Medlock Attractions
Experience Terms & Conditions 2026/27

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

1. Definitions and Interpretation

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

"**Address**"	means the addresses of Purchasers and Attendees provided to Medlock Attractions upon application for the purchase of Tickets, or such other addresses as may be notified by Purchasers or Attendees to Medlock Attractions in accordance with condition 9 below;
"**Attendee**"	means a person or persons attending an Experience;
"Experience"	means a Stadium Tour and/or Museum Experience operated by Medlock Attractions, as the context requires;
"**Force Majeure Event**"	means any circumstances outside the reasonable control of Medlock Attractions including, without limitation, acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body (including, without limitation, FIFA, UEFA, The FA, the Premier League and the Football League, insofar as they impact availability of the Venue), inability to obtain supplies, interruption of electricity, internet or means of telecommunication, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm;
"**Ground**"	means the Etihad Stadium, Etihad Campus, Manchester M11 3FF;
"**Ground Regulations**"	means the ground regulations issued by Man City from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground, a copy of which is available on the Man City Website;
"Licensed Partner"	means an organisation which may sell Experiences on behalf of Medlock Attractions;
"**Man City**"	means Manchester City Football Club Limited (company registration number 00040946) whose registered office is at the Ground;
"Man City Website"	means the website operated by Man City at www.mancity.com;
"Meeting Area"	means the Z3 entrance at the Etihad Stadium, or such other designated meeting point for the relevant Experience as may be notified to the Purchaser by Medlock Attractions;
"Medlock Attractions"	means Medlock Attractions (Manchester) Limited (company registration number 16888160) whose registered office is at City Football HQ, 400 Ashton New Road, Manchester, United Kingdom, M11 4TQ;
"**Medlock Attractions Website**"	means the website operated by Medlock Attractions at https://www.medlocksquare.com/;
"Museum Experience"	means the official Manchester City museum experience operated by Medlock Attractions;
"**Purchaser**"	means an individual or organisation purchasing any number of Tickets;

"Stadium Tour"	means an official tour of the Ground operated by Medlock Attractions, which includes the VR Experience;
"**Ticket**"	means a ticket for an Experience;
"Venue"	means the Ground (in respect of a Stadium Tour) and/or the Manchester City Museum Experience, Etihad Campus, Manchester, M11 3FF (in respect of the Museum Experience), as applicable;
"Venue Regulations"	means the Ground Regulations and/or any other entry or conduct regulations applicable to the relevant Venue from time to time;
"VR Experience"	means a virtual reality experience consisting of the Man City product 'Beyond the Blue Moon'; and
"Waiver"	means the virtual reality experience participant waiver and release form provided by Medlock Attractions prior to participating in the VR Experience.

2. Experiences

2.1. Medlock Attractions operates the Experience.

2.2. All purchases of Tickets are made subject to these Experience T&Cs. By purchasing Tickets, Purchasers acknowledge that they have read, understood and agree to be bound by these Experience T&Cs.

2.3. All Tickets are sold subject to availability and Medlock Attractions makes no guarantee regarding the availability of time slots for an Experience prior to a booking confirmation being issued by Medlock Attractions.

2.4. Purchasers should arrive at the relevant Venue at least 15 minutes prior to the start of their Experience start time and report to the Meeting Area, as detailed in the confirmation email.

3. Purchase and Payment

3.1. By applying to purchase one or a number of Tickets, you are making an offer to Medlock Attractions. A contract for the supply of a Ticket and any associated benefits shall be created when the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received) by Medlock Attractions.

3.2. Purchasers may purchase Tickets by using any of the following purchase methods:

a. via the Man City Website and/or Medlock Attractions Website;
b. over the telephone by calling 0161 444 1894, option 5;
c. in person at the ticket office at the Ground; or
d. through one of Medlock Attractions' Licensed Partners.

3.3. Concessionary priced Tickets shall be offered at Medlock Attractions' discretion and be subject to the following criteria:

a. Appropriate evidence of qualifying criteria i.e. educational status and/or purpose of the trip in relation to a school concession and/or proof of age; and
b. Medlock Attractions reserves the right to refuse to grant a discount for any reason whatsoever.

3.4. The maximum number of Tickets which can be purchased for a single Experience is 24. Any purchase of 25 or more Tickets will be classed as a group booking.

3.5. The price payable for each Ticket shall be as set out on the Man City Website and/or the Medlock Attractions Website or as otherwise notified by Medlock Attractions from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT.

3.6. The sale of Tickets is subject to the Purchaser providing Medlock Attractions with full payment of the relevant price at the time of booking. Purchasers who provide Medlock Attractions with debit or credit card payment details authorise Medlock Attractions to use those details to fulfil payment of the price and other fees attributable to the relevant Ticket(s). Additionally, those Purchasers will need to provide their Address unless they have previously done so.

3.7. Medlock Attractions only accepts payments made by:

a. valid credit card;
b. valid Visa debit card;
c. valid MasterCard debit card; or
d. BACs.

3.8. If the payment method or details are declined when Medlock Attractions attempts to retrieve payment for any Tickets or any other associated fees, and provided that there are still at least 48 hours prior to the start of the relevant Experience:

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

3.9. Purchasers may apply for a refund for Tickets purchased by submitting a request to Medlock Attractions no later than 48 hours prior to the start of the Experience initially booked by the Purchaser.

3.10. The Purchaser will be entitled to apply to Medlock Attractions to exchange any Tickets purchased for an alternative date and time, subject to the following conditions:

a. Any application is made at least 4 hours prior to the start of the Experience initially booked by the Purchaser;
b. Any proposed exchange is subject to the availability of spaces on an alternative date and time; and
c. No exchange may be made for goods or services that are not an Experience of the same type as previously booked.

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

3.12. Children aged under 14 may not enter the Venue unless accompanied by an adult aged 18 or over, and that child must be in possession of a valid Ticket for the Experience they are attending.

3.13. Should there be 12 or more Attendees under the age of 14 attending an Experience, they must be accompanied by at least one adult for every 12 under-14 Attendees, plus one additional adult.

3.14. Proof of age may be requested by Medlock Attractions at any time.

4. **Discounted Tickets and Offers**

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

4.2. Any offer is available at the discretion of Medlock Attractions and may be altered or withdrawn at any time without notice.

5. **Tickets**

5.1. If Tickets are purchased directly from Medlock Attractions through the channels identified in 3.2 a. - c., then the Purchaser and/or any Attendees will need to give the name of the Purchaser in order to gain entry to the Venue and participate in the Experience.

5.2. Tickets sold by a Licensed Partner are subject to that Licensed Partner's terms and conditions, in addition to these Experience T&Cs.

6. Transfer of Tickets and Cessation of Rights

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

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

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

b. the transfer must be free of charge or for a fee or benefit no greater in value than the face value of the Ticket; and

c. in respect of Ticket(s) for or that include the VR Experience, the Attendee must provide a completed and signed Waiver.

The Attendee shall adhere to and be bound by these Experience T&Cs and the Venue Regulations, and it is the responsibility of the Purchaser to inform the Attendee of these requirements.

6.3. Subject to condition 6.2 above, all rights with respect to Tickets are personal to the Purchaser/Attendee and shall cease upon the death of the Purchaser/Attendee.

6.4. Purchasers shall provide their name, address and those of any Attendee(s) if asked to do so by any official, steward or employee of Man City, Medlock Attractions and/or any police officer.

7. Exclusion of Liability

7.1. Medlock Attractions is unable to give any guarantees that any particular Experience will take place at a particular time or on a particular date. Medlock Attractions reserves the right to reschedule any Experience without notice and without any liability whatsoever. In the event of the postponement or abandonment of an Experience, Medlock Attractions will take all reasonable measures to contact you when such postponement or abandonment has occurred and offer an alternative date, or refund of the Experience tickets (at Medlock Attractions' discretion) to an Experience gift voucher or the original method of payment.

7.2. Medlock Attractions is unable to guarantee that all advertised elements of the Experience will be available. Due to the operational needs of Man City and/or Medlock Attractions, Medlock Attractions may be required (on short or no notice) to (i) replace any parts of the Experience; (ii) change the contents of the Experience and/or (iii) close parts of the Experience without any liability whatsoever by way of compensation, refund, readmission or otherwise.

7.3. Neither Medlock Attractions or Man City nor any of their respective employees or consultants are responsible for any property lost or damaged during an Experience.

7.4. Medlock Attractions expressly excludes all liability resulting from:

a. any failure or delay by Medlock Attractions in carrying out any of its obligations under these Experience T&Cs which is caused by circumstances outside of the reasonable control of Medlock Attractions, or a

Force Majeure Event;

b. the alteration of the dates and times of an Experience;
c. the abandonment, postponement or cancellation of an Experience; and
d. the alteration, change or closure of the Experience or parts thereof.

7.5. Medlock Attractions shall have no liability whatsoever to any Purchaser/Attendee for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

7.6. For the avoidance of doubt, nothing in these Experience T&Cs shall exclude or limit the liability of Medlock Attractions for:

a. death or personal injury caused by Medlock Attractions or Medlock Attractions' employees' negligence during the course of their employment; or
b. any other conduct for which liability may not be excluded or limited as a matter of English law.

8. <u>Entry to the Venue</u>

8.1. The Attendee shall only be permitted to access areas of the Venue that form part of the relevant Experience. Not all areas may be available during the Experience due to operational requirements of the relevant Venue.

8.2. Entry into the Venue is subject always to the applicable Venue Regulations. By purchasing (or using) a Ticket you:

a. certify that you have read, understood and accepted the Venue Regulations;
b. agree to be bound by and to comply with the Venue Regulations; and
c. agree to bring to the attention of others, as required above, the Venue Regulations.

8.3. If an Attendee is aged under 14, their parent(s) and/or legal guardian(s) shall, in addition to the Purchaser themself, be responsible for the Attendee's actions, conduct and compliance with the Experience T&Cs and the Venue Regulations.

8.4. Any person attempting to enter or having entered the Venue with a concessionary priced Ticket where that person is not entitled to use a concessionary priced Ticket will be ejected from, or refused entry to, the Venue and may have the Ticket withdrawn at Medlock Attractions' sole discretion, and no refund shall be given.

8.5. Purchasers and/or Attendees will be permitted to make audio and visual recordings of the Experience, subject to the following limitations:

a. the Experience is not filmed in its entirety;
b. tour guides are not directly recorded whilst presenting to the group;
c. the use of recording equipment is at the sole discretion of Medlock Attractions and its representatives during the Experience; and
d. any recordings made are for private and personal use only.

8.6. Should any of the conditions in clause 8.5 above be breached or Medlock Attractions suspects that they may be breached, Medlock Attractions reserves the right to eject Purchasers and/or Attendees from the Experience and the Venue and have the Ticket withdrawn at Medlock Attractions' sole discretion, and no refund shall be given in such a situation.

8.7. Alternatively, if any of the conditions in clause 8.5 are breached by an Attendee, Medlock Attractions may request that the Attendee remedy that breach or risk being ejected from the Experience and the Venue in accordance with clause 8.6 above.

8.8. Medlock Attractions does not tolerate homophobic, sexual, sectarian, racial, discriminatory, offensive or illegal behaviour in any form (whether physical, verbal or other). Any Purchaser or Attendee who is found or is reported to be abusing any other individual taking part in the Experience, member of staff or any other individual in or

around the Venue will face arrest and prosecution by the police. Medlock Attractions reserves the right to impose a ban on the offending Purchaser/Attendee and promptly eject the Purchaser/Attendee with no refund being given.

8.9. Medlock Attractions reserves the right, at its absolute discretion, to eject a Purchaser/Attendee from the Venue and/or the Experience, and/or refuse a Purchaser/Attendee entry to the Venue and/or the Experience if:

a. the Purchaser/Attendee breaches any of the Experience T&Cs or Venue Regulations (or Medlock Attractions has reasonable grounds to suspect such breach); or
b. the Purchaser/Attendee is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world; or
c. the Purchaser/Attendee fails to comply with the instructions of any official or other member of staff during the Experience; or
d. the Purchaser/Attendee engages in any abusive, dangerous or other unacceptable behaviour (including but not limited to the behaviour listed in conditions 8.8 and 8.10 and the prohibited behaviour listed in the Ground Regulations as well as any other behaviour which may become a nuisance to Medlock Attractions and/or any other individual taking part in the Experience) in or around the Venue or any other sporting venue anywhere in the world.

8.10. Without prejudice to the general nature of condition 8.9, the following actions shall constitute a serious breach of the Experience T&Cs and the Venue Regulations:

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

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

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

8.13. Purchasers/Attendees shall not offer or distribute (either free or for sale by any person) within the Venue any consumer article or commercial product of any nature.

8.14. Purchasers/Attendees shall not bring into the Venue any food or drink items, and only food and drink items purchased in the Venue from vendors authorised by Medlock Attractions may be consumed in the Venue. For the avoidance of doubt, Purchasers/Attendees are permitted to bring baby food and (where required for medical purposes) water into the Venue, but no food and/or drink items may be consumed whilst undertaking the VR Experience or interactive elements of the Museum Experience.

9. Change of Details

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

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

10. Disabled Access

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

10.2. For more details, please contact Medlock Attractions' customer support team on 0161 444 1894, option 5.

11. Data Protection

11.1. Each Purchaser and Attendee acknowledges and agrees that the personal data provided by the Purchaser and/or the Attendee to Medlock Attractions in the purchase of Tickets and provision of the Waiver shall be collected, stored and used by Medlock Attractions in accordance with applicable data protection laws (including in the UK, the Data Protection Act 2018) and Medlock Attractions' Privacy Policy (available on the Medlock Attractions Website at https://www.medlocksquare.com/privacy-policy/). Medlock Attractions' Privacy Policy applies to all Attendees, including children. Where an Attendee is a child, it is the responsibility of their parent(s) and/or guardian(s) to ensure they have read and understood the Privacy Policy on their behalf.

11.2. All persons who enter the Venue acknowledge that photographic images and/or video recordings (and/or still taken from video recordings) may be taken of them and may also be used for promotional or marketing purposes by Medlock Attractions, the Premier League or other third parties, and entry to the Venue constitutes consent to such use.

11.3. Attendees acknowledge that the Museum Experience features interactive elements in which photographic images and/or video recordings (and/or stills taken from video recordings) of Attendees may be captured and used by Medlock Attractions in order to deliver the Experience, and create relevant content. Entry to the Venue constitutes consent to such use.

12. Entire Agreement

These Experience T&Cs (as defined in condition 1) comprise the entire agreement between Medlock Attractions and the Purchaser/Attendee in relation to the purchase of Tickets and all ancillary benefits.

13. Severability and Amendments

13.1. Medlock Attractions reserves the right to make amendments to these Experience 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 Experience T&Cs will be made available as soon as practicable on the Website, and hard copies will be available from Medlock Attractions upon request.

13.2. In the event that any condition(s) of these Experience T&Cs is/are declared void, ineffective or unenforceable by any competent court, the remainder of the Experience T&Cs shall remain in effect as if such void, ineffective or unenforceable condition(s) had not been included.

14. Waiver

14.1. Medlock Attractions' failure to exercise, or delay in exercising, any right, power or remedy provided by these Experience T&Cs or by law shall not constitute a waiver of that right, power or remedy.

15. Right of Third Parties

15.1. Notwithstanding any other provision in these Experience T&Cs and with the exception of any football authority, no other person other than you, Medlock Attractions or Man City has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Experience T&Cs. Nothing in these Experience T&Cs shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

16. Governing Law

16.1. These Experience T&Cs and any dispute arising thereof (contractual or non-contractual) shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

17. VR Experience

17.1. In addition, and without prejudice to the other conditions contained within these Experience T&Cs, in respect of the VR Experience, the following terms shall apply:

a. the minimum age for participation in the VR Experience is 7 years of age. Anyone under the age of 7 will not be eligible to participate in the VR Experience;
b. each individual Purchaser/Attendee (and/or their parent(s) and/or legal guardian(s)) must have completed and signed a Waiver prior to their participation in the VR Experience;
c. Medlock Attractions reserves the right, in its absolute discretion, to eject a Purchaser/Attendee from the Venue, the Experience and/or the VR Experience, and/or refuse a Purchaser/Attendee entry to the Venue, the Experience and/or the VR Experience if the Purchaser/Attendee fails or refuses to provide a fully completed and signed Waiver prior to their participation in the VR Experience (including, for the avoidance of doubt, where the Purchaser/Attendee is in breach of condition 8.10 n. above);
d. Medlock Attractions will not be obliged to make any refund to any Purchaser or Attendee in respect of any ejection from or refusal of entry to the Venue, the Experience and/or the VR Experience in accordance with condition 17.1 c. above and, for the avoidance of doubt, the decision of Medlock Attractions in respect of any ejection, refusal of entry to the Venue or participation in the VR Experience is final.

18. Web Application

Purchasers and Attendees that have purchased a self-guided Museum Experience will navigate the experience using a third-party web-based application (the "**App**"), accessible via a web browser on a compatible device. Use of the App is governed by the third-party provider's terms and conditions, which form a separate agreement between the App provider and the Attendee. To the fullest extent permitted by law, Medlock Attractions accepts no liability in connection with those terms, or for any App failure, device incompatibility, or lack of connectivity. Use of the App is at the Attendee's own risk.