MANCHESTER CITY FC HOME TICKET TERMS AND CONDITIONS 2017/18

Please read this document carefully as the terms below apply to your use of a Ticket.

In particular, we ask you to note the following:

- **The Club is unable to give any guarantees that any particular Match will take place at a particular time or on a particular date. The Club shall make reasonable endeavours to publicise any change to the time and/or date of any Match. In the event of the postponement, rescheduling or abandonment of a Match, Ticket Holders shall be entitled to attend any such re-arranged Match or (subject to certain conditions) Purchasers shall be entitled to a refund. Please see clause 2 for details.**

- **Each Ticket is issued for the sole use of, and is personal to, the Ticket Holder. The limited circumstances in which a purchaser may allow another individual to use his/her Ticket is set out in clause 3.**

- **In certain circumstances, the Club has the right to do any of the following: (i) to eject from, or refuse entry to the Ground (ii) suspend or ban an individual from purchasing tickets (ii) terminate the Ticket purchase and/or (ii) inform the police or other relevant authorities. The circumstances include (a) breach (or suspected) breach of these Home Ticket T&Cs (b) a prohibition from entering the Ground or any other sporting venue (c) instances of abusive, dangerous or other unacceptable behaviour and/or (d) resale or attempted resale of Tickets other than in accordance with these Home Ticket T&Cs. Please read clause 7 for full details.**

- **The Club will not be obliged to make any refund to any Purchaser in respect of any ejection from or refusal of entry to the Ground or in respect of any Ticket which is suspended or withdrawn in accordance with the provisions of these Home Ticket T&Cs.**

- **Personal data provided by Purchasers to the Club in the purchase of Tickets shall be collected, stored and used by the Club in accordance with the Club's Privacy Policy. Please read clause 10 for full details.**

The terms and conditions overleaf contain the full terms and conditions including further details on each of the above points.

Man City

Home Ticket Terms & Conditions 2017/18

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

Defined terms used in these Home Ticket T&Cs shall have the meanings ascribed to them in clause 12 below.

1. **Purchase and Issue**

1.1. Tickets in the Home Section (being the area of seating at the Ground which is designated for use by supporters of the Club) are available for purchase by supporters of the Club only. Tickets in the Away Section (being the section of the Ground which is designated for use by supporters of the Visiting Club) are available for purchase by supporters of the Visiting Club only. By applying to purchase one or a number of Tickets, you hereby warrant and represent that you are either (i) a supporter of the Club if the seat purchased under your Ticket is located in the Home Section; or (ii) a supporter of the Visiting Club if the seat purchased under your Ticket is located in the Away Section, and (iii) that the personal details you have provided are true and accurate. Tickets are sold subject to additional sales criteria applicable to each Match which shall be published on the Website in advance of each Match.

1.2. By applying to purchase one or a number of Tickets, you are making an offer to the Club. A contract for the supply of a Ticket and any associated benefits shall be created when the required payment has been received by the Club and the Club has issued the relevant Ticket. An email confirmation will be sent to the individual whose account was used to purchase the Ticket(s). Any individual purchasing a Ticket for a Ticket Holder other than themselves shall be deemed to be acting with the authority of each such Ticket Holder, including the authority to agree to these Home Ticket T&Cs on such third party's behalf.

1.3. If a supporter wishes to use the 'Friends and Family' programme (being a mechanism offered by the Club by which a supporter may link accounts with family and friends, enabling members of the linked group to purchase Tickets on behalf of one another), the supporter should ensure that they have the permission of all family and friends added to the list before proceeding with any Ticket purchase. Similarly, if a supporter provides permission to be added to a Friends and Family programme, they acknowledge and agree that tickets may be purchased on their behalf at any time. It is the particular supporter's responsibility to monitor his/her account for any purchases being made on his behalf as the Club will be under no obligation to notify the supporter of the same.

1.4. The price payable for each Ticket shall be as set out on the Website or as otherwise notified by the Club from time to time. Booking fees may apply. Unless expressly stated otherwise, all prices are inclusive of VAT. The Club always tries to ensure that pricing and ticketing information provided by the Club is correct, but errors may occur. Upon the Club becoming aware of any pricing or product description error in relation to any Ticket 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 Purchaser will have 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. If the order is cancelled or treated as cancelled pursuant to this clause 1.4, the Club will provide a full refund to the Purchaser using the payment details provided (including any booking fees incurred) provided the Ticket (if already issued) is returned to the Club. If valid payment details have not been provided, no further action will be taken by the Club.

1.5. Additional requirements for the purchase of certain classes of Tickets are as follows:

Family Stand Tickets (being the area of seating at the Ground which is designated as a 'family friendly' area)	- At least one Guest must be under the age of 16. - A maximum of three Tickets for persons aged 15 and over may be purchased in conjunction with an Under-16 Ticket. - An Under-16 Ticket may be upgraded in line with clause 2.1 below, (provided that any transfer of a Ticket meets the conditions in clause 3).

Children aged 14-17	- No requirement for an accompanying adult. - Only one ticket for a child aged 14 – 17 may be purchased in a single transaction unless at least one adult Ticket for a person aged 18 or over is also purchased in that transaction.
Children aged under 14	- May not enter the Ground unless accompanied by an adult aged 18 or over. - Children aged 5 and over must be in possession of a valid Ticket for the Match they are attending. - A child aged under 5 may enter the Ground for free without a Ticket if accompanied by an adult aged 18 or over, but in such an event, no seat shall be provided for that child. - His/ her parent(s) and / or legal guardian(s) shall, in addition to the Purchaser, be responsible for the child's actions, conduct and compliance with the Home Ticket T&Cs and the Conditions of Entry.

1.6. While Tickets will generally be posted to the Purchaser prior to the Match, if notified by the Club, the Purchaser/Ticket Holder may be required to collect their Tickets in person at the box office in order to enable the Club to verify identification or other details regarding the Purchaser's order.

1.7. The Club shall not have any liability to any Purchaser or Ticket Holder for any non-delivery or late delivery of any Tickets, documents or other materials dispatched by the Club to the Purchaser and/or Ticket Holder 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 by seven (7) days before the relevant Match, and the Club has not notified the Purchaser or Ticket Holder that the Tickets should be collected in person, the Purchaser should contact the Club immediately.

1.8. The Club shall be entitled to require that additional information and/or documentation be submitted to the Club at any time should the Club deem it necessary in order to verify the Purchaser's and/or individual Ticket Holder's identification and/or other information with regards the Purchaser's Ticket purchases. The Purchaser and individual Ticket Holder shall cooperate with the Club in connection with the same.

2. Changes to Order, Changes to Match Dates and Refunds

2.1. Once purchased, a Purchaser shall not be entitled to change their Ticket(s), save that a concessionary Ticket can be upgraded to a non-concessionary or different concessionary category Ticket, subject to availability and payment of the price difference between the original and upgraded Ticket. Such an upgrade can be arranged by contacting Supporter Services on +44 (0) 161 444 1894 no later than 24 hours before the Match kick-off time or in person at the Club's ticket office at the Ground prior to the Match kick-off. The original Ticket may need to be returned prior to the upgraded Ticket being issued.

2.2. Should the Purchaser wish to cancel one or more Ticket purchases, subject to clause 2.4, the Club will provide a Purchaser with a full refund in respect of a valid Ticket (with the exception of individual Matches purchased as part of a Match Ticket Bundle), provided that both (i) a written request to cancel the Ticket is made (using the Club contact details outlined in clause 8), and (ii) the relevant original Ticket (if already dispatched) is returned to and received by the Club, by no later than (a) 21 days before the date of the relevant Match in the case of any Tickets that have been purchased as part of a group booking (meaning bookings of 10 or more Tickets) or (b) 7 days before the date of the relevant Match in the case of Tickets that have not been purchased as part of a group booking.

2.3. The Club is unable to give any guarantees that any particular Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without any liability whatsoever. Where reasonably practicable, the Club shall endeavour to publicise any fixture changes in advance via the Website. In the

event of the postponement or abandonment of a Match (or if the Match has, for any reason, to be played out of view of the public), the following options shall be available:

a. the relevant Ticket Holder shall be entitled to attend any such re-arranged Match; or
b. subject to clause 2.4 below, the relevant Ticket Holder shall be entitled to return the Ticket and request a refund in accordance with clause 2.2 (save that, in the event that the Match has been re-arranged for a date which falls within 7 days of the original scheduled date for the Match, a shorter timeframe for requesting refunds will apply and the Club will notify the Purchaser via email of the same).

2.4. A refund pursuant to clauses 2.2 or 2.3 will only be issued on production of (i) the original Ticket within the timeframe specified (where such Ticket has already been issued) and (ii) satisfactory identification that the individual requesting the refund is the Purchaser. The final decision shall at all times belong to the ticket office manager.

3. **Use of a Ticket; Transfer of Tickets and Cessation of Rights**

3.1. Save as permitted in clause 3.2, each Ticket is issued for the sole use of, and is personal to, the Ticket Holder. The Purchaser and any Ticket Holder shall not sell, assign or transfer their Tickets to any other person without the prior written consent of the Club. The reference to selling a Ticket includes (i) offering to sell a Ticket (including, without limitation, via any online auction website), (ii) exposing a Ticket for sale, (iii) making a Ticket available for sale by another and/or (iv) advertising that a Ticket is available for purchase. For the avoidance of doubt (and by way of example only) a Ticket may not be: offered as a prize in any promotion, prize draw or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose (all save as expressly authorised by the Premier League, Football Association, Football League, FIFA, UEFA or the Club as applicable).

3.2. A Purchaser may:

a. purchase a Ticket on behalf of another individual (and such individual is identified at the Ticket Holder at the point of purchase of the Ticket), provided the Purchaser purchases and retains a Ticket for his own personal use; and/or
b. allow a Guest to use a Ticket for the purpose of allowing that Guest to attend such Match where the Ticket Holder is unable to attend,

in each case, subject to the following conditions:

(i) such transfer must not be made in the course of business, for any commercial purpose, for the purpose of facilitating any third party's business, or for the purpose of increasing the Purchaser's collection of Ticket Points;
(ii) the transfer must be free of charge or for a fee or benefit no greater in value than the face value of the Ticket;
(iii) such purchase/transfer must not breach clause 1.1 above;
(iv) the Ticket Holder / Guest (as applicable) shall adhere to and be bound by these Home Ticket T&Cs and the Conditions of Entry which (save for any rights to transfer under this clause 3 or any rights to a refund under clause 2) apply to and bind each Ticket Holder / Guest (as applicable) as if he/she were the original purchaser and intended user of that Ticket (and any obligations / restrictions in these Home Ticket T&Cs which are stated as applying to the Ticket Holder shall be construed as applying equally to any Guest). It is the responsibility of the Purchaser to inform the Ticket Holders and any Guests of these requirements.

3.3. Tickets purchased as part of a Match Ticket Bundle may not be transferred individually.

3.4. The unauthorised sale or disposal of a Ticket (as described in clause 3.1) may amount to 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 an individual is convicted of a ticket touting offence anywhere in the world, or the Club reasonably suspects that an individual has committed (or is attempting to commit) a ticket touting offence anywhere in the world, then:

a. the Club may notify the Police, the FA, FIFA and the Premier League who in turn may notify other clubs and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches;
b. the Club may make any such enquiries as the Club considers necessary;
c. such conduct shall be deemed to be a serious breach of these Home Ticket T&Cs by the Purchaser / Ticket Holder.

If a Purchaser / Guest suspects that ticket touting is taking place in or around the Ground, the Club requests that they promptly report their suspicions to the Club and the police.

3.5. All Tickets will remain the property of the Club at all times and may be confiscated, cancelled or withdrawn by the Club in accordance with these Home Ticket T&Cs at any time. Tickets must be produced along with evidence of identity / age / address if required at any time by any official, steward or employee of the Club or any police officer. If the Purchaser fails to return a Ticket when required, it shall be deemed to be in breach of these Home Ticket T&Cs and, for the avoidance of doubt, the provisions of clause 7 will apply.

4. **Access to the Ground**

4.1. In order to gain admission to the Ground, a valid Ticket must be presented.

4.2. Entry into the Ground is subject always to the Conditions of Entry. By purchasing and/or using a Ticket you: (i) certify that you have read, understood and accepted the Conditions of Entry; (ii) agree to be bound by and to comply with the Conditions of Entry; and (iii) agree to bring to the attention of others, as required above, the Conditions of Entry.

4.3. A Ticket permits the holder to occupy the seat indicated on the Ticket at the relevant Match, or such other alternative seat as the Club may, from time to time, allocate at its reasonable discretion. Nothing in these Home Ticket T&Cs shall constitute or imply any entitlement to occupy the seat indicated on the Ticket at any subsequent Match.

4.4. The Club reserves the right in its sole discretion to temporarily allocate to a Ticket Holder an alternative seat in the Ground of equal or greater value than that normally allocated if:
a. the part of the Ground in which the Ticket Holder's seat is located is closed for operational reasons, maintenance, repairs, or re-structure;
b. the Visiting Club is allocated part of the Ground in which the Ticket Holder's seat is located;
c. the relocation is necessary to comply with any requirements of the Football Association, the Premier League, FIFA or UEFA in respect of any Match played at the Ground; or
d. the Club, the police or any other relevant authority consider that a relocation is necessary in the interests of safety, public order or crowd control.

4.5. Ticket Holders agree to conduct themselves at all times in a manner befitting a representative of the Club and agree not to do anything or procure anything to be done that will or is likely to bring the name or reputation of the Club into disrepute. Without prejudice to the generality of the foregoing, the Club does not tolerate abusive, offensive, homophobic, sexual, sectarian, racial or discriminatory behaviour in any form (whether physical, verbal or other) and any such conduct shall be considered a serious breach of these Home Ticket T&Cs. Any Ticket Holder who is found or is reported to be abusing any football player, supporter, member of staff or any other individual in or around the Ground will face arrest and prosecution by the police.

4.6. Save as set out in clause 4.7 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or around the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) 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. Any person acting in breach of this provision may have such equipment

or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the Premier League and/or the Club and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the Premier League, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988, and clause 7 shall apply.

4.7. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (a) 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 (b) no Material that is captured, logged, recorded, transmitted, played, issue, 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.

4.8. Ticket Holders shall:

a) not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 4.7 where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order;

b) not bring into the Ground any food or drink items. Only food and drink items purchased in the Ground from vendors authorised by the Club may be consumed in the Ground;

c) not, other than official Club merchandise, and/or other football-related clothing worn in good faith (in accordance with clause 1.1 above), bring into, use or display within the Ground any sponsorship, promotional or marketing materials;

d) adhere to any relevant dress code in place at the Ground. Ticket Holders who do not, in the reasonable opinion of the Club, comply with the relevant dress code will not be admitted to the Ground;

e) not attempt to gain access to the Home Section wearing or carrying apparel (including without limitation hats and/or scarves) that demonstrates support for a team other than the Club. Any such attempt may result in admission being refused or the relevant individual being ejected from the Ground.

4.9. The Club reserves the right to refuse entry to / eject any person from the Ground who (in the Club's reasonable opinion) attempts to undertake any action in contravention of Clause 4.8 and to withdraw or suspend the individual's Ticket at the Club's discretion (and no refund will be given).

5. <u>Disabled Supporters</u>

5.1. **Concessionary Rates**: Disabled Supporters who can provide the Club with any of the following as proof of their disability shall be entitled to purchase a Ticket at a discounted rate:

a. a statement of high mobility / living allowance as issued by the Department of Work & Pensions;
b. receipt of either the Severe Disablement Allowance or Attendance Allowance;
c. blind or partially sighted registration certificate;
d. enhanced rate of Personal Independence Payment.

This list is not exhaustive and consideration will be given to any other evidence that can be provided, on a case by case basis.

5.2. **Personal Assistant**: The Club will allow a Disabled Supporter to bring a free of charge Personal Assistant to the Match played at the Ground (save where a Disabled Supporter is aged 13 or under, as all supporters within that age bracket must be accompanied by an adult aged 18 and over in order to attend Matches) subject to the following conditions:

a. the Disabled Supporter must complete and submit a 'Personal Assistant Registration Form' to the Club in advance;

b. the Personal Assistant shall adhere to and be bound by the same terms and conditions which apply to the Disabled Supporter and it shall be the responsibility of the Disabled Supporter to inform the Personal Assistant of these requirements;
c. the Personal Assistant shall only attend the Match with the Disabled Supporter;
d. the Personal Assistant's ticket is non-transferable;
e. the Disabled Supporter must co-operate with the Club fully, and if requested, provide further evidence that a Personal Assistant is required.

5.3. The Club will make every effort to allocate the Personal Assistant with a seat adjacent to the Disabled Supporter, however if this is not possible, the Club will allocate the closest available seat to the Disabled Supporter.

5.4. Please note that stewards and members of staff may carry out checks on all Ticket Holders and their attendance over the course of the Match. Any abuse of the rights granted pursuant to this clause 5 will be dealt with severely and will result in the loss of your Ticket and the Club reserves the right to eject them from the Ground immediately without refund.

5.5. The Club will use reasonable endeavours to accommodate requests to locate or relocate a Ticket Holder into a disabled access area provided the request is based upon a medical condition and such requests are submitted in advance of the Match giving details of the facilities that will be required (stating expressly whether access to the Club's Induction Loop is required).

6. Lost, stolen and damaged Tickets

6.1. The Club is not responsible for, and shall not be obligated to admit entry to a Ticket Holder in respect of any Tickets which are lost, stolen, forgotten, damaged, defaced, or destroyed. A duplicate of any such Tickets may be provided to the Purchaser at the Club's absolute discretion, subject to (i) (in certain circumstances and at the Club's discretion) the requirement that the Ticket Holder attend the Ticket Office in person to collect such replacement Ticket(s) and provide satisfactory evidence of identity and (ii) payment of a non-refundable administration fee (unless the Club in its absolute discretion waives such fee) to be paid by the Purchaser / Ticket Holder prior to the issue of each duplicate Ticket. Whether Tickets are damaged, defaced or destroyed will be determined by the Club acting reasonably in its sole discretion.

7. Cancellation and Withdrawal of a Ticket / Ejection From or Refusal of Entry to the Ground

7.1. Without prejudice to any other rights or remedies that the Club may have, the Club reserves the right, at its absolute discretion, to:

a. eject a Ticket Holder / Guest from the Ground or refuse them entry to the Ground;
b. exclude (indefinitely or for a period of time determined by the Club) a Purchaser / Ticket Holder / Guest from using and/or applying to purchase any Ticket in respect of any future Match held at the Ground (including, without limitation, use of any benefits associated with the Ticket);
c. terminate the contract for the purchase of the Ticket; and/or
d. provide the police and any other relevant authorities including FIFA, UEFA, the Football Association, the Premier League, the Football League and/or any other football clubs with any relevant information,

in any of the following circumstances:

(i) the Purchaser or Ticket Holder (or any person in possession of the relevant Ticket) breaches any of the Home Ticket T&Cs or Conditions of Entry (or the Club has reasonable grounds to suspect such breach); or
(ii) the Club reasonably suspects that entry into the Ground by the Ticket Holder (or any person in possession of the Ticket) will result in a breach of these Home Ticket T&Cs, the Conditions of Entry or the terms and conditions of any other Club related scheme;
(iii) the Club reasonably suspects that a Ticket Holder's Ticket has been offered for re-sale or re-sold in contravention of these Home Ticket T&Cs;
(iv) the Purchaser / Ticket Holder is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world or is the subject of football related criminal or civil proceedings; or

(v) the Purchaser / Ticket Holder (or any person in possession of the relevant Ticket) engages in any abusive, dangerous or other unacceptable behaviour in or around the Ground or any other sporting venue anywhere in the world.

7.2. Without prejudice to the general nature of clause 7.1, the following actions shall constitute a non-exhaustive list of conduct which shall constitute a serious breach of the Home Ticket T&Cs and the Conditions of Entry and shall enable the Club to exercise its rights as described in clause 7.1 above:

a. smoking in designated non-smoking areas (including the smoking of electronic cigarettes which is banned in the Ground);
b. being (or appearing to be) intoxicated;
c. persistent standing in seated areas whilst the Match is in progress;
d. the sale or transfer (save as permitted) of a Ticket to any person;
e. the deliberate misuse of a Ticket (including but not limited to the use of a Ticket described in clause 3.4);
f. any misrepresentation in relation to clause 1.1, above;
g. the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
h. the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
i. the use of foul, obscene, abusive and/or racist language and/or gestures;
j. the chanting of anything of an indecent or racist nature;
k. fighting, or engaging in and/or inciting violence;
l. any other conduct outlined in clause 4.8;
m. bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
n. entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
o. the supply of any misleading or incorrect information in any application;
p. any breach of clause 4.6 above; and
q. any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Ticket.

7.3. The Club will not be obliged to make any refund to any Purchaser in respect of any ejection from or refusal of entry to the Ground or in respect of any Ticket which is suspended or withdrawn in accordance with this the provisions of these Home Ticket T&Cs.

7.4. The Club reserves the right to revoke any Ticket Points acquired by and to exclude from participation in any Club membership scheme any Ticket Holder that is ejected, refused entry or banned from purchasing Tickets in accordance with these Home Ticket T&Cs, or if the Ticket Holder is refused admission or banned from the Ground or any other sporting venue anywhere in the world.

7.5. Any person attempting to enter or having entered the Ground with a concessionary priced Ticket must meet the criteria applicable to such a concession Ticket. Failure to do so may result in (i) refusal of entry to, or ejection from, the Ground and the Ticket being withdrawn with no refund given and / or (ii) exclusion from using and/ or applying to purchase a Ticket in respect of any Match held at the Ground (indefinitely or for a period of time).

8. Change of Details

8.1. Purchasers / Ticket Holders should promptly notify the Club of any change of details (including, without limitation, changes to payment details and / or addresses) by: (i) telephoning the Club on +44 (0) 161 444 1894; (ii) visiting the Club's ticket office in person; or (iii) writing to the Club, for the attention of 'Supporter Services', quoting the

relevant supporter number. Purchasers / Guests may be required to provide the Club with proof of identity and address to the Club's satisfaction when details are changed under this clause.

9. **Exclusion of Liability**

9.1. Subject to clause 9.3, the Club expressly excludes all liability resulting from:
   a. any failure or delay by the Club in carrying out any of its obligations under these Home Ticket T&Cs which is caused by circumstances outside of the Club's reasonable control;
   b. the alteration of the dates and times of Matches;
   c. the abandonment, postponement or cancellation of Matches;
   d. restrictions to the view of the Match caused by virtue of the actions of other spectators.

9.2. Subject to clause 9.3, the Club shall have no liability whatsoever to any Purchaser, Ticket Holder and/or Guest for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

9.3. For the avoidance of doubt, nothing in these Home Ticket T&Cs shall exclude or limit the Club's liability for:
   a. death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or
   b. any other conduct for which liability may not be excluded or limited as a matter of English law.

10. **Data Protection**

10.1. Each Purchaser, Ticket Holder and Guest acknowledges and agrees that the personal data provided by them to the Club in the purchase of Tickets shall be collected, stored and used by the Club in accordance with the Data Protection Act 1998 and the Club's Privacy Policy (available on the Website at www.mancity.com/Common/Privacy).

10.2. All Ticket Holders agree that the Matches for which the Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground are public in nature and that they shall have no expectations of privacy with regards their actions or conduct at Matches. All persons who enter the Ground acknowledge that photographic images and/or video recordings and/or feeds (and/or stills taken from video recordings) may be taken of them and may also be used by way of example and without limitation, in televised coverage of Matches and/or for promotional or marketing purposes by the Club, the Premier League or other third parties and the use of a Ticket to enter the Ground constitutes consent to such use.

11. **General**

11.1. These Home Ticket T&Cs (and all documents referred to herein) comprise the entire agreement between the Club and you in relation to the purchase of individual Tickets and all ancillary benefits.

11.2. The Club reserves the right to make amendments to these Home Ticket T&Cs from time to time, provided that the amendments shall not result in any Purchaser receiving any less than the same or substantially similar benefits to those that the Purchaser was entitled to receive prior to such amendments. Up to date versions of the Home Ticket T&Cs will be made available as soon as practicable on the Website, and hard copies will be available from the Club upon request.

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

11.4. The Club reserves the right to alter the Ticket Point scheme (including, without limitation, the number of Ticket Points awarded for purchases) from time to time in its absolute discretion.

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

11.6. Notwithstanding any other provision in these Home Ticket 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 Home Ticket T&Cs. Nothing in these Home Ticket 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.

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

12. **Definitions and Interpretation**

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

"**Club**"	Manchester City Football Club Limited (company number: 00040946) whose registered office is at the Etihad Stadium, Etihad Campus, Manchester M11 3FF;
"**Conditions of Entry**"	the rules and regulations of each of FIFA, UEFA, the Football Association, the Premier League, the Football League, and the Ground Regulations;
"Disabled Supporter"	any supporter of the Club who has a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities;
"**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;
"**Guest**"	a natural person who is known to the purchaser personally and is permitted to use a Ticket bought by a Purchaser in accordance with clause 3;
"**Match**"	any match played by the Club's men's first team squad at the Ground during the Season in the following competitions (i) Barclays English Premier League (ii) the League Cup, (iii) the FA Cup and (iv) UEFA Competitions (Europa Cup and Champions League) or an official friendly match;
"**Match Ticket Bundle**"	any promotional scheme the Club may run from time to time in which Tickets to two or more different Matches are sold in conjunction (except for a seasoncard);
"Material"	means any audio, visual or audio-visual material or any information or data.
"**Personal Assistant**"	an individual who is responsible for a Disabled Supporter's care;
"**Premium Seating**"	means seats identified as "Premium Seats – 93:20" during the purchase process; "**Purchaser**" a person purchasing any number of Tickets;
"**Season**"	1 June 2017 to 31 May 2018;
"**Ticket**"	the printed paper Ticket, electronic card, print at home ticket or any other method for entry stipulated by the Club from time to time entitling a person to attend a Match taking place at the Ground during the Season and includes Tickets for Premium Seating;
"**Ticket Holder**"	a registered holder of a Ticket;

"**Ticket Points**"	ticket points awarded by the Club to Purchasers under the Club's ticket point scheme in place from time to time;
"**Visiting Club**"	the football club playing against the Club in the relevant Match; and
"**Website**"	the Club's website found at the URL www.mancity.com.