

Local Resident Ticketing Ballot Terms and Conditions

The Local Resident Ticketing Ballot (the “**Ballot**”) is run by Manchester City Football Club Limited (the “**Club**”). Fans who reside in eligible postcodes will be able to enter the Ballot to purchase tickets for selected Manchester City men’s home matches at a discounted rate.

By entering, you fully agree and accept these Local Resident Ticketing Ballot Terms and Conditions (“**Ballot T&Cs**”) and if successful, your subsequent purchase and/or use of any Match Tickets shall be subject to the 2026/27 Home Match Ticket Terms and Conditions (“**Match T&Cs**”) and any other applicable terms and conditions notified to you by the Club.

In addition to these Ballot T&Cs, specific information in respect of each Ballot (such as the opening/closing dates) will be made available at <https://www.mancity.com/local-resident-tickets> (the “**Ballot Information**”). You should therefore read these Ballot T&Cs in combination with any applicable Ballot Information.

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

“**City Family Group**” means a group of fans who are linked as friends and family members on a fan account;

“**Commitment**” means 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**” means (i) the rules and regulations of each of the Football Authorities, (ii) the Ground Regulations and (iii) the Commitment;

“**Cup Match**” means any football match played by the Club’s men’s first team squad at the Ground in the Football League Cup, FA Cup or UEFA competitions;

“**Eligible Applicant**” means an individual who (i) holds an active Cityzens account with the Club, and has been allocated a Supporter Number; (ii) resides in an Eligible Postcode; (iii) has completed the Club’s address confirmation process in accordance with the Club’s instructions; and (iv) does not currently hold a season ticket with the Club;

“**Eligible Postcode**” means any postcode designated as such by the Club and published on the Club’s Website (or such other location as the Club may notify from time to time). The Club reserves the right to update, revise or amend the list of eligible postcodes at its sole discretion;

“**Football Authority**” means The Premier League, The Football League, The Football Association, FIFA, UEFA, and any other relevant governing body of association football;

“**Ground**” means the Etihad Stadium, Etihad Campus, Manchester, M11 3FF;

“**Ground Regulations**” means 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 Club’s Website;

“**Official Guidelines**” means UK Government and/or Football Authority rules, regulations, and guidelines;

“**Premier League Home Match**” means any football match played by the Club’s men’s first team squad at the Ground in the Premier League;

“Supporter Number” means the unique identifier allocated to a supporter by the Club on creation of a Cityzens account; and

“Website” means the Club’s website, found at the URL www.mancity.com.

1. Who Can Enter

Subject to the below restrictions on under 18s, the Ballot is open to all Eligible Applicants.

Proof of address will be required prior to entry to the Ballot. Proof of identity and age may also be required and personal details will be checked by the Club prior to any tickets being issued and prior to entry into the stadium.

Where an Eligible Applicant is under 18 years of age:

- (a) A parent or guardian must submit the application on their behalf. The parent or guardian must themselves be an Eligible Applicant and will be responsible for completing the address confirmation process as directed by the Club; and
- (b) Any Ballot entry made on behalf of an applicant under 18 must include at least one person aged 18 or over.

All match tickets are “home” tickets for the Club and you must be a home supporter to attend the match. Away fans are not permitted in the “home” section of the stadium. It follows that Ballot entrants must be home supporters of the Club to enter a Ballot. Successful applicant(s) are subject to screening by the Club based on their Conditions of Entry and the Club is not liable if you or any person accompanying you is refused entry because you do not meet these conditions.

2. How to Enter

To be eligible to enter a Ballot, you must:

- (i) hold an active Cityzens account with the Club, and possess a valid Supporter Number;
- (ii) not currently hold a season ticket issued by the Club;
- (iii) have a registered address within an Eligible Postcode; and
- (iv) have completed the relevant address confirmation process in accordance with the Club’s instructions.

There will be a Ballot for all Season 2026/27 Premier League Home Matches, and select Cup Matches played at the Etihad Stadium (each a **“Match”**).

Each Match will have its own individual Ballot.

The opening date and time to register for each Ballot along with the closing date and time shall be as set out in the Ballot Information (the **“Ballot Period”**). You may amend your Ballot entry until the Ballot Period closes. Any entries received outside the relevant Ballot Period for a Match will not be considered for that Match Ballot, even if they appear to be registered.

Information on how to register for the Ballot can be found in the Ballot Information.

Prior to entering a Ballot, you must first confirm your address. This will be done via bank verification using your payment card. You will be required to provide your full name, Supporter Number, and contact details, including your postal address and email address. If you are applying on behalf of any other Eligible Applicant under 18, you must also provide their details at this stage.

Once your address has been confirmed, you will be eligible to enter a Ballot. To enter a Ballot, you will be required to provide your Supporter Number, your payment details, and the specific match(es) you wish to be considered for. By submitting a Ballot entry, you undertake to notify the Club if circumstances change such that

you, or an Eligible Applicant on whose behalf you have entered the Ballot, are no longer able to attend/be considered for the Ballot.

3. Other Conditions for Ballot Entry

You may submit a Ballot entry on behalf of one or more additional Eligible Applicants (a “Group Entry”) subject to the ‘*who can enter provisions*’ above, and provided that:

- (a) the total number of tickets applied for in each Ballot shall not exceed four (4) in total, of which one (1) ticket must be retained for your own personal use;
- (b) each individual on whose behalf a ticket is applied for must: (i) satisfy all the criteria for an Eligible Applicant; (ii) be identified by their Supporter Number at the point of entry; and (iii) be a member of your City Family Group; and
- (c) each ticket applied for on behalf of another individual is for that individual’s personal use only, and each such individual shall be bound by the Conditions of Entry as if he/she/they were the original purchaser of the ticket.

For the avoidance of doubt, each Eligible Applicant will only be able to enter a Ballot once. If another Eligible Applicant enters the Ballot for a Match on your behalf, you will not be able to enter that Ballot yourself for that Match. If you are successful in one Ballot, this will not prevent you from entering a Ballot for another fixture.

The Club will use reasonable endeavours to accommodate any accessibility requirements notified by an applicant at the time of submitting their Ballot entry, subject to availability. Applicants entering into the Ballot and applying for tickets acknowledge and accept that, save where necessary to fulfil any accessibility requirements, the Club shall allocate seats at its sole discretion and applicants shall have no right to select or request a particular seat. All applicants agree to accept the seats they are offered and agree that the Club will not be liable for any loss, damage or disappointment suffered through the allocated seat.

The following entries are not valid entries: (i) entries which do not meet any eligibility or entry requirements as set out in these Ballot T&Cs; (ii) entries submitted using a method or technique designed to unfairly increase chances of winning; (iii) third party or bulk entries; (iv) entries made in breach of these Ballot T&Cs; (v) entries with inappropriate, illegal or offensive content; (vi) entries received outside the Ballot Period; or (vi) dishonest entries.

The Club may verify the validity of entries (including an Eligible Applicant’s identity and place of residence), disqualify any entrant and invalidate or recover any ticket issued to an entrant following breach of these Ballot T&Cs or where conduct is contrary to the spirit or intention of the Ballot. The Club deals with such tickets at its discretion.

No responsibility can be accepted for (i) any incorrect, inaccurate or incomplete entries or information caused by an entrant or occurring during transmission or (ii) entries not received for whatever reason, including for entries lost, delayed or corrupted, or due to computer error in transit.

4. Successful Ballot Entries and Ticket Purchase

Please note that entry into the Ballot does not guarantee that you will be allocated a Match ticket. Further, if you are successful in the Ballot, this does not automatically allocate you a ticket and you are still required to make payment for the tickets in accordance with the Club’s instructions.

After the closing date of each individual match Ballot, the Club will randomly select successful Ballot applicants from all valid entries received within the Ballot Period (each such individual a “**Successful Applicant**”). All entries will be verified by the Club and/or its agents. The Club will not be held liable where an applicant is unsuccessful in each and/or any Ballot they enter.

Each Successful Applicant who satisfies the entry conditions will be notified by email (to the email address provided alongside the Ballot application) following the end of the Ballot Period for the relevant Match, and payment will be taken using the details provided on entry. Where a Ballot entry is submitted by an Eligible

Applicant on behalf of one or more Eligible Applicants, the outcome of such entry shall apply to all individuals named within the Group Entry collectively, such that either all named Eligible Applicants will be successful, or none will be successful.

The Club reserves the right in its sole discretion to withhold release of a ticket until proof of eligibility and/or identity requested by the Club has been confirmed and any requirements of the Club are met to the Club's satisfaction. The Club reserves the right to disqualify an entrant from the Ballot, withdraw a Successful Applicant's right to purchase a ticket and/or offer the ticket to another applicant in the event of failure by the Successful Applicant (or any Eligible Applicant on whose behalf the Successful Applicant has purchased a ticket) to comply with these requirements.

If a Successful Applicant's selected payment method fails, or they are unable to comply with these Ballot T&C's, the Successful Applicant is deemed to have forfeited their opportunity to purchase a ticket and the Club reserves the right to automatically re-allocate the ticket opportunity at its discretion.

The Club's selection of Successful Applicant(s) and decision to reallocate any tickets is final.

5. The Tickets

Any ticket purchased following a successful Ballot shall be subject to and governed by that Match ticket's Terms and Conditions, which can be found on the Club Website.

Save as permitted in these Ballot T&Cs, each ticket is issued for the sole use of, and is personal to, the Successful Applicant and any Eligible Applicant on whose behalf the tickets were applied for. The Successful Applicant(s) shall not sell, assign, or transfer their ticket(s) to any other person nor use the ticket(s) for any commercial purpose.

All tickets will be made available in digital format.

Tickets are subject to availability and the Club reserves the right to substitute any ticket with another of equivalent value without giving notice.

A Successful Applicant is responsible for their own expenses and arrangements. The Club will not be liable and shall be under no obligation to refund any expenses incurred by a Successful Applicant where a match is postponed, cancelled or access to a match is denied for whatever reason.

The Club is not liable for any delay or non-delivery of tickets for any reason beyond its control, including but not limited to any failure by you to accept delivery of a ticket for any reason.

The Club shall be entitled to require a Successful Applicant collect their ticket in person at the Ground with valid photo ID matching the name on the ticket, should the Club deem it necessary in order to verify the Successful Applicant's identity. The Club shall be entitled to refuse entry to any person over 14 who does not have the necessary photo ID matching a ticket and no refund will be provided if entry to a match is refused due to a failure by you or any person accompanying you to provide photo ID matching the name on the ticket.

If a Successful Applicant is a Disabled Supporter (as defined in the Match T&Cs) they shall be entitled to a free of charge ticket for a Personal Assistant to accompany them to the match in accordance with the Match T&Cs. The Club will try to accommodate the Disabled Supporter and Personal Assistant to the best of their ability. For more information on Disabled Supporter tickets and access, please contact The Access Team on +44 (0)161 444 1894 (option, 1, option 2, option 2).

Each match ticket issued by the Club is subject to its terms and conditions of entry and the Ground Regulations, which are available on the Club's Website or upon request. The use of a ticket to enter a Club's stadium constitutes acceptance of that Club's terms and the Conditions of Entry. The ticket shall remain at all times the property of the issuing Club.

In order to use a ticket, a Successful Applicant will be required to ensure they have the required mobile phone device to show a ticket upon entry to the stadium. The Club will not be liable for any loss, damage, injury or

disappointment suffered in connection with a Successful Applicant failing to bring their ticket to the specific match and may refuse entry to the stadium at their discretion.

The Club will not be held responsible if the fixture does not go ahead at the time and/or date detailed on the ticket. Should the game be postponed, your tickets will be valid for the rescheduled Match. You will be given the option to attend the Match on the rescheduled date, or request a full refund (excluding the booking fee). Rescheduled Match tickets are non-transferable. If a refund is requested, your ticket will be offered to another Ballot applicant. In the event of a Match being cancelled or access to the general public being prohibited or restricted by Club policy or change in Official Guidelines, tickets will be refunded into the bank account they were purchased from or where this is not possible, the purchaser will be issued a credit note. This does not affect your statutory rights.

6. General

The Club's decision is final and binding. No correspondence will be entered into. Entry implies acceptance of these terms and conditions and any other applicable terms and conditions, including the Match T&Cs.

The Club reserves the right to hold void, suspend, cancel or amend the Ballot at any time as it sees fit and if voided, suspended or cancelled, the Club is under no obligation to deliver a ticket to any Ballot entrant and shall refund any purchased tickets into the bank account they were purchased from.

To the extent permitted by law, the Club is not liable for any loss, damage, injury, illness or disappointment suffered or sustained (whether or not arising from any person's negligence) in connection with the Ballot, attendance of any match or any delays or failure (in whole or in part) to perform any of its obligations if such delay or failure is caused by something beyond its control.

The Club will not be held responsible for any Successful Applicant and/or companion not taking advantage of the ticket due to health or any other reason.

If any provisions of these Ballot T&Cs should be deemed to be illegal, invalid or otherwise unenforceable then it shall be severed and deleted from these Ballot T&Cs and the remaining provisions shall survive and remain in full force and effect.

The Ballot and these Ballot 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.

The Club's Supporter Services team may be contacted on +44 (0)161 444 1894. The promoter is: Manchester City Football Club Limited (company no. 40946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester M11 3FF.

7. Personal Data

All Personal Data will be held and used by the Club in accordance with the Club's privacy policies (which can be found at <https://www.mancity.com/common/privacy>) and in accordance with data protection legislation. By entering a Ballot, you agree to the collection, retention, usage and distribution of your personal information in accordance with the Club's privacy policy and the Supporter Code of Conduct. We may also use the information you provide to verify your age and identity.