



The following terms and conditions (the “**Cityzens Membership T&Cs**”) apply to all purchases (including renewals) of a Membership (as defined below). Before purchasing, manually renewing or auto-renewing your Membership, these Cityzens Membership T&Cs are to be read in conjunction with the Season Ticket T&Cs, the Home Ticket T&Cs, the Ground Regulations, Conditions of Entry and the Website T&Cs (each as applicable) and any other relevant terms and conditions referred to herein (together, the “**Associated T&Cs**”). Purchase of a Membership (including the Cup Scheme add-on) and use of the benefits it confers are subject to these Cityzens Membership T&Cs and the applicable Associated T&Cs.

Please read this document carefully as the terms below apply to your purchase of a Membership. In particular, please note the following:

AUTOMATIC RENEWAL

The Club operates an automatic renewal scheme by which (unless otherwise stated in these Cityzens Membership T&Cs) each Membership automatically renews on an annual basis. Where your Membership automatically renews, prior to the end of each 12-month period, the Club will send you a renewal reminder and your Membership will automatically renew as described in condition 3 unless cancelled in accordance with these Cityzens Membership T&Cs. Details of how to cancel are contained in condition 5 and will also be provided in your renewal reminder, which will be sent according to the contact details provided by you. Automatic renewal applies to all Memberships (unless otherwise stated in these Cityzens Membership T&Cs).

These Cityzens Membership T&Cs are made up of Part 1: General Terms and Conditions (pages 1 – 11), Part 2: Membership Benefits (pages 11 – 15) and Part 3: Cup Scheme Terms and Conditions (pages 16 – 17).

Part 1 – General Terms and Conditions

1. Definitions and Interpretation

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

- | | |
|--------------------------------|---|
| “Address” | the email and postal addresses of Purchasers and Members provided to the Club upon application for the purchase of a Membership, or such other addresses as may be notified by Purchasers or Members to the Club in accordance with condition 12 below; |
| “Away Match” | means a Match played other than at the Ground; |
| “Away Cup Match” | means a Cup Match that is an Away Match; |
| “City Family Group” | a group of fans who are linked as friends and family members on a fan account; |
| “City Store” | means any physical or online store operated by the Club for the sale of Club merchandise to the general public (such online store being the City Store Online); |
| “City Store Online” | means shop.mancity.com or any replacement thereof; |
| “Cityzens Portal” | means a dedicated Cityzens-only page available to all Members aged 13 and over; |
| “Cityzens Welcome Pack” | has the meaning given to it in condition 23.1; |



“Club”	means either: (a) individually, Manchester City Football Club Limited (“ MCFC ”) or Manchester City Women’s Football Club Limited (“ MCWFC ”); or (b) together, MCFC and MCWFC, in each case as the context dictates;
“Club Related Activities”	means any of the following activities: - registering as a supporter on the Website; - registering with City Voice; - purchasing a ticket to a Match; and - making a purchase via City Store Online;
“Club Team”	means all association football teams operated by the Club, including without limitation, first XI and reserve teams, the academy teams and the youth teams;
“Conditions of Entry”	means the rules and regulations of any Football Authority, and the Ground Regulations;
“Cup Competition(s)”	means the FA Cup;
“Cup Match”	means any match in the Cup Competition(s) in which the MCFC’s first team squad participates during the Season;
“Cup Match Ticket”	means a ticket for general admission attendance at Cup Matches;
“Cup Scheme”	means the scheme by which Members may supplement their Membership Benefits to include entitlement to attendance at Cup Matches at the Ground during a Season, as further described in the Cup Scheme T&Cs;
“Cup Scheme Cityzens Members”	means Members who join the Cup Scheme;
“Cup Scheme T&Cs”	means the terms and conditions applicable to membership of the Cup Scheme as set out at Part 3;
“FA Cup”	means the Football Association Challenge Cup as organised by the Football Association Limited (company number 00077797) (the “ FA ”);
“Free Registration”	has the meaning given to it in condition 2.1;
“Football Authority”	the Football Association Limited (the FA), the Football Association Premier League Limited, the Football League Limited (the EFL), Fédération Internationale de Football Association (FIFA), Union des Associations Européennes de Football (UEFA), Women’s Professional Leagues Limited (the WSL) and any relevant and properly constituted governing body or authority of any league or competition in which any Club Teams shall participate;
“Ground”	means: (a) in respect of MCFC, the Etihad Stadium, Etihad Campus, Manchester, M11 3FF; and (b) in respect of MCWFC, the Joie Stadium, Etihad Campus, North Gate, 400 Ashton New Road, Manchester, M11 4TQ, or such other stadium to which any Club relocates on a temporary or permanent basis to the extent that the Etihad Stadium is unavailable for use by the same 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;
“Home Cup Match”	means a Cup Match that is a Home Match;
“Home Match”	means a Match played at the Ground;
“Home Ticket”	means a ticket for general admission attendance at Home Matches;
“Home Ticket T&Cs”	means the standard terms and conditions applicable to the purchase of Home Tickets, a copy of which is available on the Website;
“Match”	means any competitive association football match played by any Club Team, in any competition, whether home or away;
“Member”	each person who is registered as an official member of any one of the Club’s Cityzens Membership schemes;
“Membership”	means membership to one of the Membership Schemes;
“Membership Benefits”	in respect of each Membership, the benefits to which a Member of that Membership is entitled, as set out in Part II of these Cityzens Membership T&Cs or as otherwise offered or provided from time to time by the Club;
“Membership Pass”	the digital card (and any replacement thereof) issued to Members that identifies them as a member of a Membership Scheme;
“Membership Price”	the annual price payable for each Membership as set out on the Website or as otherwise notified by the Club from time to time;
“Membership Scheme”	has the meaning given to it in condition 2.2, and which is distinct from Free Registration;
“Official Guidelines”	means the rules, regulations and/or guidance of the UK Government and/or any Football Authority;
“Official Online Shop Voucher”	means a digital shopping voucher that may only be redeemed online at the City Store Online;
“Player”	means any football player contracted by any Club Team from time to time to provide their services to the first team squad of the relevant Club Team;
“Premier League”	means the association football league of leading English professional association football clubs operated and managed by the Football Association Premier League Limited or any replacement thereof;
“Premier League 2”	means the association under-21 football league of leading English association football clubs operated and managed by the Football Association Premier League Limited or any replacement thereof;
“Purchaser”	a person purchasing any number of Memberships both for themselves and on behalf of others;
“Renewal”	has the meaning given to it in condition 3.2;
“Season”	means a season of competitive matches played by the Club Teams in all competitions and which ordinarily commences in or around August of one year and ends in or around May in the following year and is referred to by reference to the year in which the season commences and the year in which the season ends, e.g. the ‘2025/2026 Season’;



“Season Ticket”	means the electronic ticket or card (and any replacement thereof) issued to Season Ticket Holders which, amongst other things, admits the Season Ticket Holder into the Ground for Matches played by one Club Team which that Season Ticket Holder is entitled to attend as further described in the relevant Season Ticket T&Cs;
“Season Ticket Holder”	means a holder of a Season Ticket;
“Season Ticket Member”	means a Member who is also a Season Ticket Holder;
“Season Ticket T&Cs”	means the standard terms and conditions applicable to purchasers and holders of a Season Ticket;
“Website”	the Club’s website at www.mancity.com ;
“Website T&Cs”	means the terms of use of the Website which can be found at https://www.mancity.com/terms-of-use ; and
“Year”	each 12-month period of a Membership, being the Initial Term and any subsequent Extended Terms.

2. Types of Membership

- 2.1. You can become a Cityzen for free by registering on the Website or automatically by undertaking Club Related Activities (**“Free Registration”**). Free Registration will give you access to the Cityzens Portal.
- 2.2. In addition to Free Registration, the Club currently has three (3) types of Membership available for purchase as follows (as may be amended by the Club from time to time):
 - 2.2.1 **“Cityzens Matchday Membership”** is a 12-month rolling Cityzens membership available to adults over the age of 18 offering a range of matchday and retail benefits including member only Match ticket access on selected games, access to all other matches, £5 (five pounds) of all Premier League Home Match tickets, no booking fees (**“Official Cityzens Matchday Members”**);
 - 2.2.2 **“Cityzens Membership”** is a 12-month rolling Cityzens membership available to adults over the age of 18 offering discounts and exclusive benefits (**“Official Cityzens Members”**); and
 - 2.2.3 **“Cityzens Junior Membership”** is a 12-month rolling Cityzens membership available to children aged 0 – 17 offering discounts and exclusive benefits (**“Official Cityzens Junior Members”**).

(each a **“Membership Scheme”** and together the **“Membership Schemes”**).

Details of the benefits associated with each Membership Scheme are detailed in Part II of these Cityzens Membership T&Cs.

- 2.3. Memberships are available for purchase by supporters of the Club only and are made available to individuals at the Club’s sole and absolute discretion. By applying to purchase a Membership Scheme, you, as Purchaser, confirm that the prospective Member is a supporter of the Club.
- 2.4. The Club reserves the right to suspend or terminate any Membership (without refund or liability) in the event it understands or suspects that the Member or prospective Member is not a supporter of the Club.



2.5. *Cityzens Junior Membership*

- 2.5.1 Cityzens Junior Memberships may not be purchased by a prospective Member if they are a child aged 17 or under. The purchase of a Cityzens Junior Membership for a child aged 17 or under must be strictly in accordance with conditions 2.6.2 and 2.6.3 below.
- 2.5.2 If the Purchaser is the parent and/or legal guardian of the prospective Member, they shall confirm as part of the purchase process that they consent to the Member being subject to these Cityzens Membership T&Cs.
- 2.5.3 If the Purchaser is not the parent and/or legal guardian of the prospective Member, the Purchaser shall be required to confirm as part of the purchase process that:
- (a) they have the consent of the prospective Member's parent and/or legal guardian to purchase the Membership for the prospective Member; and
 - (b) the parent or guardian agrees to the prospective Member being subject to these Cityzens Membership T&Cs.

3. **Membership Term and Automatic Renewal**

- 3.1. Each Membership is purchased as an on-going subscription service.
- 3.2. Any Cityzens Junior Memberships purchased prior to 1 July 2025 will not automatically renew in accordance with condition 3.3 below, unless the Purchaser of that Cityzens Junior Membership contacts the Club's Fan Support Team on +44 (0)161 444 1894 to confirm that they wish for their Cityzens Junior Memberships to automatically renew. Any Cityzens Junior Memberships purchased on or after to 1 July 2025 **will** automatically renew in accordance with condition 3.3 below.
- 3.3. Your Membership takes effect immediately upon receipt by the Club of the full Membership Price in cleared funds. The Membership shall then continue for a period of one (1) calendar year (the "**Initial Term**") and, subject to conditions 5 and 9 and the receipt by the Club of the relevant Membership Price in full and cleared funds, shall automatically renew for a period of one (1) year ("**Extended Term**") at the end of the Initial Term and at the end of each Extended Term ("**Renewal**").

4. **Price and Payment**

- 4.1. The price payable for each Membership shall be as set out on the Website or as otherwise notified by the Club from time to time and, unless expressly stated otherwise, is inclusive of VAT (the "**Membership Price**"). Booking fees and delivery fees may apply. Any price changes will take effect at the start of the next Year following the date of the price change, but Purchasers will be notified of any changes to the price in advance and may cancel prior to such price change taking effect.
- 4.2. The Membership Price shall be payable in full: (a) in respect of new Memberships, immediately upon the Club's confirmation that an application to a Membership Scheme has been accepted; or (b) in respect of Renewals, no later than the day prior to the expiry of the relevant Initial Term or Extended Term.
- 4.3. Purchasers who provide the Club with debit or credit card payment details hereby authorise the Club to use those details to fulfil payment of the Membership Price for all Renewals and other fees attributable to the relevant Membership.



- 4.4. It is the Purchaser's responsibility to update and confirm the payment method and/or details at least thirty (30) days prior to Renewal.
- 4.5. If the payment method or details are declined when the Club attempts to retrieve payment for any Membership or any other associated fees the Club will use reasonable endeavours to contact the Purchaser (using the contact details provided by the Purchaser to the Club in their application) to arrange payment.
- 4.6. If the Club is unable to contact the Purchaser or the Purchaser fails to make payment promptly upon notice, the affected application for Membership will be cancelled and the Purchaser will be liable to the Club for any bank or other third party administrative charges and/or expenses incurred by the Club as a result of the Purchaser's breach of this condition 4.
- 4.7. The Club always tries to ensure that pricing information provided by the Club (including but not limited to, on the Website, on any literature or by a sales representative) is correct, but errors may occur. Upon the Club becoming aware of any error in pricing or product description in relation to any Membership Scheme(s) which has been purchased, the Club will endeavour to inform the Purchaser as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the Purchaser with the option of reconfirming the order at the correct price/product description or cancelling the order. If the Club is unable to contact the Purchaser having made reasonable attempts to do so, the Club will cancel the relevant application for Membership.

5. **Consumer Rights: Cancellation or changes to Membership**

- 5.1. The following applies where the Purchaser/Member is a consumer (i.e. where you are not a business and are purchasing the Membership for purposes that are wholly or mainly outside your business).
 - 5.1.1 Subject to clause 5.1.2 below, you have a right to cancel your Membership within 14 (fourteen) days after the day on which you receive the confirmation of purchase for your initial purchase and every Renewal (the "**Cancellation Period**"). If you change your mind during the Cancellation Period, you can notify the Club of your decision to cancel the purchase by contacting the Club's Fan Support Team on +44 (0)161 444 1894. The Club will refund you in full on the credit card or debit card used by you to pay.
 - 5.1.2 By purchasing a Membership, you are requesting that your access to the Membership Benefits shall begin immediately. You acknowledge that, if you have received any of the Membership Benefits (including, but not limited to, any priority access and discounts) during the Cancellation Period, you will lose your right to cancel your Membership and receive a refund under clause 5.1.1 above.
 - 5.1.3 If you wish to change to a different Membership Scheme for a Renewal, you can do so at any point by no later than 5pm UK time on the working day prior to the next Renewal by contacting the Club's Fan Support Team on +44 (0)161 444 1894.
 - 5.1.4 If you do not wish to renew your Membership, you can cancel the Renewal at any point by no later than 5pm UK time on the working day prior to the next Renewal by contacting the Club's Fan Support Team on +44 (0)161 444 1894. Your Membership will then expire on the last day of the Year in which the Member elects to cancel.

6. **Membership Passes**

- 6.1. All registered Members shall be issued with a Membership Pass each Year. The Membership Pass must (unless otherwise agreed by the Club) be loaded to the mobile wallet(s) of its associated Member and used to load match tickets for access to matches at Etihad Campus.



- 6.2. Membership Passes must be produced along with evidence of identity if required by any official, steward or employee or representative of the Club or any police officer and may be used only by the Member to which they are issued.
- 6.3. All Membership Passes will remain the property of the Club at all times and may be confiscated, cancelled, or withdrawn by the Club in accordance with these Cityzens Membership T&Cs at any time.

7. Transfer of Memberships and Cessation of Rights

- 7.1. In circumstances where a Purchaser purchases a Membership on behalf of another person:
- (a) such purchase must not be made in the course of business or for the purpose of facilitating any third party's business;
 - (b) the Purchaser shall not charge the Member a fee for the purchase or, if a fee is charged, it must be for no greater in value than the face value of the Membership; and
 - (c) such nominated Member must be a supporter of the Club.
- 7.2. The Member on whose behalf the Membership is purchased pursuant to condition 7.1 shall adhere to and be bound by these Cityzens Membership T&Cs, the Conditions of Entry and any relevant Associated T&Cs and it is the responsibility of the Purchaser to inform such a transferee Member of these requirements.
- 7.3. Subject to conditions 7.1 and 7.2 above, all rights with respect to a Membership are personal to the Member and shall cease upon the death of the Member. Any Membership Benefits accrued are not transferrable to any other person or organisation.

8. Amendments to the Membership packages

The Club reserves the right to re-brand or otherwise vary any of the Membership Schemes or introduce any additional Membership Scheme(s) (or additional benefits (on a temporary or permanent basis) within existing Membership Schemes (including exclusive competitions, prize draws and activations)), at any time provided that any such variation shall result in a Member receiving the same or substantially similar benefits to those the Member was entitled to receive prior to such variation. Members may, at the sole discretion of the Club, be transferred to such additional or replacement membership scheme without prior notice provided always that the Member shall be entitled to the same or substantially similar benefits as part of the new membership scheme as the Member was under the Membership Scheme from which the Member was transferred.

9. Suspension/Termination of the Membership by the Club

- 9.1. The Club may suspend a Member's access to the Cityzens Portal and the Membership at any time at its sole discretion for any of the reasons set out in condition 9.2. If the Club does choose to suspend a Member's access it will inform the Member within a reasonable time; however, the Club is under no obligation to inform the Member of the reasons for the suspension or when the suspension may end.
- 9.2. The Club can terminate and/or suspend a Membership immediately if:
- (a) the Member breaches these Cityzens Membership T&Cs or any Associated T&Cs;
 - (b) the Member acts or is reasonably suspected of acting in any manner which is inconsistent with or violates these Cityzens Membership T&Cs or any element of the Membership;



- (c) the Member acts, in the Club's opinion, in a manner inconsistent with applicable laws, statutes or ordinances or if there are reasonable grounds for suspecting fraud, theft, or dishonesty in connection with the Membership;
- (d) the Member is guilty (or the Club suspects the Member is guilty) of a football-related criminal offence or a criminal offence which would be an affront to public decency, safety or could cause reputational damage to the Club if the Membership continued and became public knowledge;
- (e) the Club reasonably believes an unauthorised person is attempting to access the Membership using a Member's account;
- (f) the Club reasonably believes it is necessary to do so for operational reasons; and
- (g) the Club reasonably believes it is appropriate to do so for any reason pertaining to events outside the Club's control, including in light of Covid-19 or any other epidemic or pandemic (and compliance with any specific infectious or viral disease prevention measures implemented by the Club and/or relevant Football Authority or government guidance relating to the same) that may prevent a Member enjoying the full benefit of any Membership.

For the avoidance of any doubt, conditions 9.2(a), (b), (c) and (d) includes (without limitation) any irregularities linked to the Membership which in the reasonable opinion of the Club could indicate the Membership is being used to purchase and use tickets in a way which amounts to an actual or attempted ticket touting offence.

- 9.3. The Club can terminate a Membership for any reason at the end of the Initial Term and any subsequent Extended Term upon reasonable notice of not less than thirty (30) days to the Member.
- 9.4. In the event that a Membership is cancelled or suspended in accordance with this condition 9, the Club reserves the right to exclude the relevant Member from applying for any future Membership Scheme maintained or organised by the Club and or to disqualify the relevant Member from applying for any Match ticket at its discretion and to notify any Football Authority and/or any other football clubs and/or any regulatory or governing bodies and/or the police of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

10. Exclusion of Liability

- 10.1. The following applies where the Purchaser/Member is a consumer (i.e. where you are not a business and are purchasing the Membership for purposes that are wholly or mainly outside your business).
 - 10.1.1 The Club will not be liable to you for any loss or damage that is not foreseeable. Loss or damage is foreseeable either if it is obvious that it will happen or if, at the time the contract was made, both the Club and you knew it might happen.
 - 10.1.2 Your Membership is only for domestic and private use. If you use the Membership for any commercial or business use, we will not be liable for any business losses and our liability to you will be limited as set out below at conditions 10.2 to 10.6.
- 10.2. The Club will not be liable to any Member for any loss or damage whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
 - (a) any failure or delay by the Club in carrying out any of its obligations under these Cityzens Membership T&Cs, or any Associated T&Cs, which is caused by circumstances outside of the Club's reasonable control;
 - (b) any information provided to the Club by a third party;



- (c) the Cityzens Portal or the Website including its availability and use of or reliance on any content displayed on the Cityzens Portal or the Website; and
- (d) any failure by a Purchaser/Member to provide updated contact/payment details in accordance with condition 12.

- 10.3. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 10.4. To the extent permitted by law, the Club excludes all conditions, warranties, representations, or other terms which may apply to the Membership, whether express or implied.
- 10.5. The Club assumes no responsibility for the services provided by any third party in connection with the Membership, including but not limited to the delivery, standard, quality or otherwise of any prizes, offers or other rewards provided by third parties or the failure of such a third party make a specific offer, prize, or reward available. Any issues relating to the purchase, delivery and return of such offers, prizes and rewards should be addressed to the third party.
- 10.6. For the avoidance of doubt, nothing in these Cityzens Membership T&Cs shall exclude or limit the Club's liability for: (i) death or personal injury caused by the negligence of the Club or the Club's employees' during the course of their employment; or (ii) any other conduct for which liability may not be excluded or limited as a matter of English law.

11. Attendance at Matches and Entry into the Ground

- 11.1. Any Home Tickets / Season Tickets purchased by a Member will (unless otherwise agreed by the Club) be loaded to the Membership Pass of the relevant Member, which should then be used to gain entry to the Ground for the relevant Match.
- 11.2. Any Home Tickets / Season Tickets purchased by a Member on behalf of another person will (unless otherwise agreed by the Club) be sent digitally to the email address provided by the Member, which should then be used to gain entry to the Ground for the relevant Match.
- 11.3. In the event that a Member forgets or cannot produce their Membership Pass or Match ticket in respect of any individual Match, such Member is advised to come to the Ticket Office with proof of identification and, subject to successful completion of security checks, the Club shall issue another ticket for that Match.
- 11.4. Any Match tickets and Season Tickets issued are subject to the relevant Home Ticket T&Cs and/or Season Ticket T&Cs (as applicable) and nothing in this Agreement shall operate so as to supersede or take precedence over such terms and conditions. In the event of conflict, the standard terms and conditions of the relevant Home Ticket / Season Ticket shall take precedence over these Cityzens Membership T&Cs.
- 11.5. By purchasing and/or attending a Home Match using your Membership you:
 - (a) certify that you have read, understood, and accepted the Conditions of Entry and Home Ticket T&Cs / Season Ticket T&Cs (as applicable);
 - (b) agree to be bound by and to comply with the Conditions of Entry and Home Ticket T&Cs / Season Ticket T&Cs (as applicable); and



(c) agree to bring to the attention of others, as required above, the Conditions of Entry and Home Ticket T&Cs / Season Ticket T&Cs (as applicable).

11.6. The Club will not be obliged to make any refund to any Purchaser or Member in respect of any ejection from or refusal of entry to the Ground or in respect of any Membership which is suspended or withdrawn in accordance with these Cityzens Membership T&Cs, the Conditions of Entry or Home Ticket T&Cs / Season Ticket T&Cs (as applicable).

12. Change of Details

12.1. Members should promptly notify the Club of any change of details (including, without limitation, changes to payment details, Addresses and/ or contact details) by:

- (a) using the online facility on the Website;
- (b) contacting @Mancityhelp on Twitter;
- (c) telephoning the Club using the Club Fan Support Number;
- (d) visiting the Club ticket office in person; or
- (e) writing to the Club, for the attention of 'Fan Support', quoting the relevant Cityzen number.

12.2. Members may be required to provide the Club with proof of identity and Address to the Club's satisfaction when details are changed under this condition 12.

13. Data Protection

Each Purchaser and Member acknowledges and agrees that the personal data provided by them to the Club in the purchase of a Membership or ticket shall be collected, stored and used by the Club in accordance with the Data Protection Act 2018 (implementing the General Data Protection Regulation (EU) 2016/679) and the Club's Privacy Policy (available on the Website at <https://www.mancity.com/privacy-policy>). Please also refer to the relevant data protection terms of the Associated T&Cs where applicable, as these give additional information relating to the processing of personal data in certain circumstances (including for example, where attending a Match).

14. Entire Agreement

These Cityzens Membership T&Cs together with the documents referred to herein, comprise the entire agreement between the Club and the Purchaser / Member in relation to the purchase of a Membership and all ancillary benefits. For the avoidance of doubt, the purchase of all Home Tickets and Season Tickets shall be subject to the terms and conditions applicable to those purchases which are available on the Website.

15. Severability and Amendments

15.1. The Club reserves the right to make amendments to these Cityzens Membership T&Cs from time to time, provided that, if the amendments are introduced during the course of a Year, the amendments shall not result in any Member receiving any less than the same or substantially similar benefits to those that the Member was entitled to receive prior to such amendments in relation to that Year. Up to date versions of the Cityzens Membership T&Cs will be made available promptly on the Website. Prior to Renewal, Members will be sent details of the latest Cityzens Membership T&Cs that will apply to the subsequent Year.



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

15.3. The Club reserves the right to alter the Membership from time to time in its absolute discretion.

16. Waiver

Even if the Club delays in enforcing this contract against the Purchaser / Member, the Club will be entitled to enforce it at a later stage. If the Club does not insist immediately that the Purchaser / Member does anything they are required to do under these Cityzens Membership T&Cs, or if the Club delays in taking steps against the Purchaser / Member in respect of their breaking this contract, that will not mean that the Purchaser / Member does not have to do those things or that the Club is prevented from taking steps against the Purchaser / Member at a later date.

17. Third Parties

This contract is between you and MCFC. No other person, with the exception of any Football Authority, shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

18. Governing Law

18.1. These Cityzens Membership T&Cs and all disputes in connection with it shall be governed by and interpreted in accordance with the laws of England and Wales and, subject to condition 18.2, are subject to the exclusive jurisdiction of the English courts. If you have any complaints, please contact the Club's Fan Support Team on +44 (0)161 444 1894. We are open seven days a week 9:30am – 5:15pm, apart from: thursdays when we open at 10am; and Bank Holidays when the office is closed.

18.2. Nothing in these Cityzens Membership T&Cs will prevent MCFC from taking proceedings against you in any other court of competent jurisdiction nor shall the taking of such proceedings by MCFC in any one or more jurisdictions preclude the taking of proceedings by MCFC in any other jurisdiction, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.



Part 2: Membership Benefits

19. Citizens Matchday Membership Benefits

19.1. Citizens Matchday Memberships will enable Official Citizens Matchday Members to enjoy the following benefits:

- (a) access to the Citizens Portal (subject to such platforms' terms of use and the Website T&Cs). Please note that: (i) competitions and prize draws will be subject to their own individual terms and conditions; and (ii) certain activities and features will be subject to age and/or geographical restrictions;
- (b) choice of either a Citizens Welcome Pack or Official Online Shop Voucher in accordance with condition 23, or such other alternative as the Club will determine, the form and content of which may change. Where a Membership automatically renews, such Membership purchase shall be deemed to have selected the Official Online Shop Voucher, irrespective of whether the Citizens Welcome Pack has been selected previously (meaning, for the avoidance of doubt, the Citizens Welcome Pack is available only by manual renewal);
- (c) access to match tickets (subject to: (i) availability; (ii) qualifying sales criteria; and (iii) condition 19.2 below);
- (d) option to join the Cup Scheme as set out in Part 3;
- (e) right to one (1) non-transferrable ticket free of charge to all Premier League 2 Home Matches in which a Club Team participates;
- (f) a discount of £4.99 (inclusive of VAT) on an annual 'City+' subscription;
- (g) 10% discount on MCWFC Home Tickets;
- (h) £5 discount on one Home Ticket for each Premier League Home Match;
- (i) no booking fees for purchasing Home Tickets or tickets in respect of tours of the Ground;
- (j) 20% discount on tours of the Ground;
- (k) 10% discount on purchases at the City Store (subject to condition 23); and
- (l) opportunity to access video calls with Players via online platforms selected by the Club. There will be several opportunities throughout the season to join calls with select Men's and Women's Players. Places on some calls will be limited and allocated via ballot or competition (subject to terms and conditions of such ballot or competition), other calls will have unlimited places accessible to all members via a registration process. Any access to such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

19.2. Match Tickets

19.2.1 The Club may from time to time (in its absolute discretion) provide the Official Citizens Matchday Members with a priority period ("**Priority Period**") to purchase a ticket for each Match in advance of any tickets being offered to the general public (subject to ticket availability, any promotional offers from time to time, and Official Citizens Matchday Members meeting the qualifying sales criteria) ("**Priority Tickets**"). This Priority Period will occur in advance of tickets going on 'general sale' to the public and during this period, the Club reserves the right to offer such tickets for sale to such Official Citizens Matchday Members subscribed to the 'Match Ticket Priority Scheme' using payment options determined by the Club. The length of the Priority Period will be determined by the Club from time to time in its absolute discretion or will run until the total number of Priority Tickets available for that Match are sold out, if earlier. There are a limited number of Priority Tickets available for purchase via this method.



Priority Tickets will be sold on a 'first come first served' basis. The Club's 'Match Ticket Priority Scheme' does not guarantee access to the best seats.

19.2.2 Match tickets for select fixtures may be balloted due to high demand. Official Cityzens Matchday Members and Official Cityzens Junior Members will have access to enter Member Ballots. Ballot criteria will be announced on an individual fixture basis. Entering a ballot does not guarantee a Match ticket.

20. Cityzens Membership Benefits

Cityzens Memberships will enable Official Cityzens Members to enjoy the following benefits:

- (a) access to the Cityzens Portal (subject to such platforms' terms of use and the Website T&Cs) (please note that competitions and prize draws will be subject to their own individual terms and conditions and certain activities and features will be subject to age and/or geographical restrictions);
- (b) choice of either a Cityzens Welcome Pack or Official Online Shop Voucher in accordance with conditions 23, or such other alternative as the club will determine, the form and content of which may change. Where a Membership automatically renews, such Membership purchase shall be deemed to have selected the Official Online Shop Voucher, irrespective of whether the Cityzens Welcome Pack has been selected previously (meaning, for the avoidance of doubt, the Cityzens Welcome Pack is available only by manual renewal) exclusive discounts and rewards with Club Partners;
- (a) a discount of £4.99 (inclusive of VAT) on an annual 'City+' subscription;
- (b) priority access to exclusive Member events;
- (c) 10% discount on purchases at the City Store (subject to condition 23); and
- (d) opportunity to access video calls with Players via online platforms selected by the Club. There will be several opportunities throughout the season to join calls with select Men's and Women's Players. Places on some calls will be limited and allocated via ballot or competition (subject to terms and conditions of such ballot or competition), other calls will have unlimited places accessible to all members via a registration process. Any access to such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

2. Cityzens Junior Membership Benefits

Cityzens Junior Memberships will enable Official Cityzens Junior Members to enjoy the following benefits:

- (a) access to the Cityzens Portal (subject to such platforms' terms of use and the Website T&Cs) (please note that competitions and prize draws will be subject to their own individual terms and conditions and certain activities and features will be subject to age and/or geographical restrictions);
- (b) choice of either a Cityzens Welcome Pack or Official Online Shop Voucher in accordance with condition 23, or such other alternative as the Club will determine, the form and content of which may change. Where a Membership automatically renews, such Membership purchase shall be deemed to have selected the Official Online Shop Voucher, irrespective of whether the Cityzens Welcome Pack has been selected previously (meaning, for the avoidance of doubt, the Cityzens Welcome Pack is available only by manual renewal);
- (a) option to join the Cup Scheme as set out in Part 3;
- (b) right to one (1) non-transferrable ticket free of charge to all Premier League 2 Home Matches in which a Club Team participates;



- (c) a discount of £4.99 (inclusive of VAT) on an annual 'City+' subscription;
- (d) exclusive priority list for photo with first team on pitch before a Home Match;
- (e) exclusive competition opportunity to win the chance to be a player mascot;
- (f) free access to matchday Kids Zone;
- (g) one free Under 18s City Stadium Tour pass (to be used in conjunction with an adult City Stadium Tour pass);
- (h) 10% discount on MCWFC Home Tickets;
- (i) £5 off tickets for Premier League Home Matches. Each Member is entitled to buy one ticket per Home Match at a discounted rate;
- (j) 10% discount on purchases at the City Store (subject to condition 23);
- (k) exclusive content & competitions; and
- (l) opportunity to access video calls with Players via online platforms selected by the Club. There will be several opportunities throughout the season to join calls with select Men's and Women's Players. Places on some calls will be limited and allocated via ballot or competition (subject to terms and conditions of such ballot or competition), other calls will have unlimited places accessible to all members via a registration process. Any access to such video calls will be subject to the terms and conditions of use applicable to the online platform selected by the Club.

2. Special Offers

From time to time, Members may receive promotional offers ("**Special Offers**") for discounts to selected concession stands and team stores within the Ground or from commercial partners of the Club. On receipt Members should refer to any details, terms and restrictions included. The availability and frequency of any Special Offers are at the Club's sole discretion. Purchase of a Membership does not guarantee access to Special Offers. A Member may be required to show their Membership Pass or insert their Membership number at the point of sale to redeem any Special Offers. Special Offers must be valid at the time of redemption. Special Offers are non-transferable and not redeemable for cash. Special Offers expire and will be made available for specific time periods stated.

3. General Benefits

3.1. The Citizens Welcome Pack is available only by manual renewal, meaning that, where a Membership automatically renews, such Membership purchase shall be deemed to have selected the Official Online Shop Voucher (irrespective of whether the Citizens Welcome Pack has been selected previously). You can manually renew a Membership at any time prior to the expiry of the relevant Initial Term or Extended Term by either by contacting the Club's Fan Support Team on +44 (0)161 444 1894 or via the Website.

3.2. *Citizens Welcome Pack*

3.2.1 The inclusion of a Citizens Welcome Pack under conditions 19 through 21 will be subject to the below Delivery Charge based on the country of residence of the relevant Member. The Delivery Charges are subject to change from time to time and, for the avoidance of doubt, the Delivery Charge covers only the cost of delivery and does not include any additional costs associated with the shipping, export or import of the Citizens Welcome Pack (including but not limited to customs duties, excise, taxes and any other related fees) which shall in all cases be borne by the relevant Purchaser. Please refer to your Membership renewal email (referred to in condition 4.1(a)) for details.



Category	“Delivery Charge”
UK	£3.50
US	£13
Rest of World	£8.00

3.3. *Official Online Shop Voucher*

3.3.1 The Official Online Shop Voucher may only be redeemed online at the City Store Online and will not be subject to any minimum order or limitation on products but may not be redeemed against delivery charges. Each Member is entitled to one (1) Official Online Shop Voucher per Year. The Official Online Shop Voucher shall be redeemable for the duration of the Year in which it is issued and shall expire at the end of such Year. The Official Online Shop Voucher may be used in conjunction with the Member discounts at conditions 19(h), 20(f) and 21(h) above. Other exclusions may apply.

3.3.2 The Official Online Shop Voucher shall be for the Nominal Value set out below, based on an approximate value of £15.00, varying dependent on the official currency of the country of residence of the Member. Where the official currency of the country of residence is not one of those listed in condition 23.3.3, the Official Online Shop Voucher shall be for the relevant USD value. Please note that such values set out below may be subject to change at the Club’s discretion and periodic review.

3.3.3 Official Online Shop Voucher values:

- (a) Great British Pound - 15 GBP;
- (b) Canadian Dollar - 25 CAD;
- (c) Australian Dollar - 29 AUD;
- (d) United States Dollar - 18 USD;
- (e) Euro - 17 EUR,

(the “**Nominal Value**”).

3.4. *City Store Discounts*

3.4.1 Subject to condition 23.4.3, discounts for the City Store may not be used in conjunction with any other offer or discount, including any discounts offered to Season Ticket Holders. Other exclusions may apply.

3.4.2 No discount is available in the following countries: North Korea, Syria, Iran, Balkans, Belarus, Burmachi, Cuba, India, Lebanon, Somalia, Sudan, South Sudan, Darfur, Ukraine, Venezuela, Yemen, Iraq (this list may be updated from time to time in the Club’s sole and absolute discretion).

3.4.3 Where the Member elects to receive an Official Online Shop Voucher, discounts for the City Store may be used in conjunction with the Official Online Shop Voucher.



Part 3 – Cup Scheme Terms and Conditions

This Part 3 shall be effective from 20 October 2025.

In addition to the Cityzens Membership T&Cs set out in this document, the following terms and conditions (“**Cup Scheme T&Cs**”) shall apply to Eligible Members (as defined below) who successfully apply to join the Cup Scheme (“**Cup Scheme Cityzens Members**”).

1. Eligibility

- 1.1. The Cup Scheme is open to Official Cityzens Matchday Members and Official Cityzens Junior Members who have attended no less than four (4) Cup Matches during the preceding three (3) Seasons (“**Eligible Members**”).
- 1.2. Eligible Members shall be entitled to apply to join the Cup Scheme in the following order and on the following dates and times:
 - (i) Eligible Members that attended no less than eight (8) Cup Matches during the preceding three (3) Seasons shall be entitled to apply from 10.00am on 20 October 2025;
 - (ii) Eligible Members that attended no less than seven (7) Cup Matches during the preceding three (3) Seasons shall be entitled to apply from 10.00am on 21 October 2025;
 - (iii) Eligible Members that attended no less than six (6) Cup Matches during the preceding three (3) Seasons shall be entitled to apply from 10.00am on 22 October 2025; and
 - (iv) Eligible Members that attended no less than five (5) Cup Matches during the preceding three (3) Seasons shall be entitled to apply from 10.00am on 22 October 2025.

Admission to the Cup Scheme is limited to five hundred (500) Eligible Members and spaces shall be allocated subject to availability on a ‘first come, first served’ basis.

- 1.3. Admission to the Cup Scheme shall close upon the earlier of: (i) all spaces being filled; and (ii) 17.00pm of 27 October 2025.
- 1.4. Membership to the Cup Scheme applies in respect of one Season only and does not automatically renew, notwithstanding the automatic renewal of the associated Membership in accordance with these Cityzens Membership T&Cs.
- 1.5. For the avoidance of doubt, there is no minimum age requirement for admission to the Cup Scheme; however, the use of any Cup Match Ticket shall be subject to the terms and conditions of issue, in particular provisions in respect of supervision of minors during Matches.

2. Benefits

- 2.1. Membership to the Cup Scheme is free of charge. All Cup Match Tickets are sold separately.
- 2.2. Cup Scheme Cityzens Members are entitled to:
 - (i) and commit to purchasing, a ticket to every Home Cup Match including the ability to select and keep the same seat for each Home Cup Match;
 - (ii) ‘enhanced access’ to purchase tickets from the Club’s allocation for each Away Cup Match, including any final(s) (subject to availability); and
 - (iii) one hundred (100) Ticket Points for joining the Cup Scheme in accordance with the Ticket Points scheme operated by the Club from time to time. For the avoidance of doubt, Ticket Points are not awarded in respect of Away Matches,

Note: ‘Enhanced access’ shall mean priority access over all Members who have not joined the Cup Scheme.



1.1. In respect of the process for Home Cup Matches:

- (i) the Club will automatically collect payment for tickets to Home Matches in the Cup Competition(s) on or around the date on which tickets go on general sale using the payment details provided by the Cup Scheme Cityzens Member to the Club (which must be either credit or debit card payment details) and the Member authorises the Club to do the same. Once payment has been collected, no refunds will be given;
- (ii) the Club shall not be required to inform Cup Scheme Cityzens Members that payment has been taken in respect of any ticket for any Home Match in the Cup Competition(s). The Club shall not be liable for any bank and / or credit card charges that may be incurred by any Cup Scheme Cityzens Member as a result of payment being collected in this way;
- (iii) the price of Home Cup Match tickets up to, but not including, the quarter final stage of the Cup Competition(s) will be subject to the published price cap applicable to the Cup Scheme. This price cap will be notified to Cup Scheme Cityzens Members by the Club on the Website, and at the Club ticket office.

1.2. In respect of the process for Away Cup Matches:

- (i) when the enhanced access window in respect of each Away Cup Match opens, it will be published on the Website and Cup Scheme Cityzens Members should follow the procedure on the Website to purchase a ticket during the priority window;
- (ii) the relevant ticket must be paid for in full at the time of purchase of the individual ticket.

1.3. For the avoidance of doubt, Cup Scheme Cityzens Members shall still be required to pay for a ticket to every Home Cup Match .

1.4. **Please note: the Club cannot make any guarantees that Official Guidelines may not change and as a result the Club may need to: (i) reduce the number of tickets available for a particular Cup Match; and/or (ii) tighten eligibility requirements for the Cup Scheme; and/or (iii) introduce a ballot system for tickets.**

2. Cup Scheme Specific Terms

2.1. Where valid payment is received, the Membership Pass of the Cup Scheme Cityzens Member will be activated to allow entry to the Ground for the relevant Cup Match.

2.2. It is the responsibility of each Cup Scheme Cityzens Member to keep the Club informed of any changes to their payment details. If payment is declined for any reason (or if the Cup Scheme Cityzens Member otherwise indicates to the Club that they wish to leave the Cup Scheme):

- (i) the Cup Scheme Cityzens Member will not be permitted entry to the relevant Match; and
- (ii) that Cup Scheme Cityzens Member's subscription to the Cup Scheme will be terminated.

2.3. In the event of termination of the Cup Scheme before the end of the Season, all benefits associated with the Cup Scheme shall cease. The Club reserves the right to terminate the Cup Scheme at any time.

2.4. Joining a Cup Scheme does not entitle a Cup Scheme Cityzens Member to purchase additional Cup Match tickets on behalf of any other person or for use by any other person. For the avoidance of doubt, a Cup Scheme Cityzens Member may only purchase one (1) ticket to each Cup Match for their own personal use.

2.5. If an Away Match is relocated to the Ground for any reason (including for safety reasons) but is deemed to be an Away Match for the purposes of the Cup Competition(s), the Cup Scheme Cityzens Member will not be automatically entitled to a ticket for that Match under paragraph 2.1 of this Part 3, and such tickets must be purchased separately by the Cup Scheme Season Ticket Member (in accordance with paragraph 2.1 of this Part 3).

2.6. Save as permitted in paragraph 3.7 below, each Cup Match Ticket issued under the Cup Scheme (and all associated rights and benefits) is issued for the sole use of, and is personal to, the relevant Member and the Member shall not sell, assign, or transfer any such Cup Match Ticket to any other person without the prior written consent of the Club. The reference to selling a Cup Match Ticket shall include selling all or any of the rights associated with member



of the Cup Scheme (e.g., rights in respect of individual Cup Matches) and includes: (i) offering to sell a Cup Match Ticket (or any Membership Benefits) (including, via any online auction, websites, social networking or media sites); (ii) exposing a Cup Match Ticket (or any Membership Benefits) for sale; (iii) making a Cup Match Ticket (or any Membership Benefits) available for sale by another; and/or (iv) advertising that a Cup Match Ticket (or any Membership Benefits) is available for purchase. For the avoidance of doubt (and by way of example only) a Cup Match Ticket (or any Membership Benefits) may not be offered as a prize in any promotion, prize draw or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose (all save as expressly authorised by any Football Authority or the Club as applicable).

2.7. A Cup Match Ticket may be transferred to another individual in the following circumstances:

- (i) if a Cup Scheme Member is unable to attend a Cup Match, that Cup Scheme Member may transfer individual Cup Match Tickets to another Member (“**Transferee**”) provided that the Transferee is named within the City Family Group of that Cup Scheme Member, subject to the following conditions:
 - (a) compliance with Official Guidelines or infectious or viral disease specific requirements implemented by the Club or any relevant Football Authority (and the Club reserves the right to suspend the right to transfer use of their Cup Match Ticket if any transfer would be in breach of Official Guidelines);
 - (b) such purchase / transfer must not be made in the course of business, for any commercial purpose or to facilitate any third party’s business;
 - (c) the transfer must be free of charge and if a concessionary priced Cup Match 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;
 - (d) such purchase/ transfer must not breach of the terms and conditions of issue of the relevant Cup Match Ticket; and
 - (e) the Cup Scheme Member/ Transferee (as applicable) shall adhere to and be bound by these Cup Scheme T&Cs and the Conditions of Entry which (save for any rights to transfer under this paragraph 3.7) apply to and bind each Cup Scheme Member/ Transferee (as applicable) as if they were the original purchaser and intended user of that Cup Match Ticket (and any obligations/ restrictions in these Cup Scheme T&Cs which are stated as applying to the Cup Scheme Member shall be construed as applying equally to any Transferee in relation to any Cup Match which the Transferee attends or attempts to attend). It is the responsibility of the Cup Scheme Member and any Transferee of these requirements.
- (ii) Member(s) (or any replacement thereof) must be nominated to City Family Group of the Cup Scheme Member the via the Cup Scheme Member’s online account. Such nomination can take place at any time during the relevant Season.

Last Updated: October 2025