion to withhold issue of a Ticket, cancel a Ticket and/or refuse entry into the Ground until it is satisfied all requirements for the prevention of infectious or viral disease (as may be applicable from time to time) have been met. Where the Club cancels a Ticket or refuses entry under this clause 1.3, the Ticket Holder may be entitled to request a refund in accordance with clause 2.3.
- 1.4 By applying to purchase one or a number of Tickets, you are making an offer to the Club. A contract for the supply of a Ticket and any associated benefits shall be created when the required payment has been received by the Club and the Club has issued the relevant Ticket and shall always be subject to and conditional on any additional specific requirements of the Club for the prevention of infectious or viral disease being met. An email confirmation will be sent to the individual whose account was used to purchase the Ticket(s). Any individual purchasing a Ticket for a Ticket Holder other than themselves shall be deemed to be acting with the authority of each such Ticket Holder, including the authority to agree to these Home Ticket T&Cs on such third party's behalf.
- 1.5 A Purchaser may, at all times subject to availability, purchase a Ticket on behalf of another individual (and such individual is identified as the Ticket Holder at the point of purchase of the Ticket) as part of the City Family Group only, provided the Purchaser purchases and retains a Ticket for their own personal use. Such purchase on behalf of another person must be for his/her/their personal use only and PROVIDED that:
 - a. such purchase takes place in consideration of no payment or benefit in excess of the face value of the Ticket and such purchase does not take place in the course of any business or for the purpose of facilitating any third party's business; and
 - b. the individual on whose behalf you have purchased the Ticket will be subject to the Conditions of Entry (including the Commitment) which will bind each end user as if he/she/they were the original purchaser of the Ticket.
- 1.6 If a fan wishes to use the City Family Group the fan should ensure that they have the permission of all family and friends added to the group before proceeding with any Ticket purchase. Similarly, if a fan provides permission to be added to a City Family Group, they acknowledge and agree that tickets may be purchased on their behalf at any time. It is the particular fan's responsibility to monitor his/her/their account for any purchases being made on his behalf as the Club will be under no obligation to notify the fan of the same.
- 1.7 The price payable for each Ticket shall be as set out on the Website or as otherwise notified by the Club from time to time. Booking fees may apply. Unless expressly stated otherwise, all prices are inclusive of VAT. The Club always tries to ensure that pricing and ticketing information provided by the Club is correct, but errors may occur. Upon the Club becoming aware of any pricing or product description error in relation to any 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 Purchaser will have 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 pursuant to this clause 1.7, the Club will provide a full refund to the Purchaser using the payment details provided (excluding any booking fees incurred) provided the Ticket (if already issued) is returned to the Club. If valid payment details have not been provided, no further action will be taken by the Club.

1.8 Additional requirements for the purchase of certain classes of Tickets are as follows:

Children aged 14-17	<ul style="list-style-type: none"> - No requirement for an accompanying adult. - Only one (1) ticket for a child aged 14 – 17 may be purchased in a single transaction unless at least one (1) adult Ticket for a person aged 18 or over is also purchased in that transaction.
Children aged under 14	<ul style="list-style-type: none"> - May not enter the Ground unless accompanied by an adult aged 18 or over. - Children aged 5 and over must be in possession of a valid Ticket for the Match they are attending. - A child aged under 5 may enter the Ground for free without a Ticket if accompanied by an adult aged 18 or over, but in such an event, no seat shall be provided for that child. - Their parent(s) and/or legal guardian(s) shall, in addition to the Purchaser, be responsible for the child’s actions, conduct and compliance with the Home Ticket T&Cs and the Conditions of Entry.

1.9 In relation to Group Ticket bookings, the following additional requirements of purchases shall apply:

Children aged 5 to 11 (up to and including Year 6)	<ul style="list-style-type: none"> - There must be a ratio of no more than six (6) children to one (1) adult, plus one (1) additional adult, within each group booking.
Children aged 11 and over (Year 7 upwards)	<ul style="list-style-type: none"> - There must be a ratio of no more than eight (8) children to one (1) adult, plus one (1) additional adult, within each group booking
Adults at Risk	<ul style="list-style-type: none"> - There must be a ratio of no more than sixteen (16) adults at risk to one (1) adult, plus one (1) additional adult, within each group booking

1.10 Tickets will not be posted for the 2024/25 Season. Instead, a Purchaser must download a mobile (contactless) ticket. To use a Ticket, a Purchaser will be required to ensure they have the required digital device to show a ticket upon entry to the Ground. The Club will not be liable for any loss, damage, injury, or disappointment suffered in connection with a Purchaser failing to bring their Ticket to the specific Match and may refuse entry to the Ground at their sole discretion.

1.11 The Club shall not have any liability to any Purchaser or Ticket Holder for any non-delivery or late delivery of any Tickets, documents or other materials issued by the Club to the Purchaser and/or Ticket Holder resulting from the actions, omissions, malfunctions, or interruptions of any incomplete or inaccurate personal details or



addresses provided to the Club and/or Tickets lost, delayed or corrupted, or due to computer error in transit. Should any such items purchased not arrive by email at least two (2) working days before the relevant Match, the Purchaser should contact the Club immediately.

- 1.12 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's and/or individual Ticket Holder's identification and/or other information with regards the Purchaser's Ticket purchase including to satisfy to the Club any requirements (from time to time) related to infectious or viral disease prevention measures have been met. The Purchaser and individual Ticket Holder shall cooperate with the Club in connection with the same.

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

- 2.1 Once purchased, a Purchaser shall not be entitled to change their Ticket(s).

- 2.2 **General Cancellation Rights.** Should the Purchaser wish to cancel one or more Ticket purchases it can do so in accordance with this clause subject to clause 6 provided that:

- a. a written request to cancel the Ticket(s) is submitted to the Club **at least eight (8) days before** the date of the Match (twenty-eight (**28**) **days' notice required for Tickets that have been purchased as part of a large group booking** (meaning bookings of ten (10) or more Tickets)) (using the Club contact details outlined in clause 8); and
- b. the relevant original Ticket(s) (if already issued) is voided by (or where applicable, returned to) the Club.

- 2.3 **Group Ticket Specific Cancellation Rights.** In relation to Group Tickets only, in the event a Match is rescheduled in accordance with clause 2.5 below, subject to clause 2.6 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 Group Ticket, without prior written approval from the Club, acting entirely in its own discretion on a case-by-case basis; and
- b. where a Match is rescheduled other than in accordance with clause 2.3a above, the Purchaser shall be entitled to: (i) attend the rescheduled Match; or (ii) inform the Club that they wish to cancel or otherwise change their Group Ticket in writing as soon as possible and in any event no later than eight (8) calendar days after the date of the notice of the rearranged Match or Event, and prior to such rearranged Match,

provided that clause 2.2 shall continue to apply in relation to Group Tickets.

- 2.4 **Package Specific Cancellation Rights.** In addition to any Package specific terms and conditions, the following terms shall apply (and take precedence in the event of any conflict between the Home Ticket T&Cs and any Package specific terms and conditions):

- a. should the Purchaser wish to cancel a Package, the cancellation rights at clause 2.2 above shall apply in respect of the Package as a whole (not just to the Ticket or Group Ticket); and
- b. in relation to a Package that includes a Group Ticket (not an individual Ticket or Ticket(s)), in the event a Match is rescheduled in accordance with clause 2.5 below, the cancellation rights at clause 2.3 above shall apply in respect of the Package as a whole (not just to the Group Ticket).

- 2.5 The Club is unable to give any guarantees that any Match will take place at a particular time or on a particular date or that there will not be further restrictions imposed on entry to the Ground and/or the number of fans who are permitted at the Ground. Subject to the remainder of this clause 2.5, the Club reserves the right to (i)



reschedule or cancel any Match and/or (ii) cancel your Ticket 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 relevant Purchasers of fixture changes via email. In the event of the postponement or abandonment of a Match (or if the Match has to be played behind closed doors), the following options shall be available:

- a. If the Match is played behind closed doors, the Purchaser shall be entitled to request a refund (subject to clause 6 below);
- b. If the Official Guidelines change and as a result the Club needs to cancel the Ticket, the Purchaser shall be entitled to request a refund (subject to clause 6 below);
- c. In the event that the Match is rescheduled, and fans are permitted to attend the rearranged Match, the relevant Ticket Holder shall be entitled to:
 - (i) receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates; or
 - (ii) subject to clause 6 below, the relevant Ticket Holder shall be entitled to request a refund in accordance with clause 2.2 (save that, in the event that the Match has been re-arranged for a date which falls within seven (7) days of the original scheduled date for the Match, a shorter timeframe for requesting refunds will apply and the Club will notify the Purchaser via email of the same).
- d. In the event that the Match is rescheduled, and fans are permitted to attend the rearranged Match, the relevant Ticket Holder shall not be entitled to transfer their Ticket (including Group Tickets) to a member of their City Family Group in respect of their rearranged Match unless the Purchaser is a Season Ticket Member.

The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

- 2.6 A refund pursuant to clauses 2.2 - 2.5 will only be issued on the (i) cancellation of the original Ticket within the timeframe specified (where such Ticket has already been issued) and (ii) satisfactory identification that the individual requesting the refund is the Purchaser. The final decision shall at all times belong to the Club.

3. Use of a Ticket; Transfer of Tickets and Cessation of Rights

- 3.1 Save as permitted in clause 3.2, each Ticket is issued for the sole use of, and is personal to, the Ticket Holder. The Purchaser and any Ticket Holder shall not sell, assign, or transfer their Tickets to any other person nor use the Ticket for any commercial purpose. The reference to selling a Ticket includes (i) offering to sell a Ticket (including, without limitation, via any website, social networking/ media site, or online auction site), (ii) exposing a Ticket for sale, (iii) making a Ticket available for sale by another person and/or (iv) advertising that a Ticket is available for purchase. For the avoidance of doubt (and by way of example only) a Ticket may not be offered as a prize in any promotion, prize draw or competition; (v) transferring, lending or selling to any third party as part of a hospitality or travel package; (vi) giving (or offering to give) to a third party who pays or agrees to pay for some other goods or services; or (vii) used for any other commercial purpose (all save as expressly authorised by any Football Authority or the Club as applicable).
- 3.2 Purchaser shall not be entitled to transfer his/her/their Ticket to a nominated individual who is in the same City Family Group, unless the Purchaser is a Season Ticket Member. Where the Purchaser is a Season Ticket Member, the Purchaser may transfer his/her/their Ticket to a nominated individual who is in the same City Family Group for the purpose of allowing that individual to attend such Match where the Ticket Holder is unable to attend by visiting <https://www.mancity.com/mobiletickets/ticket-transfer/ticket-transfer-guide> or telephoning the Club on +44 (0) 161 444 1894, subject to the following conditions:



- a. such transfer must not be made in the course of business, for any commercial purpose, for the purpose of facilitating any third party's business, or for the purpose of increasing the Purchaser's collection of Ticket Points;
 - b. the transfer must be free of charge and if a concessionary priced Ticket is transferred to an individual who would not benefit from such concession, such transfer will only be permitted on payment to the Club of a relevant upgrade price;
 - c. such transfer must not breach clause 1.2 above;
 - d. the Ticket Holder/ transferee (as applicable) shall adhere to and be bound by these Home Ticket T&Cs and the Conditions of Entry which apply to and bind each Ticket Holder/ transferee (as applicable) as if he/she/they were the original purchaser and intended user of that Ticket (and any obligations/ restrictions in these Home Ticket T&Cs which are stated as applying to the Ticket Holder shall be construed as applying equally to any transferee). It is the responsibility of the Purchaser to inform the Ticket Holders and any transferee of these requirements.
- 3.3 The unauthorised sale or disposal of a Ticket (as described in clause 3.1) 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. If an individual is convicted of a ticket touting offence anywhere in the world, or the Club reasonably suspects that an individual has committed (or is attempting to commit) a ticket touting offence anywhere in the world, then:
- a. the Club may notify the Police, the FA, FIFA, and the Premier League who in turn may notify other clubs and/or the relevant law enforcement authorities. 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;
 - b. the Club may make any such enquiries as the Club considers necessary; and
 - c. such conduct shall be deemed to be a serious breach of these Home Ticket T&Cs by the Purchaser / Ticket Holder.
- 3.4 If a Purchaser suspects that ticket touting is taking place, either online, on social media or in or around the Ground, the Club requests that they promptly report their suspicions to the Club and/or the police.
- 3.5 All Tickets will remain the property of the Club at all times and may be confiscated, cancelled, or withdrawn by the Club in accordance with these Home Ticket T&Cs at any time. If the Purchaser fails to return a Ticket when required, it shall be deemed to be in breach of these Home Ticket T&Cs and, for the avoidance of doubt, the provisions of clause 7 will apply.
- 3.6 Where your Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.
- 3.7 Any Ticket obtained or used in breach of the Conditions of Entry (including the Commitment) shall be automatically void and all rights conferred or evidenced by such Ticket shall be nullified. Any person seeking to use a Ticket in breach of the Conditions of Entry (including the Commitment) to gain entry to the Ground or remain at a Match will be considered a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her/their Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this clause 3.7, no refund shall be payable. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of a Home Match Ticket.



4. Access to the Ground

- 4.1 To gain admission to the Ground, a valid Ticket must be presented. Tickets must be produced along with evidence of identity, age and/or address if required at any time (including, for the avoidance of doubt, following admission to and once inside the Ground) by any official, steward or employee of the Club or any police officer.
- 4.2 Entry into the Ground is subject always to:
- the Conditions of Entry including without limitation the Ground Regulations and the Commitment; and
 - if applicable, any specific requirements for the prevention of infectious or viral disease implemented by the Club having been met to the Club's satisfaction (e.g., evidence of vaccination, a health questionnaire, temperature check).
- 4.3 By purchasing and/or using a Ticket you: (i) certify that you have read, understood, and accepted the Conditions of Entry; (ii) agree to be bound by and to comply with the Conditions of Entry; and (iii) agree to bring to the attention of others, as required above, the Conditions of Entry.
- 4.4 A Ticket permits the holder to occupy the seat indicated on the Ticket at the relevant Match, or such other alternative seat as the Club may, from time to time, allocate at its reasonable discretion. Nothing in these Ticket T&Cs shall constitute or imply any entitlement to occupy the seat indicated on the Ticket in any subsequent Match or season.
- 4.5 The Club reserves the right in its sole discretion to allocate a Ticket Holder an alternative seat in the Ground if:
- the part of the Ground in which the Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs, or re-structure;
 - the Visiting Club is allocated part of the Ground in which the Ticket Holder's seat is located;
 - the relocation is necessary to comply with any requirements of any Football Authority in respect of any Match played at the Ground;
 - It is deemed necessary to ensure compliance with Official Guidelines or to comply with any other measures which the Club considered necessary or prudent to minimise the risk of transmission any infectious or viral disease; and/or
 - the Club, the police or any other relevant authority consider that a relocation is necessary in the interests of safety, public order, or crowd control.
- 4.6 Ticket Holders agree to remain in their allocated seats wherever possible and shall in no circumstances sit in any seat other than their allocated seat even if other seats appear empty.
- 4.7 All access to the Ground pursuant to a Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 4.8 Ticket Holders 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 Home Ticket T&Cs. Any Ticket Holder 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 will face arrest and prosecution by the police and a banning order by the Club (and/or any other clubs and authorities).



- 4.9 Save as set out in clause 4.10 below, you must not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or around the Ground, nor may you 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 Premier League and/or the Club, and clause 7 shall apply.
- 4.10 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) 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 (ii) 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, without limitation, via social networking/ media sites.
- 4.11 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 4.9 above, or pursuant to clause 4.10 above, or otherwise) is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title, and interest in such rights to the Premier League absolutely and with full title guarantee.
- 4.12 Ticket Holders will:
- not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications (for example, Fanzines) in any format which do not infringe clause 4.9 where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order;
 - not bring into the Ground any food or drink items unless purchased (subject to operation and availability) at the Ground's external kiosks;
 - not bring into, use, or display within the Ground any sponsorship, promotional or marketing materials, other than official Club merchandise, and/or other football-related clothing worn in good faith (in accordance with clause 1.2 above);
 - adhere to any relevant dress code in place at the Ground. Ticket Holders who do not, in the reasonable opinion of the Club, comply with the relevant dress code will not be admitted to the Ground; or
 - not attempt to gain access to the Home Section wearing or carrying apparel (including without limitation hats and/or scarves) that demonstrates support for a team other than the Club. Any such attempt may result in admission being refused or the relevant individual being ejected from the Ground.
- 4.13 The Club reserves the right to refuse entry to/ eject any person from the Ground who (in the Club's reasonable opinion) attempts to undertake any action in contravention of clauses 4.8 and/or 4.9 and to withdraw or suspend the individual's Ticket at the Club's discretion (and no refund will be given).

5. Disabled Fans



- 5.1 **Concessionary Rates:** Disabled Fans who can provide the Club with any of the following as proof of eligibility may be entitled to purchase a Ticket at a discounted rate:
- a statement of higher or middle rate Disability Living Allowance as issued by the Department of Work & Pensions (DWP);
 - Receipt of Severe Disablement Allowance or Attendance Allowance;
 - Enhanced rate of Personal Independence Payment (PIP);
 - Blind or Partially Sighted registration certificate;
 - We will also consider an Access Card or alternative supporting documentation. Non-UK residents should supply equivalent evidence from your home country.

This list is not exhaustive, and consideration will be given to any other evidence that can be provided, on a case-by-case basis.

- 5.2 **Personal Assistant:** The Club may allow a Disabled Fan to bring a free of charge Personal Assistant to the Match played at the Ground (save where a Disabled Fan is aged 13 or under, as all fans within that age bracket must be accompanied by an adult aged 18 and over in order to attend Matches) subject to the following conditions:
- the Disabled Fan must send in any supporting documentation to the Club in advance, evidencing the need for a Personal Assistant;
 - for any disabled fan under the age of 14 we require additional supporting documentation which clearly states the need for support over and above that of a parent or guardian (as all under 14s must be accompanied by an adult to enter the ground);
 - the Personal Assistant's role is to support the disabled fan, providing them with any required personalised, specialist assistance at a match;
 - the Personal Assistant shall adhere to and be bound by the same terms and conditions which apply to the Disabled Fan;
 - the Personal Assistant shall only attend the Match with the Disabled Fan and the Personal Assistant and the Disabled Fan must enter the stadium at the same time;
 - the Personal Assistant's ticket is non-transferable; and
 - the Disabled Fan must co-operate with the Club fully, and if requested, provide further 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 subject to the personal assistant still being able to provide the levels of support needed by the Disabled Fans.

- 5.4 The Club will make reasonable endeavours to accommodate requests to locate or relocate a Disabled Fan into suitably accessible seating (subject to availability).

- 5.5 Please note that stewards and members of staff may carry out checks on all Ticket Holders and their attendance over the course of the Match. Any abuse of the rights granted pursuant to this clause 5 will be dealt with severely and will result in the loss of the relevant individual's Ticket and the Club reserves the right to eject them from the Ground immediately without refund.

The Club will use reasonable endeavours to accommodate requests to relocate the seat at the Ground allocated to a Ticket Holder (where applicable) if the request is based upon a medical condition. The Ticket Holder will be required to apply to the Club in prior to the relevant Match with supporting medical evidence stating the facilities which will be required.

6. **Lost, stolen, and damaged Tickets**



- 6.1 The Club is not responsible for and shall not be obligated to admit entry to a Ticket Holder:
- a. if the Ticket Holder does not ensure they have the required digital device to show the Ticket upon entry to the Ground; or
 - b. if Tickets are not available due to the device on which it is being displayed is having technical issues, or it is not adequately charged (screenshots or pictures will not be accepted).

7. Cancellation and Withdrawal of a Ticket / Ejection from or Refusal of Entry to the Ground

7.1 Without prejudice to any other rights or remedies that the Club may have, the Club reserves the right, at its absolute discretion, to:

- a. eject a Ticket Holder from the Ground or refuse them entry to the Ground;
- b. exclude (indefinitely or for a period of time determined by the Club) a Purchaser/ Ticket Holder from using and/or applying to purchase any Ticket in respect of any future Match held at the Ground (including, without limitation, use of any benefits associated with the Ticket);
- c. terminate the contract for the purchase of the Ticket; and/or
- d. provide the police and any other relevant authorities including any Football Authority and/or any other football clubs with any relevant information, in any of the following circumstances:
 - (i) the Purchaser or Ticket Holder (or any person in possession of the relevant Ticket) breaches any of the Home Ticket T&Cs or Conditions of Entry (including the Commitment) or the terms and conditions of any other Club related scheme (or the Club has reasonable grounds to suspect such breach);
 - (ii) the Club reasonably suspects that entry into the Ground by the Ticket Holder (or any person in possession of the Ticket) will result in a breach of these Home Ticket T&Cs, the Conditions of Entry, or the terms and conditions of any other Club related scheme;
 - (iii) the Club reasonably suspects that a Ticket Holder's Ticket has been offered for re-sale or re-sold in contravention of these Home Ticket T&Cs;
 - (iv) the Purchaser/ Ticket Holder is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world or is the subject of football related criminal or civil proceedings; and/or
 - (v) the Purchaser/ Ticket Holder (or any person in possession of the relevant Ticket) engages in any abusive, dangerous, or other unacceptable behaviour in or around the Ground or any other sporting venue anywhere in the world.

7.2 Without prejudice to the general nature of clause 7.1, the following actions shall constitute a non-exhaustive list of conduct which shall constitute a serious breach of the Home Ticket T&Cs and the Conditions of Entry and shall enable the Club to exercise its rights as described in clause 7.1 above:

- a. smoking in designated non-smoking areas (including the smoking of electronic cigarettes which is banned in the Ground);
- b. being (or appearing to be) intoxicated;
- c. persistent standing in seated areas whilst the Match is in progress;
- d. the sale or transfer of a Ticket to any person;
- e. the deliberate misuse of a Ticket (including but not limited to the use of a Ticket described in clause 3.3);
- f. any misrepresentation in relation to clause 1.2, above;
- g. the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, or racist;
- h. the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- i. whether at the Ground, or travelling to the Match:



- a. the use of foul, obscene, abusive and/or racist language and/or gestures;
 - b. the chanting of anything of an indecent or racist nature;
 - c. fighting, or engaging in and/or inciting violence;
 - j. any other conduct outlined in clause 4.8;
 - k. bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
 - l. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - m. the supply of any misleading or incorrect information in any application;
 - n. any failure or refusal to observe any infectious or viral disease prevention measures as may be in place;
 - o. any breach of clause 4.12 above;
 - p. any failure or refusal to observe the lawful instructions of the police or the Club (including its representatives e.g., stewarding staff);
 - q. any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Ticket; and/or
 - r. any prohibited activity as defined in the Commitment or any other activity in contravention of the Commitment.
- 7.3 If requested, Ticket Holders must submit to a search to gain entry to the Ground. A bag policy (available on the Website) is in operation at the Ground.
- 7.4 The Club will not be obliged to make any refund to any Purchaser in respect of any ejection from or refusal of entry to the Ground or in respect of any Ticket which is suspended or withdrawn in accordance with the provisions of these Home Ticket T&Cs.
- 7.5 The Club reserves the right to revoke any Ticket Points acquired by and to exclude from participation in any Club membership scheme any Ticket Holder that is ejected, refused entry or banned from purchasing Tickets in accordance with these Home Ticket T&Cs, or if the Ticket Holder is refused admission or banned from the Ground or any other sporting venue anywhere in the world.
- 7.6 Any person attempting to enter or having entered the Ground with a concessionary priced Ticket must meet the criteria applicable to such concessionary Ticket. Failure to do so may result in (i) refusal of entry to, or ejection from, the Ground and the Ticket being withdrawn with no refund given and/or (ii) exclusion from using and/or applying to purchase a Ticket in respect of any Match held at the Ground (indefinitely or for a period of time).

8. Change of Details

- 8.1 Purchasers and/or Ticket Holders should promptly notify the Club of any change of details (including, without limitation, changes to payment details and/or addresses) by: (i) telephoning the Club on +44 (0) 161 444 1894; or (ii) writing to the Club, for the attention of 'Fan Services', quoting the relevant fan number. Purchasers may be required to provide the Club with proof of identity and address to the Club's satisfaction when details are changed under this clause.

9. Exclusion of Liability

- 9.1 Subject to clause 9.3, 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 Home Ticket T&Cs which is caused by circumstances outside of the Club's reasonable control;
 - b. the alteration of the dates and times of Matches; and/or



- c. the abandonment, postponement, or cancellation of Matches.
- 9.2 Subject to clause 9.3, the Club shall have no liability whatsoever to any Purchaser and/or Ticket Holder for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 9.3 For the avoidance of doubt, nothing in these Home 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
 - b. any other conduct for which liability may not be excluded or limited as a matter of English law.
- 9.4 Neither the Premier League nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators and (subject to clause 9.3) expressly excludes all liability arising in respect of the same.

10. Data Protection

- 10.1 You acknowledge and agree that the Club will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that provided to the Club shall be collected, processed, stored and transferred in accordance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) and the Club's privacy policy (available on the Website at www.mancity.com/Common/Privacy) "**Privacy Policy**"). In particular, the Club may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) 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 sanctions under the Commitment. We may also share your 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. For more information on how we process your data and who we share it with, please consult our Privacy Policy and the Premier League's privacy policy accessible via <https://www.premierleague.com/privacy-policy> relating to this use of your personal information.
- 10.2 All Ticket Holders agree that the Matches for which the Tickets 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. All persons who enter the Ground acknowledge that photographic images and/or video recordings and/or feeds (and/or stills taken from video recordings) may be taken of them and may also be used by way of example and without limitation, in televised coverage of Matches and/or for promotional or marketing purposes by the Club, the Premier League or other third parties and the use of a Ticket to enter the Ground constitutes consent to such use.

11. General

- 11.1 These Home Ticket T&Cs (and all documents referred to herein) comprise the entire agreement between the Club and you in relation to the purchase of individual Tickets and all ancillary benefits.
- 11.2 The Club reserves the right to make amendments to these Home Ticket T&Cs from time to time, provided that the amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments. Up to date versions of the Home Ticket T&Cs will be made available as soon as practicable on the Website, and hard copies will be available from the Club upon request.



- 11.3 A reference in these Home 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.
- 11.4 If any provision(s) of these Home Ticket T&Cs is/ are declared void, ineffective or unenforceable by any competent court, the remainder of the Home Ticket T&Cs shall remain in effect as if such void, ineffective or unenforceable clause(s) had not been included.
- 11.5 The Club reserves the right to alter the Ticket Point scheme (including, without limitation, the number of Ticket Points awarded for purchases) from time to time in its absolute discretion.
- 11.6 The Club’s failure to exercise, or delay in exercising, any right, power, or remedy provided by these Home Ticket T&Cs or by law shall not constitute a waiver of that right, power, or remedy.
- 11.7 Notwithstanding any other provision in these Home Ticket T&Cs and with the exception of any Football Authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 (“Act”) to rely on or enforce any term of these Home Ticket T&Cs. Nothing in these Home Ticket T&Cs shall affect any right or remedy of a third party that exists or is available other than as a result of the Act.
- 11.8 These Home Ticket T&Cs and any dispute arising thereof (contractual or non-contractual) shall be governed by and interpreted in accordance with English law and are subject to the exclusive jurisdiction of the courts of England.

12. Definitions and Interpretations

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

“City Family Group”	a group of fans who are linked as friends and family members on a fan account;
“Club”	Manchester City Football Club Limited (company number: 00040946) whose registered office is at the Etihad Stadium, Etihad Campus, Manchester M11 3FF;
“Commitment”	the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct (which can separately be found on – or accessed via the Premier League’s website at https://resources.premierleague.com/premierleague/document/2021/08/27/ff0e0706-b63c-4c27-aafe-94faeaa1d759/PL-Commitment-re.-abusive-and-discriminatory-conduct-August-2021-.pdf , or can be provided upon written request to the Club;
“Conditions of Entry”	(i) the rules and regulations of each of the Football Authorities, (ii) the Ground Regulations and (iii) the Commitment;
“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”	the Premier League, The Football League, The Football Association, The Football Association of Wales, FIFA, UEFA, and any other relevant governing body of association football;
“Ground”	the Etihad Stadium, Etihad Campus, Manchester M11 3FF (or such other ground to which the Club relocates on a temporary or permanent basis to the extent that the Etihad Stadium is unavailable for use by the Club;



“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;
“Group Ticket”	any Ticket which is purchased with any other Ticket in a group booking;
“Match”	any match played by the Club’s men’s first team squad at the Ground during the Season in the following competitions: (i) the English Premier League (ii) the League Cup, (iii) the FA Cup and (iv) UEFA Competitions (Europa Cup and Champions League) or an official friendly match;
“Material”	any audio, visual or audio-visual material or any information or data;
“Official Guidelines”	UK Government and/or Football Authority rules, regulations, and guidelines;
“Package”	a package comprising of a Ticket or Group Ticket, together with additional Club benefits (for example stadium tour tickets);
“Personal Assistant”	an individual who is responsible for a Disabled Fan’s care;
“Purchaser”	a person purchasing any number of Tickets;
“Season”	01 July 2024 to 30 June 2025;
“Season Ticket Member”	a registered holder of a season ticket in accordance with the Season Ticket 2024/25 Terms & Conditions;
“Ticket”	mobile (contactless) ticket and, if made available by the Club, the printed paper Ticket, electronic card, ticket or pass or any other method for entry stipulated by the Club from time to time entitling a person to attend a Match taking place at the Ground during the Season;
“Ticket Holder”	a registered holder of a Ticket;
“Ticket Points”	ticket points awarded by the Club to Purchasers under the Club’s ticket point scheme in place from time to time;
“Visiting Club”	the football club playing against the Club in the relevant Match; and
“Website”	the Club’s website found at the URL www.mancity.com .