



The following terms and conditions (the “**Cityzens Membership T&Cs**”) apply to all purchases of a Cityzen Membership (as defined below). Before purchasing, these Cityzens Membership T&Cs are to be read in conjunction with the Seasoncard T&Cs, the Home Ticket T&Cs, the Ground Regulations, Cityzens Portal T&Cs, the Junior Website T&Cs (as applicable) and any other relevant terms and conditions referred to herein (together, the “**Associated T&Cs**”). Purchase of a Membership 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: If you are aged 16 or over for your continued enjoyment, the Club operates an automatic renewal scheme by which each Membership automatically renews on an annual basis. Prior to the end of each 12 month period, the Club will send you a renewal reminder and your Membership will automatically renew (subject to the Member having updated and confirmed their payment details as described above) unless cancelled in accordance with this Cityzens Membership T&Cs. Details of how to cancel are contained in these Cityzens Membership T&Cs and in your renewal reminder, which will be sent according to the contact details provided by you. Automatic renewal applies to all Memberships where you have provided us with payment details.

ACTION REQUIRED- All Cityzens Matchday Members whose Membership is due to renew automatically MUST update and confirm their payment details (even where there have been no changes to such details) in order to renew their Membership this year.

These Cityzens Membership T&Cs are made up of Part I: General Terms and Conditions (pages 1 – 10) and Part II: Membership Benefits (pages 10 – 11).

PART I – General Terms and Conditions

1. Definitions and Interpretation

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

- “**Address**” the 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 13 below;
- “**Cityzens Card**” the card (and any replacement thereof) issued to Cityzens Matchday Members and Cityzens Box Members by the Club;
- “**Cityzens Portal**” means a dedicated Cityzens-only page available to all Cityzens aged 13 and over;
- “**Cityzens Portal T&Cs**” means the terms of use of the Cityzens Portal which can be found at www.mancity.com/cityzens;
- “**Club**” Manchester City Football Club Limited;



“Club Related Activities”	means any of the following activities: <ul style="list-style-type: none">- registering as a supporter on the Website;- registering with City Voice;- purchasing a ticket to a Match; and- making a purchase via the Club’s official online store;
“Conditions of Entry”	means the rules and regulations of each of FIFA, UEFA, the Football Association, the Premier League, the Football League, and the Ground Regulations;
“Cup Match”	any match in any of the League Cup, the FA Cup and the UEFA Competitions in which the Team participates during the Season;
“Free Registration”	has the meaning given to it in condition 2.1;
“Ground”	the Etihad Stadium, Etihad Campus, Manchester, M11 3FF (or such other ground to which the Club relocates on a temporary or permanent basis to the extent that the Etihad Stadium is unavailable for use by the Club);
“Ground Regulations”	the ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground, a copy of which is available on the Website;
“Home Match”	means a Match played at the Ground;
“Home Ticket T&Cs”	means the standard terms and conditions applicable to the purchase of Tickets and attendance at Home Matches, a copy of which is available on the Website;
“Junior Website”	means the website available to Cityzens aged 12 and under;
“Junior Website T&Cs”	means the terms of use of the Junior Website which can be found at https://kids.mancity.com/
“Match”	any Premier League Match or Cup Match or friendly match played by the Team;
“Member”	each person who is registered as an official member of any one of the Club’s Cityzens 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;
“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” and “Membership Scheme”	the Cityzen packages as further described in condition 2.2 of these Cityzens Membership T&Cs which provide the Member with enhanced benefits and which are distinct from Free Registration;
“Premier League Match”	any match played by the Team in the Barclays English Premier League during a Season;
“Purchaser”	a person purchasing any number of Memberships;
“Renewal Date”	the date on which a Member’s Membership shall automatically renew;
“Season”	means the English football season (which usually runs from August to May);
“Seasoncard”	means the electronic card (and any replacement thereof) issued to each of the Superbia, Platinum, Gold and Value Gold Seasoncard Holders valid during the 2018/2019 Season which, amongst other things, admits the Seasoncard Holder into the Ground at matches which that Seasoncard Holder is entitled to attend as further described in the relevant Seasoncard T&Cs;
“Seasoncard Holder”	means a holder of a Seasoncard;
“Seasoncard T&Cs”	means the standard terms and conditions applicable to purchasers and holders of a Seasoncard;
“Team”	the Club’s first team squad;
“UEFA Competition”	the UEFA Champions League and the UEFA Europa League (as applicable);



“Website” the Club’s website at www.mancity.com; and
“Year” each 12 month period of a Membership.

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 / Junior Website (as applicable) and for Seasoncard Holders only (i) a 20% discount off stadium and Club tours and (ii) 10% discount on purchases at the Club store (both online at www.shop.mancity.com and official City stores) (such discount cannot be used in conjunction with any other offer or discount, including any discounts offered to Cityzens Matchday Members). However, to benefit from additional Cityzens benefits you will need to purchase one or more Memberships.
- 2.2. Memberships will be made available to individuals at the Club’s sole discretion. The Club currently has two (2) types of Membership as follows (as may be amended by the Club from time to time):
 - a. **Cityzens Matchday Membership** is a 12-month rolling Cityzens add-on product offering you a range of matchday and retail benefits; and
 - b. **Cityzens Box Membership** is a 12-month rolling Cityzens add-on product offering you merchandise, discounts and more exclusive benefits. If you are aged 12 or under, you will be qualify for a “Junior” version of this Membership,
(each a “**Membership**” and together the “**Memberships**”).
- 2.3. Purchasing a Cityzens Matchday Membership does not preclude you from also purchasing a Cityzens Box Membership and vice versa; you can enjoy one or both types of Membership.
- 2.4. Details of the benefits associated with each Membership are detailed in Part II of these Cityzens Membership T&Cs.
- 2.5. Memberships are available for purchase by supporters of the Club only. By applying to purchase one or a number of Memberships and/or using a Cityzens Card, you hereby warrant and represent that you (and any person you are buying a Membership for or who uses your Cityzens Card) are a supporter of the Club.

3. Price and Payment

- 3.1. The price payable for each Membership per Year shall be as set out on the Website or as otherwise notified by the Club from time to time. Booking fees may apply. Prices each Year may be subject to change. Any price changes will take effect at the start of the next Year following the date of the price change but Members will be notified of any changes to the price in advance. Unless expressly stated otherwise, all prices are inclusive of VAT. Concessionary rates are available for individuals aged 12 and under in respect of the Cityzens Matchday Membership.
- 3.2. By applying to subscribe to a Membership, a Purchaser is making an offer to the Club. A contract for the supply of the Membership shall be created when the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received) by the Club and the Club has issued a confirmation of purchase.
- 3.3. Where a child aged 15 or under purchases a Membership the following terms shall apply:



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- a. if the Purchaser is the prospective Member, the Purchaser shall be required to (i) confirm as part of the purchase process that they have the consent of their parent and/or legal guardian to their purchase of the Membership and that the parent and/or legal guardian agrees to the Member being subject to these Citizens Membership T&Cs. They may additionally be required to provide the email address of their parent and/or legal guardian as part of the purchase process at which point an email containing details of the purchase shall be sent to the parent / legal guardian's email address and the parent / legal guardian shall be given the opportunity to object to the purchase of the Membership. If the parent / legal guardian does so object, they should contact the Supporter Services number provided in the email, and request that the purchase of the Membership be cancelled. Upon cancellation, a full refund shall be given to the Purchaser using the payment details provided on purchase;
 - b. if the Purchaser is neither the prospective Member or their parent and/or legal guardian, the Purchaser shall be required to confirm as part of the purchase process that they have the consent of the Member's parent and/or legal guardian to the purchase of the Membership for the Citizen and the parent or guardian agrees to the Member being subject to these Citizens Membership T&Cs; or
 - c. if the Purchaser is the parent and/or legal guardian of a prospective Member, they shall confirm as part of the purchase process that they consent to the Member being subject to these Citizens Membership T&Cs.
- 3.4. The sale of a Membership is subject to the Purchaser providing the Club with full payment of the relevant price in respect of the initial Year and thereafter on an annual basis. Purchasers who provide the Club with debit or credit card payment details authorise the Club to use those details to fulfil payment of the price on an annual basis and other fees attributable to the relevant Membership.
- 3.5. **If you are aged 16 or over, where credit or debit card details have been provided on initial purchase subject to you completing the action required in 4.1(b), your Membership will automatically be renewed and you will automatically be charged the Membership Price on an annual basis on each predetermined calendar date prior to the end of the relevant Year, until you indicate that you wish to cancel the Membership before the end of the relevant Year in accordance with condition 5.2. This means that before the end of the relevant Year, the Club will charge you automatically for the next Year to guarantee uninterrupted access to benefits and services of the Membership. Please see conditions 4 and 5.2 for further details.**
- 3.6. It is the Purchaser's responsibility to update and confirm the payment method and/or details before renewal and keep the Club informed of any changes to the payment method and/or details provided under this condition 3. If the payment method or details are declined when the Club attempts to retrieve payment for any Membership or any other associated fees:
- a. 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;
 - b. the Ground's access control system will not permit the holder(s) of the affected Citizen Card(s) entry to the relevant Match(es) until sufficient payment is received;
 - c. the affected Citizen Card(s) may be cancelled if the Club is not successful in contacting the Purchaser having made reasonable attempts to do so and the Purchaser has not contacted the Club; and
 - d. the Purchaser will be liable to the Club for any bank, other administrative charges and / or expenses incurred by the Club as a result of the Purchaser's breach of this condition 3.6.
- 3.7. 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 pricing or product description error in relation to any Memberships 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 treat the order as cancelled.

4. Membership Term and Automatic Renewal – 16+ only

4.1. Where you are aged 16 or over each Membership purchased is an on-going subscription service. Your Membership starts from the confirmation of purchase and subject to condition 5 and provided credit/debit card details have been provided, shall automatically renew on an annual basis each Year in accordance with the process as follows:

- a. at least 30 days prior to the end of each Year, the Club shall inform the Member of (i) the Renewal Date; (ii) the price payable in respect of that Member's Membership for the subsequent Year; (iii) the methods by which a Member may cancel their subscription for the subsequent Year; and (iv) the terms and conditions applicable to the subsequent Year's Membership;
- b. the Member shall update and confirm their payment details (even if there have been no changes to such details) before the end of the Membership Year;
- c. the Club shall take payment for the renewal of the Member's Membership by using the most recent payment card details provided to the Club by the Member when joining/renewing Membership. If the Member wishes to pay for the renewal of their Membership using another payment method, they should inform the Club prior to the Renewal Date;
- d. if a Member does not wish to renew their Membership for the subsequent Year, the Member must notify the Club in the manner specified in condition 5.2;
- e. if the Club does not receive confirmation from the Member that they do not wish to renew their Membership for the subsequent Year (in accordance with the methods set out in condition 5.2) then (i) the Member's Membership shall automatically renew on the Renewal Date for the subsequent Year and the Member shall not have any further right to cancel their Membership for the subsequent Year and (ii) the Member shall be deemed to have accepted the terms and conditions which apply to that subsequent Year.

4.2. Notwithstanding condition 4.1, the Club shall be entitled in its absolute discretion to withdraw a Member's Membership from the automatic renewal process and/or amend such renewal process provided it is communicated to Members sufficiently in advance.

5. Consumer Rights

5.1. If you are a consumer, you have a right to cancel your initial purchase within 14 days after the day on which you receive the confirmation of purchase. So, if during this time, you change your mind, you can notify the Club of your decision to cancel the purchase by contacting the Club's Supporter Services Team and receive a refund (the Club will refund you on the credit card or debit card used by you to pay). If your Cityzen Card has been delivered to you before you decide to cancel your purchase, then you must return it to the Club without undue delay and in any event not later than 14 days after the day on which you let the Club know that you wish to cancel the Membership.



- 5.2. If you do not wish to renew your Membership for a subsequent Year, you can cancel your subscription at any point during the Year but by no later than 5pm on the working day prior to the next Renewal Date by contacting us on +44 (0)161 444 1894, choosing Option 1 when prompted.
- 5.3. In the event that a Member decides to cancel a Membership pursuant to condition 5.2, the Member's Membership will end on the last day of the Year in which the Member elects to cancel.

6. Dispatch of Membership Cards

- 6.1. All registered Members shall be issued with a Cityzen Card each Year. No action is required to activate Cityzen Cards.
- 6.2. For individuals with a Citizens Matchday Membership, the Cityzen Card will have RFID functionality and any Home Match Tickets purchased by a Member will automatically be uploaded onto the Cityzen Card, which should then be used to gain entry to the Ground for the relevant Match. For the avoidance of doubt, Citizens Box Cityzen Cards will not have this functionality.
- 6.3. The Club shall not have any liability to any Purchaser or Member for any non-delivery or late delivery of any Cityzen Card, ticket, documents or other materials dispatched by the Club to the Purchaser and/or Member resulting from the actions, omissions, malfunctions or interruptions of any postal services or incomplete or inaccurate personal details or Addresses provided to the Club. Should any such items purchased not arrive in the post within seven days of receiving a welcome email from the Club, the Purchaser should contact the Club immediately.
- 6.4. All Cityzen Cards will remain the property of the Club at all times and may be confiscated, cancelled or withdrawn by the Club in accordance with these Citizens Membership T&Cs at any time. Cityzen Cards must be produced along with evidence of identity if required by any official, steward or employee of the Club or any police officer.

7. Lost, stolen and damaged Cityzen Cards and tickets

- 7.1. The Club is not responsible for any Cityzen Card which is lost, stolen, forgotten, damaged, defaced, or destroyed. One duplicate of any such Cityzen Card or ticket may be provided to the Member at the Club's absolute discretion at no cost to the Member. Any subsequent replacements may be subject to a non-refundable administration fee of £10.00 to be paid by the Purchaser or Member prior to the issue of each duplicate Cityzen Card. Whether a Cityzen Card is damaged, defaced or destroyed will be determined by the Club acting reasonably in its sole discretion.

8. Transfer of Memberships and Cessation of Rights

- 8.1. 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.
- 8.2. The Member on whose behalf the Membership is purchased pursuant to condition 8.1 shall adhere to and be bound by these Citizens Membership T&Cs, and 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.



- 8.3. Memberships and Membership Benefits (including, without limitation, Cityzen Cards) are for the use of the Member only and are not transferable. Where your Match tickets are uploaded onto the Cityzen Card and you wish to temporarily allow a guest to use your Cityzen Card for the purpose of allowing that Guest to attend a Match, please refer to the Club's Home Ticket T&Cs which set out the circumstances in which Match tickets may be used by guests.
- 8.4. Subject to conditions 8.1 and 8.3 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.

9. Amendments to the Membership packages

- 9.1. The Club reserves the right to re-brand or otherwise vary any of the Memberships, or introduce any additional Memberships, 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.

10. Suspension/Termination of the Membership by the Club

- 10.1. The Club may suspend a Member's access to the Cityzens Portal and the Membership at any time at its sole discretion. 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.
- 10.2. The Club can terminate your 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 the 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;
 - 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.
- 10.3. In addition, the Club may terminate the Membership on giving the Member 30 days' notice by email.
- 10.4. In the event that a Cityzen Card is withdrawn or a Membership cancelled, the Club reserves the right to exclude the relevant Member from applying for any future Membership or 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 FIFA, UEFA, the Football Association, the Premier League, the Football League and/or any other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

11. Exclusion of Liability

- 11.1. 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 Citizens Membership 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 Citizens Portal or the Junior Website, including its availability and use of or reliance on any content displayed on the Citizens Portal or the Junior Website; and
 - d. any failure by a Purchaser/Member to provide updated contact/payment details in accordance with condition 13.
- 11.2. The Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 11.3. 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.
- 11.4. 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.
- 11.5. For the avoidance of doubt, nothing in these Citizens Membership T&Cs shall exclude or limit the Club's liability for death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or any other conduct for which liability may not be excluded or limited as a matter of English law.

12. Attendance at Matches and Entry into the Ground – Citizens Matchday Membership Only

- 12.1. Any Home Match Tickets / Seasoncards purchased by a Citizens Matchday Member will automatically be uploaded onto the Cityzen Card, which should then be used to gain entry to the Ground for the relevant Match. Consequently, Citizens Matchday Members will not be issued with paper tickets for Matches unless notified otherwise by the Club, giving reasonable advance notice to the extent it is practical to do so. For the avoidance of doubt, Citizens Box Cityzen Cards will not have this functionality.
- 12.2. In the event that a Citizens Matchday Member forgets their Cityzen Card 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 a paper ticket for that Match.
- 12.3. Any Match Tickets and Seasoncards uploaded onto a Cityzen Card are issued subject to that Match Ticket T&Cs or Seasoncard 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 Ticket / Seasoncard shall take precedence over these Citizens Membership T&Cs.
- 12.4. By purchasing and/or attending a Home Match using your Cityzen Card you:



- a. certify that you have read, understood and accepted the Home Ticket T&Cs / Seasoncard T&Cs (as applicable);
- b. agree to be bound by and to comply with the Home Ticket T&Cs / Seasoncard T&Cs (as applicable); and
- c. agree to bring to the attention of others, as required above, Home Ticket T&Cs / Seasoncard T&Cs (as applicable).

12.5. Entry into the Ground is subject always to the Conditions of Entry. By purchasing and/or accepting and/or holding a Membership and/or using a Cityzen Card you:

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

12.6. 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 Cityzen Card which is suspended or withdrawn in accordance with these Citizens Membership T&Cs.

13. Change of Details

13.1. 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. telephoning the Club and asking for 'Supporter Services';
- c. visiting the Club ticket office in person; or
- d. writing to the Club, for the attention of 'Supporter Services', quoting the relevant Cityzen number.

13.2. 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 13.1.

14. Data Protection

14.1. 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 and the Club's Privacy Policy (available on the Website at www.mancity.com/common/privacy).

15. Entire Agreement

15.1. These Citizens 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 Match Tickets and Seasoncards shall be subject to the terms and conditions applicable to one-off purchases which are available on the Website.

16. Severability and Amendments

16.1. The Club reserves the right to make amendments to these Citizens 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 Citizens Membership T&Cs will be made available promptly on the Website, and hard copies will be available from the Club upon request. Prior to auto-renewal, Members will be send details of the latest Citizens Membership T&Cs that will apply to the subsequent Year.

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

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

17. Waiver

17.1. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Citizens Membership T&Cs or by law shall not constitute a waiver of that right, power or remedy.

18. Third Parties

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

19. Governing Law

These Citizens Membership T&Cs shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

Part II: Membership Benefits

20. Citizens Matchday Membership Benefits

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

- a. Access to the Citizens Portal*, or if you are aged 13 or under the Junior Website** (subject to such platforms' terms of use). 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. Citizen Card (with RFID technology);
- c. Citizens welcome pack, the content of which may change. If you are aged 12 and under, you will receive a Junior Citizens welcome back. Please check for updated details; <https://www.mancity.com/fans%20and%20community/fans/citizens%20matchday>
- d. automatic enrolment to the Club's 'Match ticket priority scheme' as detailed at condition 23 below (Tickets subject to availability and qualifying sale criteria);
- e. £5 off Tickets for home Premier League matches. Each Member is entitled to buy one ticket per Match;
- f. No booking fees for purchasing Tickets;



- g. 20% off Stadium and Club tours; and
- h. Access to the Seasoncard Waiting List without requirement to pay the deposit/down payment which would otherwise be required;
- i. 10% discount on purchases at the Club store (both online at www.shop.mancity.com and official City stores) (such discount cannot be used in conjunction with any other offer or discount, including any discounts offered to Seasoncard Holders). **Please note there are a limited number of countries where this offer is not available***.**

21. Cityzens Box Membership Benefits

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

Adult Membership (available for those aged 13 and over at the time of purchase):

- a. Access to the Cityzens Portal* (subject to such platforms terms of use). 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. Cityzens Tin
- c. T-shirt
- d. Flag
- e. Key ring
- f. Poster
- g. Pin Badge
- h. 10% discount on purchases at the Club store (both online at www.shop.mancity.com and official City stores) (such discount cannot be used in conjunction with any other offer or discount, including any discounts offered to Seasoncard Holders). **Please note there are a limited number of countries where this offer is not available***.**

Junior Add-On (for those aged 12 and under at the time of purchase):

- a. Access to the Junior Website* (subject to such platforms terms of use)**. 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. Cityzens Tin
- c. Juniors T-shirt
- d. Flag
- e. Poster
- f. Badges Set

**This is also a benefit of Free Registration.*

***The Club is currently working on a new and relaunched version of the Junior Website which may replace the current Junior Website during the course of the Year.*

****Cambodia, China, Hong Kong, Indonesia, Japan, Korea, Laos, Malaysia, Myanmar, Philippines and Singapore*



22. 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. 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 Cityzen Card or insert their Cityzen 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. Please refer to Special Offer for full details, terms and restrictions.

23. Match Ticket Priority Scheme

The Club's 'Match Ticket Priority Scheme' referred to above will provide the relevant Members with a 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 Members meeting the qualifying sales criteria). 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 Members subscribed to the 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. 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.

24. Prizes and Rewards

Any prizes and rewards due to a Member shall be delivered within 30 days.

Last Updated 20th June 2018