



## **Manchester City Football Club Limited**

### **Voucher Terms and Conditions**

The following terms and conditions (the “T&Cs”) apply to all purchases of Vouchers (as defined below). Before purchasing a Voucher, please ensure that you have read these T&Cs carefully. By purchasing a Voucher, you acknowledge that you have read, understood and agree to be bound by these T&Cs.

#### **1. Definitions and Interpretation**

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

<b>Club</b>	Manchester City Football Club Limited (company registration number 00040946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester M11 3FF;
<b>Club Items</b>	Club tickets, hospitality, membership and such other products and/or services against which the Vouchers may be redeemed, as listed at <a href="http://www.mancity.com/tickets">www.mancity.com/tickets</a> ;
<b>User</b>	the end recipient of the Vouchers;
<b>Vouchers</b>	pre-paid print@home vouchers which can be redeemed for Club Items during the relevant validity period;
<b>You</b>	the person to whom the Voucher is issued.

#### **1. Voucher Conditions**

- 1.1. Vouchers are issued by the Club and are only redeemable for Club Items listed at [www.mancity.com/tickets](http://www.mancity.com/tickets). The list of Club Items may be updated from time to time and are subject to availability. Vouchers may not be exchanged for any other vouchers or items or be used in conjunction with any other offer or promotion, nor can they be exchanged for cash. **Please note that Vouchers cannot be used on retail items instore or online.**
- 1.2. Vouchers can be redeemed: a) online at [www.mancity.com/tickets](http://www.mancity.com/tickets); or b) by telephone on +44 (0)161 444 1894.
- 1.3. On issue of the Club Items the Vouchers will be cancelled.
- 1.4. In the event that the Voucher is exchanged for Club Items of a lower price than the face value of the Voucher, no change will be given but the balance may be transferred to a new Voucher which may be applied to future purchases.
- 1.5. Vouchers may be exchanged for Club Items of a higher price than the face value of the Voucher on payment of the difference.
- 1.6. The Voucher will expire twelve (12) months from date of purchase. At expiry, any remaining balance will be forfeited. Vouchers presented after their expiry date will be treated as void and are nonexchangeable and non-refundable.



- 1.7. The Club reserves the right to refuse to accept a Voucher which it deems to have been tampered with, duplicated, damaged or which otherwise is suspected to be affected from fraud.
- 1.8. Vouchers cannot be returned or refunded, except in accordance with your legal rights.
- 1.9. Vouchers should be treated as cash. They are not cheque guarantee, credit or charge cards. The Club will not accept liability for lost, stolen or damaged Vouchers.

## **2. Club Items**

- 2.1. Any Club Items purchased using the Vouchers are sold subject to their standard terms and conditions and nothing in these T&Cs 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 Club Item take precedence over these Voucher T&Cs.

## **3. Price and Purchase**

- 3.1. By applying to purchase one or a number of Vouchers you are making an offer to the Club. A contract for the supply of a Voucher 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 the Voucher.
- 3.2. You may purchase Vouchers using any of the following purchase methods: a) online at [www.mancity.com/tickets](http://www.mancity.com/tickets); or b) by telephone on +44 (0)161 444 1894.
- 3.3. The price payable for the Vouchers shall be the face value of the Voucher.
- 3.4. The sale of Voucher is subject to You providing the Club with full payment of the relevant price at the time of booking. 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 and other fees attributable to the relevant Voucher(s)
- 3.5. The Club only accepts payments made by: a) valid credit card; b) valid Visa debit card; or c) valid Mastercard debit card; or d) valid American Express card.
- 3.6. The Club always tries to ensure that pricing and ticketing information provided by the Club (including but not limited to, via 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 Voucher which has been purchased, the Club will endeavour to inform You as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide You with the option of reconfirming the order at the correct price/product description or cancelling the order. If the Club is unable to contact You having made reasonable attempts to do so, the Club will treat the order as cancelled. If the order is cancelled or treated as cancelled, the Club will provide a full refund to You using the payment details provided (including any booking fees incurred). If valid payment details have not been provided, no further action will be taken by the Club. If original payment was provided by cheque, a cheque for the requisite amount will be sent by the Club to the Your address as soon as reasonably practicable.

## **4. Delivery**



4.1. Vouchers purchased will be sent to You via email once an application to purchase the Voucher has been accepted and full cleared payment has been received by the Club.

4.2. The Club shall not have any liability to You for any non-delivery or late delivery of a Voucher dispatched by the Club to You resulting from the actions, omissions, malfunctions or interruptions of any online services or incomplete or inaccurate personal details or addresses provided to the Club.

#### **5. Restrictions on use of the Voucher**

5.1. A Voucher balance does not attract interest.

5.2. We may restrict use of Your Voucher if (i) we suspect that the Voucher is being used for, or is in any way associated with fraudulent or other illegal activities; (ii) we believe You have breached or otherwise failed to comply with these T&Cs; or (iii) in the event of exceptional circumstances which prohibit the normal operation of the Voucher.

#### **6. Refunds / Cancellations**

6.1. The original purchaser of the Voucher is entitled to a 14 day cooling off period during which time, if you wish to cancel the Voucher within this time period, provided it has not been used, please contact Supporter Services by telephone on +44 (0)161 444 1894. Proof of your original sales receipt may be required.

6.2. Where a Voucher has been redeemed for a Club Item, such Club Items may only be refunded in accordance with the standard terms and conditions applying to that Club Item.

6.3. If any Club Item purchased with a Voucher is exchanged or refunded in accordance with the terms and conditions of the particular Club Item, any money owing will be refunded in the form of a new Voucher.

#### **7. Limitation of Liability**

7.1. Except as expressly provided in these T&Cs, all warranties, conditions or other terms in favour of You or the User implied by statute or common law are excluded to the fullest extent permitted by law.

7.2. The Club shall have no liability whatsoever to You or the User for any indirect or consequential loss or damage or loss of enjoyment.

7.3. The Club's liability to You or the User shall not exceed the amount paid by You for the Voucher.

7.4. For the avoidance of doubt, nothing in these 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.

7.5. The Club shall not be liable to You or the User by reason of any failure or delay in performing any of our obligations in relation to the Voucher under these T&Cs if the failure or delay was due to any cause beyond the Club's reasonable control.



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- 7.6. While the Club uses reasonable endeavours to ensure that the information on the website is accurate and up to date, it does not give any warranty as to its accuracy or completeness and the Club will not be responsible for any errors or omissions or for the results arising from the use of such information.

## **8. Information Provided**

- 8.1. You must ensure that the information that You provide is accurate and complete. You acknowledge that the Club is entitled to handle any personal information that You supply when purchasing a Voucher in accordance with our Privacy Policy which can be found at <https://www.mancity.com/privacy-policy> which forms part of these T&Cs.

## **9. Waiver**

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

## **10. Governing Law**

These Voucher 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