

Season Ticket Terms and Conditions 2020/21

Please read this document carefully as its terms apply to your use of the Season Ticket

In particular, we ask you to note the following:

- The Club may introduce a scheme where certain Season Tickets will automatically renew for the subsequent Season.
- If the Club introduces an Automatic Renewal Scheme it will inform each Ticket Holder whose Season Ticket will be part of the scheme. Each of those Ticket Holders will be provided with the option to exclude their Season Ticket from the scheme (provided that the Ticket Holder informs the Club of this exclusion in the manner communicated to the Ticket Holder by the Club).
- A Season Ticket may be used by a person who is not the Ticket Holder pursuant to, and in accordance with, the upgrade/downgrade/transfer procedures and/or the sharing with friends & family procedures set out in these terms and conditions. Subject to those procedures, Season Tickets are personal to Ticket Holders, are not transferable and shall not be transferred or re-sold under any circumstances, save: (i) where expressly permitted by the Club in its absolute discretion; or (ii) via any ticket exchange system operated by or on behalf of the Club.
- Subject to certain exceptions, Season Ticket Holders are automatically allocated and required to buy tickets for home cup matches.
- All Ticket Holders are entitled to opt out of purchasing tickets for: (i) the EFL Cup; and/or (ii) the UEFA Europa League (if applicable).
- Under-16 Ticket Holders are entitled to: (i) opt out of purchasing a ticket for all home cup matches; and/or (ii) on a match by match basis, upgrade their ticket for any home match; in each case subject to and in accordance with these terms and conditions. See paragraph 30(d)(v) for further details.
- 16-17, 18-20, 18-25, 25 and Under and 65 & Over Ticket Holders are entitled, on a match by match basis, to upgrade, downgrade or transfer their ticket for any home match, in each case subject to and in accordance with these terms and conditions. See paragraph 30 for further details.
- Use of certain areas of the Stadium is subject to eligibility requirements, for example the wheelchair platform and the Family Stand. These eligibility requirements are either: (i) expressly set out in these terms and conditions; or (ii) may otherwise be determined by the Club from time to time. See paragraph 9 for further details.
- If a Ticket Holder opts out of purchasing any home cup match ticket (either at the start of the Season (in the case of the EFL Cup and the UEFA Europa League (if applicable)) or on a match by match basis) then this may adversely affect a Ticket Holder's ability to obtain away match tickets (which includes, without limitation, any finals of cup competitions and FA Cup semi-finals).
- Ticket Holders are required to provide valid payment card details which will be used to purchase tickets for home cup matches. For each home cup match for which a Ticket Holder either fails to provide valid payment card details or the card or payment for such home cup match is declined, the Ticket Holder's Season Ticket may be suspended for one home league match. Where the Club suspends a Ticket Holder's Season Ticket: (i) the Club shall inform the Ticket Holder of the relevant match for which the Ticket Holder's Season Ticket has been suspended; and (ii) the Ticket Holder's Season Ticket Card shall be deactivated for the relevant home league match and the Stadium Access System will not permit the Ticket Holder entry to the relevant home league match. Please read paragraph 19 for full details.
- The Club will try to inform you of the date that it will take payment for a home cup match, but it will not contact you each time it successfully takes such payment. We recommend that you regularly check your relevant payment card statement and online booking history to view those home cup matches for which payment has been made and your Season Ticket is valid.
- Due to the rules and regulations of competitions in which the Club participates, the Club cannot guarantee that a Ticket Holder's usual seat will be available to them for each home cup match.
- Ticket Holders should inform the Club of any changes to their contact details.

- The dates and times of all of the Club's matches to be held at the Stadium during the Season are subject to alteration. Reasonable endeavours shall be made by the Club to publicise any change to the date and/or time of a match as far in advance as possible. No refunds will be given by the Club for any matches unattended. Where any match is cancelled, abandoned or postponed the Club shall have no liability whatsoever to Ticket Holders or any Authorised User in respect of any such match except that, following any cancellation, abandonment or postponement of a home match, a Ticket Holder (or an Authorised User) shall be entitled to attend the rearranged match (if any).
- In certain circumstances the Club has the right to do any of the following: (i) suspend the use of a Season Ticket and/or all or some of its associated benefits for a period of time; (ii) eject any Ticket Holder and/or Authorised User from the Stadium (or refuse them entry to the Stadium); (iii) terminate the Ticket Holder's Season Ticket; (iv) prevent a Ticket Holder and/or any Authorised User and/or any individual in possession of a Ticket Holder's Season Ticket Card (either indefinitely or for a period of time) from attending any future match held at the Stadium; and/or (v) if considered appropriate by the Club, inform the police or other relevant authorities. The circumstances include: (i) a breach of these terms and conditions or the terms and conditions of any other Club related scheme in which the Ticket Holder is participating (including without limitation any official membership scheme) or misuse of the Ticket Holder's Season Ticket or Season Ticket Card; (ii) the Ticket Holder's Season Ticket being re-sold or offered for re-sale in contravention of legislation applicable to ticket touting; (iii) the Ticket Holder being prohibited by law from attending any football ground or being the subject of football related criminal or civil proceedings; and/or (iv) the Ticket Holder failing to make any payments due to the Club. Please read paragraph 54 for full details.
- If a Ticket Holder's Season Ticket is suspended or terminated, the Ticket Holder may make a written request for a refund after the end of the relevant Season. A refund will only be payable if the Club is able to re-sell the seat attaching to the Ticket Holder's Season Ticket for the affected match(es). If the Club is able to do so, the level of refund shall be equal to the sums actually received by the Club from re-selling the seat attaching to the Ticket Holder's Season Ticket less certain deductions (including any monies owed by the Ticket Holder and/or a reasonable administration fee). Once the deductions have been made, there may be no amount remaining to be refunded. If any refund is payable, then it will be made after the end of the relevant Season. Please read paragraph 55 for further details.

The terms and conditions overleaf contain further details on each of these points.

Season Ticket Terms and Conditions – Season 2020/21

Definitions

1. In these terms and conditions:

“**Authorised User**” means a person the Ticket Holder has authorised to use their Season Ticket for a specific home match pursuant to these terms and conditions (including the upgrade/downgrade/transfer provisions and friends and family provisions of these terms and conditions);

“**Club**” means Manchester United Football Club Limited;

“**Eligibility Facilities**” has the meaning given at paragraph 9;

“**Material**” means any audio, visual or audio-visual material or any information or data;

“**Official Member**” means a person who is a member of the official Manchester United membership scheme operated by the Club;

“**Season**” means the football season (usually running from August to May inclusive) for which a Season Ticket is valid;

“**Season Ticket Card**” means the entry card which is provided to the Ticket Holder in order for the Ticket Holder to access the Stadium during the course of the Season;

“**Season Ticket**” means a product entitling a person to attend certain competitive home matches of the Club taking place during the Season (subject to these terms and conditions);

“**Stadium**” means the Club’s ground at Sir Matt Busby Way, Old Trafford, Manchester M16 0RA;

“**Stadium Access System**” means the automated system which permits a Ticket Holder access to the Stadium via their Season Ticket Card; and

“**Ticket Holder**” means the registered holder of a Season Ticket.

General Season Ticket Terms

2. The purchaser of a Season Ticket is required to agree to these terms and conditions at the point of purchase. Any individual purchasing a Season Ticket for a third party shall be deemed to be acting with the authority of each Ticket Holder for whom they are making that purchase, including acting with the authority of each such Ticket Holder to agree to these terms and conditions on their behalf. Following the purchase of a Season Ticket the Club shall only communicate with the registered Ticket Holder (regardless of whether such Season Ticket was bought on their behalf or otherwise).
3. Season Tickets are for the use of supporters of the Club only. By purchasing or using a Season Ticket a Ticket Holder is representing that they (and any Authorised User) are a supporter of the Club.
4. There are seven categories of Season Ticket:

Under-16 Season Ticket	available in designated areas of the stadium to individuals under the age of 16
16-17 Season Ticket	available stadium wide to individuals who are aged 16 or 17
18-20 Season Ticket	available stadium wide to individuals who are aged 18, 19 or 20
18-25 Season Ticket	available to individuals who are aged 18, 19, 20, 21, 22, 23, 24 or 25. Note: these tickets are only available for blocks W101, W102, W103, W104, W105 and W106
25 and Under Season Ticket	available to individuals aged 25 and under. Note: these tickets are available in

	designated areas of the stadium
65 & Over Season Ticket	available stadium wide to individuals aged 65 and over
Full Season Ticket	available to all individuals

5. An individual shall be entitled to purchase:
- an Under-16 Season Ticket if they are under the age of 16 on 1 August 2020;
 - a 16-17 Season Ticket if they are aged 16 or 17 on 1 August 2020;
 - a 18-20 Season Ticket if they are aged 18, 19 or 20 on 1 August 2020;
 - a 18-25 Season Ticket if they are aged 18, 19, 20, 21, 22, 23, 24 or 25 on 1 August 2020;
 - a 25 and Under Season Ticket if they are 25 or under on 1 August 2020;
 - a 65 & Over Season Ticket if they are aged 65 or over on 1 August 2020; or
 - a Full Season Ticket regardless of their age.

The Club reserves the right to check that a Ticket Holder who has purchased any of these categories of Season Ticket is eligible to do so. Each Ticket Holder who has purchased a Season Ticket in any of these categories consents to such checks being made by the Club or a third party on behalf of the Club. The checks will include validating the Ticket Holder's name, address and age using appropriate third party databases. When conducting these checks personal information that a Ticket Holder has provided to the Club may be disclosed to a credit reference or fraud prevention agency which may keep a record of that information. This is done only to confirm the Ticket Holder's identity. A credit card check is not performed and a Ticket Holder's credit rating will be unaffected. If the Club cannot verify a Ticket Holder's age using these methods then it reserves the right to contact the Ticket Holder to ask for further information and validation. If the Club is unable to validate that a Ticket Holder that has purchased one of these categories of tickets is eligible to do so then the Club reserves the right to terminate that Ticket Holder's Season Ticket.

6. The price payable by an individual in respect of an Under-16 Season Ticket, a 16-17 Season Ticket, a 18-20 Season Ticket, a 18-25 Season Ticket, a 25 and Under Season Ticket, a 65 & Over Season Ticket and Full Season Ticket shall vary depending on the location of the seat within the Stadium (and such prices shall be communicated to prospective purchasers of such Season Tickets prior to any such purchase). Following the purchase of a Season Ticket, an individual will be deemed to be an Under-16 Ticket Holder, 16-17 Ticket Holder, 18-20 Ticket Holder, 18-25 Ticket Holder, 25 and Under Ticket Holder, Full Ticket Holder or 65 & Over Ticket Holder (as appropriate).
7. If a Full Ticket Holder reaches the age of 65 during the course of the Season then they shall not be entitled to purchase a 65 & Over Ticket until the following Season and no refunds shall be due in respect of the Season in which they turned 65.
8. If a Full Ticket Holder who is under the age of 16, and has purchased a Season Ticket in any part of the Stadium other than those parts of the Stadium within which an Under 16 Season Ticket is available, reaches the age of 16 during the course of the Season then they shall not be entitled to purchase a 16-17 Ticket until the following Season and no refunds shall be due in respect of the Season in which they turned 16.
9. Use of the seats and viewing spaces in (and tickets for) certain areas of the Stadium is subject to eligibility requirements (for example: (i) seats and viewing spaces designated by the Club from time to time for use by individuals with disabilities and/or accessible seating requirements; and (ii) Under-16 tickets, 18-25 tickets and 25 and Under tickets which may only be used by individuals in designated areas). These eligibility requirements are either: (1) expressly set out in these terms and conditions; or (2) may otherwise be determined by the Club from time to time. These seats and/or viewing spaces shall be considered to be "Eligibility Facilities" for the purposes of these terms and conditions.
10. Save in exceptional circumstances and subject to these terms and conditions, upon presentation of a Season Ticket Card the Ticket Holder (and no additional persons) will be permitted access during the

Season to: (i) all Premier League home matches at the Stadium; (ii) all home cup matches at the Stadium for which the Ticket Holder has opted in to, or is required to purchase a ticket (in accordance with these terms) and for which the Club has received payment; and (iii) all of the Club's home under 23 team matches (wherever played but subject to capacity restrictions at the relevant venue not having been exceeded); in each case for home matches for the purpose of watching the relevant matches from the seat allocated to the Season Ticket during the Season Ticket application process (subject to paragraphs 20, 21 and 22 below).

11. Following the purchase of a Season Ticket, a Ticket Holder shall also be considered to be a "Member" for the purposes of the Club's 'Official Membership' scheme. Such Membership shall: (i) entitle the Ticket Holder to certain of the benefits (for example, discounts at the Red Café, Museum and Tour and megastore) that are associated with such Membership (but shall exclude: (1) any right to purchase tickets associated with such Membership; and (2) any right to receive a Membership pack (being a pack which includes gifts or 'giveaways' which are included with such Membership and a Membership card)); and (ii) be subject to the terms and conditions of such Official Membership scheme. These are available at www.manutd.com/termsofsale.
12. The Ground Regulations issued from time to time by the Premier League and the Football League and which are part of the General Safety Certificate for the Stadium issued by Trafford MBC (copies of which are exhibited at the Stadium and which can also be obtained from the Club on request) shall form part of these terms and conditions. Particular attention is drawn to the regulation which states "...nobody may stand in any seating area whilst play is in progress". Additionally, a breach of the Ground Regulations shall be deemed a breach of these terms and conditions and, for the avoidance of doubt, the provisions of paragraph 54 shall apply. The issue of the Season Ticket and subsequent access to the Stadium is subject to the rules and regulations of FIFA, UEFA, the FA, the Premier League and the Football League. Any conflict, ambiguity or inconsistency between these Season Ticket Terms and Conditions and the Ground Regulations shall be resolved with these Season Ticket Terms and Conditions taking priority.

Away matches

13. A Season Ticket does not guarantee a ticket for any of the Club's away matches (which includes, without limitation, any finals of cup competitions and any FA Cup semi-finals). Where a Ticket Holder obtains a ticket for any away match through the relevant application process (as determined by the Club from time to time), that ticket shall be personal to the Ticket Holder, is not transferable and shall not be transferred or re-sold in any circumstances, save where expressly permitted by the Club (or, if applicable, the away club or the governing body or competition organiser).
14. Where a Ticket Holder obtains a ticket for any away match through the relevant application process conducted by the Club, that ticket is sold: (i) by the Club as agent on behalf of the away club (or, if applicable, the governing body or competition organiser); (ii) subject to the relevant terms and conditions of the away club (or, if applicable, the governing body or competition organiser) and all issues relating to access to, crowd control and stewarding at the away club's stadium shall be the responsibility of the away club (or, if applicable, the governing body or competition organiser) and not the Club (and the Club shall have no liability to the Ticket Holder or any third party in respect of such matters); and (iii) subject to any additional terms and conditions imposed by the Club in respect of away match tickets.
15. If, following the allocation of an away match ticket to a Ticket Holder, any Ticket Holder: (i) transfers or re-sells such away match ticket to any third party without the express permission of the Club or the away club (or, if applicable, the governing body or competition organiser); and/or (ii) commits a breach of the terms and conditions and/or ground regulations of the relevant away club (or, if applicable, the governing body or competition organiser); and/or (iii) commits a breach of any additional terms and conditions imposed by the Club in respect of away match tickets; in each case, it shall be deemed to be a breach of these terms and conditions and: (1) the Club shall be entitled to bar the Ticket Holder from any future application process conducted in respect of away match tickets; and (2) for the avoidance of doubt the provisions of paragraph 54 shall apply.

Payment for Home Cup Matches

16. The purchase and use of a Season Ticket is conditional upon the Club being provided with valid payment card details in respect of that Season Ticket, and the payment card details will be used by the Club to fulfil the purchase of a ticket for home cup matches (as explained below). Each Ticket Holder must keep the Club informed of any changes relating to the payment card details provided. Please note that the Club is only able

to process payments for home cup matches using credit cards, Visa debit cards and Mastercard debit cards (subject to certain specific exceptions where the Club does not accept certain types of these payment cards).

17. If: (i) a Ticket Holder fails to provide the Club with valid payment card details pursuant to paragraph 16; or (ii) the Club attempts to use any payment card details provided pursuant to paragraph 16 to fulfil the purchase of a home cup match ticket and a card or payment is declined; the following provisions shall, in each case, apply:
- (a) the Ticket Holder's Season Ticket Card shall not be activated for the relevant home cup match and the Stadium Access System will not permit the Ticket Holder entry to the relevant home cup match;
 - (b) the Ticket Holder will lose the right to purchase a ticket for the relevant home cup match;
 - (c) the Ticket Holder will be liable to pay any resulting bank or other reasonable administrative charge or expense incurred or imposed by the Club (including without limitation any booking fee which would usually have been charged on the purchase of such home cup match ticket); and
 - (d) in respect of each home cup match for which the Ticket Holder fails to provide valid payment card details or for which the Ticket Holder's card or payment is declined, the Ticket Holder's Season Ticket may (at the Club's discretion) be suspended for one home league match. Where the Club suspends a Ticket Holder's Season Ticket pursuant to this paragraph 17(d): (i) the Club shall inform the Ticket Holder of the relevant match for which the Ticket Holder's Season Ticket has been suspended (taking into account the appeals process and associated timeframes for such process set out at paragraph 19); and (ii) (subject to the appeals process set out at paragraph 19) the Ticket Holder's Season Ticket Card shall be deactivated for the relevant home league match and the Stadium Access System will not permit the Ticket Holder entry to the relevant home league match.
18. The Club shall use its reasonable endeavours to inform any Ticket Holder of the date that it will use payment card details supplied by that Ticket Holder to take payment for a home cup match no less than 4 weeks prior to the scheduled date of the relevant home cup match (or, if the relevant home match has not been drawn by this date, as soon as reasonably practicable thereafter), but the Club shall not be required to inform any Ticket Holder that it has successfully taken payment in respect of any home cup match. It is the responsibility of the Ticket Holder to check their payment card statement and online booking history for details of those home cup matches for which payment has been successfully taken.
19. If a Ticket Holder's Season Ticket is suspended pursuant to paragraph 17(d) the Ticket Holder shall be entitled to appeal to the Club's management against the suspension. Appeals must: (i) be made within 14 days of the Club informing the Ticket Holder that their Season Ticket has been suspended; (ii) be in writing; (iii) be marked for the attention of Ticketing & Membership Services; and (iv) set out the reasons for the appeal and why the Ticket Holder believes their Season Ticket should not be suspended. Please refer to the Official Club Sanctions guidance document which is available at www.manutd.com/clubsanctions for further details on the Club's appeals process.

Relocation of Seats

20. The Club may from time to time relocate a Ticket Holder from their usual allocated seat to an alternative seat within the Stadium where this is required for operational reasons (for example and without limitation, to facilitate the refurbishment or redevelopment of certain areas of the Stadium).
21. Due to the rules, regulations and requirements of the competitions in which the Club participates, the Club cannot guarantee that the Ticket Holder's usual allocated seat will be available for every home cup match. Ticket Holders in the following areas of the Stadium are at greater risk of being relocated than others: (i) East Stand Tier 2 and East Stand Tier 1 Blocks E234 and E235 (as the current location for away fans in the corner between the Sir Bobby Charlton Stand and the East Stand, may not be sufficient to accommodate the away fans' ticket entitlement for a cup match); (ii) Sir Bobby Charlton Stand and Sir Alex Ferguson Stand Tier 2 Block 3407 and Sir Alex Ferguson Stand Tier 3 Block 4401 (to accommodate additional media and commercial partner requirements for UEFA competitions); (iii) the front two rows of East Stand Lower, West Stand Lower and the Sir Alex Ferguson Stand Block N1407 (as advertising boards used for cup matches may be larger than those used for league matches); and (iv) West Stand, Block W209 (to accommodate additional television camera positions).

22. If the Club is unable to allocate a Ticket Holder their usual seat for a particular home match, then an alternative seat will be allocated to that Ticket Holder. If the alternative seat is in the same or a higher price band than the Ticket Holder's usual allocated seat then the price payable by the Ticket Holder for that seat shall be the price that the Ticket Holder would have paid had they purchased their usual allocated seat for the match. If the alternative seat is in a lower price band than the Ticket Holder's usual allocated seat then the price payable by the Ticket Holder shall be the price of that alternative seat for the match (and, in the case of any home match in the Premier League where a Ticket Holder is allocated an alternative seat which is in a lower price band than the Ticket Holder's usual allocated seat, the Ticket Holder shall be entitled to receive a part refund in respect of such match which shall be equal to the difference between the price of the Ticket Holder's usual allocated seat for that match and the alternative seat allocated to the Ticket Holder for that match).
23. Where it is necessary to relocate a Ticket Holder (a "Relocating Ticket Holder") from their usual seat, then the Club will use reasonable endeavours to ensure that the Relocating Ticket Holder is provided with an alternative seat that is adjacent to or within reasonable proximity to any Ticket Holders whose usual seats are adjacent to the Relocating Ticket Holder's usual seat ("Neighbouring Ticket Holders"), provided that the Season Tickets of the Relocating Ticket Holder and the Neighbouring Ticket Holders were purchased from the Club as part of the same transaction or are connected by such other identifiable factor which allows the club to link such tickets on its ticketing and membership database (for example, the same payment card is registered for the purchase of home cup matches).

FA Cup, European Cup and League Cup Competitions

24. Subject to paragraphs 25, 26 and 28, the Club shall use card details provided under paragraph 16 to fulfil the purchase by a Ticket Holder of a ticket for each of the Club's home matches at the Stadium in the FA Cup, European cup and EFL Cup competitions (excluding finals).

Opting out of FA Cup and European cup matches

25. Under-16 Ticket Holders (but no other Ticket Holder) may opt-out of FA Cup or European cup matches on a match by match basis. If an Under-16 Ticket Holder does not wish to attend a home match in the FA Cup or a European cup competition and informs the Club (using such methods as the club may require and publicise) within 3 days of the match being announced (or, if different, the timescale communicated to the Ticket Holder by the Club following the match being announced) then the card details held in respect of that Ticket Holder will not be used by the Club to fulfil the purchase of a ticket for that match (or if they have been used, the Under-16 Ticket Holder's payment card shall be refunded) and the Under-16 Ticket Holder's Season Ticket Card will not grant access to that match.

Opting out of League Cup and UEFA Europa League matches

26. At the point of purchasing a Season Ticket, each Ticket Holder will be entitled to opt out of purchasing a ticket: (i) for all home EFL Cup matches during the Season; and/or (ii) (if applicable) all UEFA Europa League matches during the Season.
27. If a Ticket Holder opts out of the EFL Cup and the UEFA Europa League, they automatically forfeit the right to purchase their usual allocated seat for all home matches for the relevant competition but shall (for each home match in the relevant competition) be entitled to enter a ballot for tickets with the same priority of sale as Members of the Club's Official Membership scheme. There is no guarantee that the Ticket Holder will obtain tickets from the ballot.
28. If a Ticket Holder does not opt out of the EFL Cup and the UEFA Europa League for the entire Season, but does not wish to attend a particular home match for the relevant competition, then within 3 days (or, if different, the timescale communicated to the Ticket Holder by the Club) following the relevant match being announced, they must inform the Club (using such methods as the Club may require and publicise). If a Ticket Holder opts out of a specific EFL Cup and the UEFA Europa League match in accordance with this paragraph 28, their card details will not be used by the Club to fulfil the purchase of a ticket for that specific match (or if they have been used, the relevant Ticket Holder's payment card shall be refunded) and the Ticket Holder's Season Ticket Card will not grant access to that specific match.

Consequences of Opting-out

29. If a Ticket Holder opts out of purchasing **any** cup ticket (either at the start of the Season (in the case of the EFL Cup and the UEFA Europa League (if applicable)) or on a match by match basis), then this may adversely affect any application to obtain away match tickets (which includes, without limitation, any finals of cup competitions and any FA Cup semi-finals) through the application processes operated by the Club.

Upgrades and Downgrades

30. For each home match:
- (a) Under-16 Ticket Holders shall (on a match by match basis) be entitled to upgrade their Season Ticket to a 16-17 ticket, 18-20 ticket, 18-25 ticket (subject availability), 25 and Under ticket (subject to availability), 65 & Over ticket or Full ticket;
 - (b) 16-17 Ticket Holders shall (on a match by match basis) be entitled to upgrade their Season Ticket to a Full ticket or an 18-20 ticket, an 18-25 ticket (subject to availability) or 25 and Under ticket (subject to availability) or downgrade their ticket to an Under-16 ticket;
 - (c) 18-20, 18-25 and 25 and Under Ticket Holders shall (on a match by match basis) be entitled to upgrade their Season Ticket to a Full ticket;
 - (d) 18-20, 18-25 and 25 and Under Ticket Holders shall (on a match by match basis) be entitled to downgrade their ticket to an Under-16 ticket, 65 & Over ticket or 16-17 ticket; and
 - (d) 65 & Over Ticket Holders shall (on a match by match basis) be entitled to upgrade their Season Ticket to a Full ticket or an 18-20 ticket, an 18-25 ticket (subject to availability) or a 25 and Under ticket (subject to availability) or downgrade their ticket to an Under-16 ticket;

provided in each case that:

- (i) the relevant Ticket Holder provides the Club with: (1) the name and address of the Authorised User for the relevant match; and (2) satisfactory proof of the eligibility of the Authorised User to use that particular category of ticket for the relevant match (for example: (a) if the Season Ticket is being upgraded from an Under-16 Season Ticket to an 65 & Over ticket, proof that the Authorised User is aged 65 or over; or (b) proof of eligibility for the Authorised User if the relevant Ticket Holder's Season Ticket is for an Eligibility Facility and the Authorised User wishes to use that Eligibility Facility);
- (ii) where the seat or viewing space allocated to the relevant Ticket Holder's Season Ticket is an Eligibility Facility, the provisions of paragraph 31 shall apply;
- (iii) where a Season Ticket has been upgraded for a match, the Ticket Holder pays: (1) the face value of the upgraded ticket for that match (less the cost of the Ticket Holder's current ticket if this has already been paid); and (2) any booking fee or similar reasonable administrative charge which may be payable on such transaction;
- (iv) where a Season Ticket has been downgraded for a match, the Ticket Holder shall be entitled to a refund equal to the difference between the Ticket Holder's current ticket for that match and the face value of the downgraded ticket for that match (less any booking fee or similar reasonable administrative charge which may be payable on such transaction);
- (v) a Ticket Holder may only conduct an upgrade or downgrade of their Season Ticket for a maximum of two matches during the Season (unless the Club in its absolute discretion agrees otherwise);
- (vi) Under-16 Ticket Holders may only conduct an upgrade of their Season Ticket for a maximum of two matches held on a weekend (Friday to Sunday inclusive) during the Season unless the Club in its absolute discretion agrees otherwise (for the avoidance of doubt, there is no maximum on the number of permitted upgrades for matches held on other days during the Season);
- (vii) the Club shall publicise the methods and channels by which a Season Ticket can be upgraded or downgraded in the manner set out in this paragraph 30;

- (viii) the Ticket Holder: (1) shall be responsible for ensuring that the Authorised User complies with these terms and conditions as if the Authorised User were the Ticket Holder; and (2) shall be liable for the acts and omissions of the Authorised User, and any breach by the Authorised User of these terms and conditions shall be deemed to be a breach by the Ticket Holder themselves; and
- (ix) a Ticket Holder shall not in any way advertise or market the availability of their Season Ticket on an upgrade/downgrade basis (or otherwise) for any match.

31. Where the seat or viewing space allocated to the Ticket Holder's Season Ticket is an Eligibility Facility, the following provisions shall apply:

- (a) if the Ticket Holder has provided the Club with proof of eligibility for an Authorised User to use an Eligibility Facility for the relevant match in accordance with paragraph 30(d)(i) then (subject to the other provisions of paragraph 30) the Club shall permit the upgrade / downgrade (as applicable) and the Authorised User shall be permitted to use the relevant Eligibility Facility for the match;
- (b) if the Ticket Holder does not provide proof of eligibility for an Authorised User to use an Eligibility Facility for the relevant match in accordance with paragraph 30(d)(i) then (subject to the other provisions of paragraph 30):
 - (i) the Authorised User shall not be permitted to use the relevant Eligibility Facility for the match unless the Club communicates otherwise; and
 - (ii) if the Authorised User is not permitted to use the relevant Eligibility Facility for the match, the Club shall (subject to availability and where the Club is given reasonable notice of the intended use of the Season Ticket by the Authorised User in advance of the match) seek to provide an alternative seat in another area of the Stadium for use by the Authorised User for the match. For the avoidance of doubt, where the Club is unable to provide an alternative seat: (1) the Authorised User shall not be permitted to attend the match using the Season Ticket; and (2) the Ticket Holder shall not be entitled to any pro-rata refund of the price of their Season Ticket.

Sharing with Friends and Family

32. For each home match, a Ticket Holder shall (on a match by match basis) be entitled to lend their Season Ticket to a friend or a member of their family provided that:

- (a) subject to paragraph 35 the Ticket Holder: (i) shall be responsible for ensuring that the Authorised User complies with these terms and conditions as if the Authorised User were the Ticket Holder; and (ii) shall be liable for the acts and omissions of the Authorised User; and any breach by the Authorised User of these terms and conditions shall be deemed to be a breach by the Ticket Holder themselves;
- (b) the Ticket Holder shall not in any way advertise or market the availability of their Season Ticket on a loan basis (or otherwise) for any home match;
- (c) at the request of the Club, the Ticket Holder shall provide the Club with the name and contact details of any Authorised User;
- (d) Under-16 Ticket Holders, 18-20, 18-25 and 25 and Under Ticket Holders shall only be entitled to lend their Season Ticket to a friend or a member of their family who is able to provide satisfactory proof of their eligibility to use the Ticket Holder's particular category of ticket for the relevant match. The upgrades and downgrades referred to in paragraph 30 can still be used in such circumstances;
- (e) 16-17 Ticket Holders shall only be entitled to lend their Season Ticket to a friend or a member of their family who is able to provide satisfactory proof of their eligibility to use either: (i) a 16-17 ticket for the relevant match; or (ii) a 65 & over ticket for the relevant match. The upgrades and downgrades referred to in paragraph 30 can still be used in such circumstances;

- (f) 65 & Over Ticket Holders shall only be entitled to lend their Season Ticket to a friend or a member of their family who is able to provide satisfactory proof of their eligibility to use either: (i) a 65 & over ticket for the relevant match; or (ii) a 16-17 ticket for the relevant match. The upgrades and downgrades referred to in paragraph 30 can still be used in such circumstances;
- (g) the Ticket Holder shall not be entitled to any part-refund from the Club based on the age of the Authorised User for any home match; and
- (h) where the seat or viewing space allocated to the relevant Ticket Holder's Season Ticket is an Eligibility Facility, the provisions of paragraph 33 shall apply.

Please note Ticket Holders in the atmosphere section and Ticket Holders whose Season Ticket is allocated to the atmosphere on a match by match basis: in addition to the above restrictions the friend or family member being lent the Season Ticket must also be a member of The Red Army fan group (the fan group that organise the atmosphere section).

33. Where the seat or viewing space allocated to the relevant Ticket Holder's Season Ticket is an Eligibility Facility, the following provisions shall apply:

- (a) if the friend or family member wishes to use the Eligibility Facility, the Ticket Holder must provide the Club with satisfactory proof of their eligibility to use the Eligibility Facility for that match;
- (b) if the Ticket Holder has provided the Club with proof of eligibility for the relevant match in accordance with paragraph 33(a) then (subject to the other provisions of paragraph 32) the Club shall permit the friend or family member to use the relevant Eligibility Facility for the match; and
- (c) if the Ticket Holder is unable to provide proof of eligibility for the relevant match in accordance with paragraph 33(a) then (subject to the other provisions of paragraph 32):
 - (i) the friend or family member shall not be permitted to use the relevant Eligibility Facility for the match unless the Club communicates otherwise; and
 - (ii) the Club shall (subject to availability and where the Club is given reasonable notice of the intended use of the Season Ticket by the friend or family member in advance of the match) seek to provide an alternative seat for the match in another area of the Stadium for use by the friend or family member for the match. For the avoidance of doubt, where the Club is unable to provide an alternative seat: (1) the friend or family member shall not be permitted to attend the match using the Season Ticket; and (2) the Ticket Holder shall not be entitled to any pro-rata refund of the price of their Season Ticket.

34. Paragraph 35 shall apply when ;

- (a) a Ticket Holder notifies the Club that they wish to lend their Season Ticket to a friend or family member in accordance with paragraphs 32 and 33;
- (b) the friend or family member being lent the Season Ticket in accordance with paragraphs 32 and 33 is an Official Member;
- (c) the person being lent the Season Ticket notifies the Club (using the Club's ticketing platform) that they accept being lent the Season Ticket by a Ticket Holder for a specific match; and
- (d) a ticket is issued by the Club in the name of the Official Member for the match in question (with the Season Ticket being deactivated for the match).

In such situations the individual being lent the Season Ticket shall be referred to as the "Named User" for the purposes of paragraph 35.

35. In the event that all of the conditions set out in paragraph 34 are met then paragraph 32 (a) shall not apply and (i) the Named User shall be responsible for complying with these terms and conditions as if the Named User were the Ticket Holder; and (ii) the Ticket Holder shall not be liable for the acts and omissions of the Named User. When paragraph 34 applies any breach by the Named User of these terms and conditions shall be deemed to be a breach by the Named User and not the Ticket Holder.

Renewal

36. The Club may introduce a scheme where certain Season Tickets shall automatically renew for the subsequent Season ("**Automatic Renewal Scheme**").
37. If the Club introduces an Automatic Renewal Scheme it shall inform each Ticket Holder whose Season Ticket will be part of the Automatic Renewal Scheme. Each such Ticket Holder shall be provided with the option to exclude their Season Ticket from the relevant Automatic Renewal Scheme in accordance with the process set out in paragraph 39.

Automatic Renewal Scheme

38. Where: (i) the Club introduces an Automatic Renewal Scheme; and (ii) the Club informs a Ticket Holder that their Season Ticket will be part of the Automatic Renewal Scheme; then, subject to paragraphs 39(c) and 39(d), the Ticket Holder's Season Ticket shall automatically renew each Season on a date specified by the Club ("**Renewal Date**").
39. The following provisions shall apply to the operation of the Automatic Renewal Scheme:
- (a) within a reasonable timeframe prior to each Renewal Date the Club shall inform the Ticket Holder of:
 - (i) the Renewal Date;
 - (ii) the price payable in respect of their Season Ticket for the subsequent Season;
 - (iii) the methods by which the Ticket Holder may confirm to the Club (prior to the Renewal Date) that they wish to exclude their Season Ticket from the Automatic Renewal Scheme and either: (1) renew their Season Ticket manually (not as part of the Automatic Renewal Scheme); or (2) let their Season Ticket expire, in which case it shall not be renewed (and shall therefore be deemed to be cancelled) and may be made available for re-sale to the general public; and
 - (iv) the terms and conditions applicable to their Season Ticket for the subsequent Season and any other information which is relevant to the renewal and use of their Season Ticket for the subsequent Season;
 - (b) subject to paragraph 39(d), the Club shall take payment for the renewal of the Ticket Holder's Season Ticket either: (i) by using the payment card details provided to the Club by the Ticket Holder for the purchase of their Season Ticket (or where a Season Ticket has previously been automatically renewed, the payment card details provided to the Club which were used to pay for such renewal); or (ii) if the Ticket Holder did not pay for their Season Ticket using a payment card or such payment card details are no longer valid, by using the payment card details provided to the Club by the Ticket Holder for the purchase of home cup matches in accordance with paragraph 16. Notwithstanding the foregoing, if the Ticket Holder wishes to pay for the renewal of their Season Ticket using another payment method they shall inform the Club in the manner communicated to the Ticket Holder by the Club prior to the Renewal Date;
 - (c) if the Ticket Holder fails to provide the Club with a valid payment method for the renewal of their Season Ticket and the Club is therefore unable to process the renewal of their Season Ticket then their Season Ticket shall not be renewed (and shall therefore be deemed to be cancelled) and may be made available for re-sale to the general public;
 - (d) if the Ticket Holder wishes to exclude their Season Ticket from the Automatic Renewal Scheme then they must do so in the manner and by the date specified by the Club in accordance with paragraph 39(a)(iii);
 - (e) any Ticket Holder who wishes to exclude their Season Ticket from the Automatic Renewal Scheme may either: (i) still renew their Season Ticket manually (not as part of the Automatic Renewal Scheme) provided that this is done prior to the Renewal Date in accordance with the manual methods of renewal made available by the Club (for example, by contacting the Ticketing & Membership Services team); or (ii) let their Season Ticket expire, in which case it shall not be

renewed (and shall therefore be deemed to be cancelled) and may be made available for re-sale to the general public; and

- (f) if the Ticket Holder does not exclude their Season Ticket from the Automatic Renewal Scheme then:
 - (i) their Season Ticket shall automatically renew on the Renewal Date for the subsequent Season (subject to paragraph 39(c)) and the Ticket Holder shall have no right to choose not to renew their Season Ticket for the subsequent Season or to cancel their Season Ticket for the subsequent Season following the Renewal Date; and
 - (ii) the Ticket Holder shall be deemed to have accepted the terms and conditions which apply to that subsequent Season.

- 40. Notwithstanding paragraph 38 above, if the Club introduces an Automatic Renewal Scheme it shall be entitled (in its absolute discretion): (i) to withdraw or exclude a Ticket Holder's Season Ticket from the automatic renewal process (for example, if the Ticket Holder's Ticket is located in an area of the Stadium which may be redeveloped); and/or (ii) amend such renewal process (for example by adopting an alternative renewal process to the Automatic Renewal Scheme) provided that any such amendment to the renewal process will be communicated to affected Ticket Holders sufficiently in advance.

Use of your Season Ticket

- 41. A Ticket Holder (or: (i) any person purporting to be the Ticket Holder; or (ii) any Authorised User) may be required at any time to deliver up the relevant Season Ticket Card for inspection by the Club and to prove that they are the Ticket Holder (or Authorised User). To access the Stadium, a Ticket Holder's Season Ticket Card must be inserted in to the Stadium Access System as directed by the turnstile operator. Admission will be refused to any person who attempts to use the same Season Ticket Card on more than one occasion at the same match, or use a Season Ticket Card which has been cancelled or deactivated for that match.
- 42. If a Ticket Holder loses or misplaces their Season Ticket Card, or has the same stolen, they should report this to the Club as soon as possible. If a Season Ticket Card is stolen, the Police should also be contacted immediately by the Ticket Holder and the relevant crime number should be quoted in all correspondence with the Club. Unless the Club reasonably believes that a Ticket Holder is, or has been, acting in a fraudulent or illegal manner and/or in breach of any of these terms and conditions (including without limitation paragraph 51 below), then the Club shall either (in its sole discretion): (i) issue a replacement Season Ticket Card to the Ticket Holder of a damaged, lost or stolen Season Ticket Card; or (ii) issue a replacement Season Ticket Card in the form of individual paper tickets for each remaining match of the season (in each case subject to paragraph 43 below).
- 43. The issue of a replacement Season Ticket Card (or paper tickets) by the Club to a Ticket Holder shall be subject to: (i) (in certain circumstances, and at the Club's discretion) the requirement that the Ticket Holder of a damaged, lost or stolen Season Ticket Card attends the Club Ticket Office in person to collect such replacement Season Ticket Card (or paper tickets) and provides the Club with satisfactory evidence of their identity; and (ii) payment of a fee to the Club (unless the Club in its absolute discretion decides to waive such fee). The level of such fee shall be communicated to the relevant Ticket Holder at the relevant time and shall represent those costs incurred by the Club in issuing and administering any such replacement Season Ticket Card.
- 44. Subject to paragraph 38: (i) by purchasing a Season Ticket, each Ticket Holder is entering into a fixed duration contract for the relevant Season; (ii) once a Season Ticket is purchased the Ticket Holder shall not be entitled to cancel their Season Ticket; and (iii) except where expressly set out in these terms and conditions, no refunds shall be given by the Club for any matches unattended. In particular, the following should be noted:
 - (a) the dates and times of all of the Club's matches to be held at the Stadium during the relevant Season are subject to alteration on a regular basis and the Club shall have no liability whatsoever to Ticket Holders (or any Authorised User) in respect of any such alterations. The Club shall however make reasonable endeavours to publicise any fixture changes as far in advance as possible (including via the Club website) and the Club recommends that Ticket Holders visit the Club website on a regular basis in order to check the latest dates and times of matches.
 - (b) matches can be abandoned or postponed (for example, due to weather conditions or unforeseen events) and the Club shall have no liability whatsoever to a Ticket Holder (or any Authorised User) if any match covered by the Season Ticket is abandoned or postponed. Ticket Holders (or an Authorised User) shall however be entitled to attend any re-arranged version of such match.

- (c) in the extremely unlikely event that a match covered by the Season Ticket is cancelled and not subsequently re-arranged, a Ticket Holder will be entitled to a part-refund (not exceeding the price of the Ticket Holder's usual allocated seat for that match).
45. So that the Club can effectively communicate with Ticket Holders, each Ticket Holder must provide the Club with up to date contact details and keep the Club informed at all times of any changes to such contact details.
46. Ticket Holders and Authorised Users are not entitled to re-enter the Stadium if they leave the Stadium at any time on a match day, except where the Club expressly approves such re-entry. The Club will only give such approval where a Ticket Holder or Authorised User had a compelling reason to leave the Stadium in the first instance (for example, reasons of medical emergency).
47. From time to time the Club may charge a booking or administration fee when processing payments made by a Ticket Holder using payment cards (usually in the form of a percentage of the overall transaction value). Where any such booking or administration fee is charged the Ticket Holder will be informed of the fact that the charge is being levied and the amount of the charge prior to such charge being incurred.
48. Smoking is not permitted in any part of the Stadium and the Club takes a serious view of any individual in breach of this policy. The Club reserves the right to eject from the Stadium any Ticket Holder or Authorised User smoking in any part of the Stadium. For the avoidance of doubt, the foregoing includes smoking of imitation cigarettes, personal vaporizers and/or any other form of electronic or e-cigarette.
49. The Club shall have no liability to a Ticket Holder (or any Authorised User) for: (i) any interruptions and/or restrictions to the view of any match; and/or (ii) any impact on the Ticket Holder's (or Authorised User's) enjoyment of any match; in each case which is caused by either: (1) the position of the Ticket Holder's allocated seat; and/or (2) other ticket holders in the Stadium.
50. Ticket Holders should be aware that access to the second and third tiers (including the quadrants) of the stands in the Stadium involves a substantial amount of climbing of stairs. Ticket Holders who have difficulty climbing stairs or who suffer from vertigo are advised accordingly. Ticket Holders should also be aware that certain seats situated in the lower stands of the Stadium may be affected by adverse weather conditions.

Re-sale / transfer of Facilities

51. Season Tickets are personal to Ticket Holders, are not transferable and shall not be transferred or re-sold under any circumstances, except: (i) in accordance with any upgrade, downgrade or transfer procedures set out in these terms and conditions; (ii) in accordance with the friends and family procedures set out in these terms and conditions; (iii) where expressly permitted by the Club in its absolute discretion; or (iv) via any ticket exchange system operated by or on behalf of the Club. In particular, Ticket Holders are expressly prohibited from using Season Tickets as gifts or prizes in any competitions or other promotional activities of whatever nature, except where the Club (in its absolute discretion) gives its prior written permission.
52. The unauthorised sale or disposal of football tickets is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. If: (i) a Ticket Holder is convicted of a criminal offence related to the illegal sale of any football ticket(s); (ii) the Club reasonably suspects that a Ticket Holder may have committed such an offence; or (iii) the Club reasonably suspects that a Ticket Holder may have offered any football ticket(s) for re-sale without authorisation, then: (1) the Club may make any such enquires (including enquiries to the Ticket Holder and/or any Authorised User) as the Club considers necessary in its absolute discretion in connection therewith; (2) the Club may provide any relevant information to any party listed at paragraph 54(e) (information that the Club may disclose includes contact details of the Ticket Holder, any Authorised User and/or any individual in possession of a Ticket Holder's Season Ticket Card, information about the offence (or suspected offence) and about any other ticket purchases); and/or (3) it shall be deemed to be a breach of these terms and conditions by the Ticket Holder and, for the avoidance of doubt, the terms of paragraph 54 shall apply.
53. Season Ticket Cards (and replacement paper tickets) will remain the property of the Club at all times (each Ticket Holder retaining a Season Ticket Card (and replacement paper tickets) on behalf of the Club and being entitled to the benefits conferred by the Season Ticket subject to these terms and conditions). The Club reserves the right to require the immediate return of the Season Ticket Card (and replacement paper tickets) at any time. If the Ticket Holder fails to return the Season Ticket Card (and/or replacement paper

tickets) when required by the Club, it shall be deemed to be a breach of these terms and conditions by the Ticket Holder and, of the avoidance of doubt, the terms of paragraph 54 shall apply.

Application of Sanctions

54. Without prejudice to any other rights or remedies that the Club may have, the Club reserves the right to:
- (a) suspend the use of a Season Ticket and/or all or some of its associated benefits for a period of time;
 - (b) immediately eject from the Stadium any Ticket Holder, Authorised User and/or any individual in possession of the Ticket Holder's Season Ticket Card (or refuse them entry to the Stadium);
 - (c) terminate the Ticket Holder's Season Ticket;
 - (d) prevent a Ticket Holder and/or any Authorised User and/or any individual in possession of a Ticket Holder's Season Ticket Card (either indefinitely or for a period of time) from attending any future match held at the Stadium; and/or
 - (e) provide the police, other relevant authorities, the Premier League (or, if applicable, the relevant governing body or competition organiser), other football clubs and/or event holders (who in turn may notify the police, other relevant authorities, the Premier League (or, if applicable, the relevant governing body or competition organiser), other football clubs and/or event holders) with any relevant information;

in any of the following circumstances:

- (i) the Ticket Holder, any Authorised User or any individual in possession of the Season Ticket Card: (1) breaches any of these terms and conditions; or (2) otherwise misuses the Season Ticket or Season Ticket Card;
- (ii) the Ticket Holder, any Authorised User or any individual in possession of the Season Ticket Card breaches any of the terms and conditions of any other Club related scheme in which he/she is participating (including without limitation any official membership scheme);
- (iii) the Club reasonably suspects that entry into the Stadium by a Ticket Holder or an Authorised User will result in a breach of these terms and conditions or the terms and conditions of any other Club related scheme in which he/she is participating (including without limitation any official membership scheme);
- (iv) the Club reasonably suspects that a Ticket Holder's Season Ticket has been re-sold or offered for re-sale for one or more matches in contravention of section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006 (and for the avoidance of doubt, this circumstance shall apply irrespective of whether or not the Ticket Holder is aware that their Season Ticket has been re-sold or offered for re-sale);
- (v) the Ticket Holder is prohibited (whether by law or otherwise) from attending any football ground (including the Stadium) or is the subject of football related criminal or civil proceedings; or
- (vi) any monies are due from a Ticket Holder to the Club and/or any Manchester United group company (in respect of the Ticket Holder's Season Ticket or otherwise).

Please refer to the Official Club Sanctions document which is available at www.manutd.com/clubsanctions and which provides a guide to the sanctions that the Club may impose in the circumstances set out in this paragraph 54.

55. If a Ticket Holder's Season Ticket is suspended or terminated, the Ticket Holder may make a written request for a refund after the end of the relevant Season. A refund will only be payable: (i) for any match(es) for which the Ticket Holder's Season Ticket is not available for use as a result of the suspension or termination; and (ii) to the extent that the Club is able to re-sell the seat attaching to the Ticket Holder's Season Ticket for such match(es). If the Club does re-sell the seat attaching to the Ticket Holder's Season Ticket for such

match(es), the level of refund shall not exceed the amount paid by the Ticket Holder for the Ticket Holder's Season Ticket and shall be equal to the sums actually received by the Club from re-selling the seat attaching to the Ticket Holder's Season Ticket less: (i) any monies owed to it (and/or any Manchester United group company) by the Ticket Holder; (ii) any costs incurred by the Club in recovering a Season Ticket Card; and (iii) a reasonable administration fee (reflecting the resource and management required to: (1) investigate the circumstances resulting in the suspension or termination of the Ticket Holder's Season Ticket; (2) implement the suspension or termination; (3) attempt to re-sell the Ticket Holder's Season Ticket for any match(es) (whether on a seasonal or match-by-match basis); and (4) administer the refund). For the avoidance of doubt, once the foregoing deductions have been made, there may be no amount remaining to be refunded. If any refund is payable, then it will be made after the end of the relevant Season.

The Club's Liability to the Ticket Holder

56. If the Club fails to comply with these terms, the Club is responsible for loss or damage the Ticket Holder suffers that is a foreseeable result of the Club being in breach of these terms and conditions, however, the Club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if at the time the contract was made, both the Ticket Holder and the Club knew it might happen, for example, if the Ticket Holder discussed it with the Club during the sales process.
57. Notwithstanding paragraph 56, the Club is not liable for any business losses. If the Ticket Holder's purchase of their Season Ticket is for any commercial business purposes (or where the Ticket Holder is not acting as a consumer), the Club will have no liability to a Ticket Holder (or their Authorised User) for any loss of profit, loss of business, business interruption, or loss of business opportunity.
58. The Club shall not have any liability to a Ticket Holder (and/or any Authorised User or any individual in possession of a Ticket Holder's Season Ticket Card) for any failure to carry out or delay in carrying out any of the Club's obligations under these terms and conditions, including: (i) admitting a Ticket Holder (or any Authorised User or any individual in possession of a Season Ticket Card) to the Stadium for a particular match; or (ii) making a Ticket Holder's usual or allocated seat available to them for a particular match; in each case which is caused by circumstances outside its reasonable control.
59. The Club shall not have any liability to a Ticket Holder (and/or any Authorised User) for any late delivery or non-delivery of any Season Ticket Card, replacement paper ticket, away match ticket, documents or other materials resulting from the actions or omissions of any postal service provider.
60. In the absence of negligence or other breach of duty by the Club or its servants or agents, a Ticket Holder and/or any Authorised User will be responsible for: (i) any loss, theft or damage to any of their articles left or displayed in or at the Stadium; and/or (ii) any injury to a Ticket Holder, any Authorised User and/or any individual in possession of a Ticket Holder's Season Ticket Card.
61. For the avoidance of doubt, the Club does not exclude or limit its liability for:
 - (a) death or personal injury caused by its negligence;
 - (b) fraud or fraudulent misrepresentation by the Club; and/or
 - (c) any liability which cannot be limited or excluded by law.

General

62. If a Ticket Holder has any problem with their Season Ticket, they should contact a member of the Ticketing & Membership Services team on telephone number 0161 868 8000. In addition, where the Ticket Holder is a consumer, the Ticket Holder can obtain further guidance and advice from Citizens Advice (www.adviceguide.co.uk).
63. The Alternative Dispute Resolution body for the Club is The Independent Football Ombudsman. The Independent Football Ombudsman can be contacted at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.
64. Nothing in these terms and conditions or any Season Ticket gives any guarantee that a Ticket Holder will be entitled to renew their Season Ticket or purchase any tickets at the Stadium in any subsequent Season.

65. Mobile telephones and other mobile devices are permitted within the Stadium PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites
66. Save as set out in paragraph 65, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to a match, any players or other persons present in the Stadium and/or the Stadium, nor may they bring into the Stadium or use within the Stadium (or provide to, facilitate or otherwise assist another person to use within the Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
67. The Club and/or any person authorised by the Club may from time to time create images and/or audio-visual video footage of Ticket Holders and Authorised Users attending the Stadium. The Club owns all rights in such images and footage and the Club shall be entitled to use them (and to allow others to use them) for any purpose whatsoever (provided that such use does not harm the reputation of the relevant individual whose image is used).
68. These terms and conditions, together with (as appropriate): (i) any associated online application form/process; (ii) the scripted information read out to callers to the call centre; (iii) the information provided as part of the automated telephone season ticket purchase process; and/or (iv) information provided to an individual attending the ticket office (or such other physical location from which the Club may sell Season Tickets (for example, the Club megastore)); comprise the entire agreement between the Club and a Ticket Holder in relation to the purchase of a Season Ticket and subsequent use of a Season Ticket Card.
69. The Club reserves the right to change these terms and conditions from time to time (for example, to reflect changes in relevant laws and regulatory requirements), and shall publicise such changes on its website.
70. The Club shall at any time be entitled to transfer its rights and obligations under these terms to another organisation within its group. The Club confirms that: (i) any such transfer shall not adversely impact the Ticket Holder and/or the continued provision of the Facilities by such group company; and (ii) it shall use reasonable endeavours to inform Ticket Holders of any such transfer (for example, by placing a notice on its website of such transfer).
71. If any of these terms and conditions are found by a court to be illegal, the rest of the contract will remain in force. Each of the paragraphs of these terms operates separately. If any court or other relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
72. This contract is between the Ticket Holder and the Club. No other person shall have any rights to enforce any of its terms.
73. Even if the Club delays in enforcing this contract against the Ticket Holder, the Club will be entitled to enforce it at a later stage. If the Club does not insist immediately that the Ticket Holder does anything he/she/it is required to do under these terms and conditions, or if the Club delays in taking steps against the Ticket Holder in respect of him/her/it breaking this contract, that will not mean that the Ticket Holder does not have to do those things or that the Club is prevented from taking steps against the Ticket Holder at a later date.
74. These terms and conditions are governed by English law and any legal proceedings must be brought in the English courts. Notwithstanding the foregoing, if the Ticket Holder is a consumer and: (i) is resident in Scotland then legal proceedings may be brought in either the Scottish or the English courts; or (ii) is resident in Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.