



Manchester City Home Match Ticket Ballot 2020/21 - Terms and Conditions

The 2020/21 Manchester City Home Match Ticket Ballot (the “**Ballot**”) is run by Manchester City Football Club Limited (the “**Club**”). By entering, you fully agree to and accept these Ballot Terms and Conditions (“**Ballot T&Cs**”) and if successful, your subsequent purchase and/or use of any Match Tickets shall be subject to the 2020/21 Home Match Ticket Terms and Conditions (“**Match T&Cs**”) and any other applicable terms and conditions notified to you by the Club including all COVID-19 specific policies and requirements of the Club, including the Covid-19 Supporter Code of Conduct which, prior to the point of purchase, will be located at <https://www.mancity.com/matchinfo/codeofconduct> (“**The COVID-19 Supporter Code of Conduct**”).

In addition to these Ballot T&Cs, specific information in respect of each Ballot (such as the opening/closing dates) will be made available at www.mancity.com/news/mens/ticket-news (the “**Ballot Information**”). You should therefore read these Ballot T&Cs in combination with any applicable Ballot Information.

COVID-19

You acknowledge that the Club’s ability to operate the Ballots and to offer tickets for sale to successful Ballot entrants is subject to Government, Premier League, FA, UEFA and FIFA guidelines (“Official Guidelines”) permitting the same and that these Official Guidelines are subject to frequent change as the nature of the COVID-19 situation evolves. Whilst we will endeavour to complete each Ballot and give successful Ballot entrants the opportunity to purchase a Match ticket, you acknowledge that we may have to cancel or vary a Ballot at short notice in order to ensure compliance with Official Guidelines and, even if you are successful in the Ballot, we may not be able to offer you tickets for the particular Match if Official Guidelines restrict the same.

You also acknowledge that the number of tickets available under any Ballot is limited due to COVID-19.

If you are successful in one or more Ballots and as a result are able to purchase a Match ticket, you acknowledge and agree that your ability to use the ticket and access the Club’s ground shall be subject to:

- the Official Guidelines permitting travel to, and fan entry into, the stadium in respect of that Match;
- any other requirements under the Official Guidelines;
- the Club’s COVID-19 Supporter Code of Conduct in respect of attendance at the ground which will be made available here www.mancity.com/news/mens/ticket-news. Please note that this is subject to change from time to time in line with changes to the Official Guidelines and as such we ask that you check the latest version.

1. Who Can Enter

Subject to the below restrictions on under 18s, the Ballot is open to all: (i) 2019/20 MCFC Seasoncard holders; and/or (ii) Cityzens Matchday Members (who, for the avoidance of doubt, as at the date the Ballot opens, have not cancelled their respective membership) (each a “**Ticket Holder**”). Proof of identity and age may be required upon entry into the Ballot and personal details will be checked by the Club prior to any tickets being issued and prior to entry into the stadium.

Any Ticket Holder under 5 years old will still be required to enter into the Ballot and purchase a ticket. No tickets will be provided free of charge.

Any Ticket Holder under 14 years of age, will require their parent or legal guardian to enter the Ballot on their behalf.

Any Ticket Holder over 14 years of age but under 18 years of age, can participate in the Ballot on their own, but they must have parental or legal guardian consent before participating and cannot enter the Ballot (or purchase a ticket) on behalf of another Ticket Holder. The Club reserves the right to request contact details of a parent / legal guardian as part of the submission process and may contact a parent or legal guardian to verify such prior permission.



All match tickets are “home” tickets for the Club and you must be a Club supporter to enter a Ballot. Successful applicant(s) are subject to screening by the Club based on their conditions of entry and the Club is not liable if you or any person accompanying you is refused entry because you do not meet these conditions.

2. How to Enter

There will be a Ballot for each 2020/21 Season Premier League, UEFA Champions League, FA Cup and Carabao Cup home match played at the Etihad Stadium (subject to government and governing body rules and guidelines permitting limited spectators at the Match in question) (each a “**Match**”).

Each Match will have its own individual Ballot.

The opening date and time to register for each Ballot along with the closing date and time shall be as set out in the Ballot Information (the “**Ballot Period**”). Any entries received outside the relevant Ballot Period for a Match will not be considered for that Match Ballot, even if they appear to be registered.

Further information on how to register for the Ballot can be found in the Ballot Information.

3. Other Conditions for Ballot Entry

Applicants may submit requests within the Ballot on behalf of themselves and one other Ticket Holder (subject to the ‘*who can enter provisions*’ above and applicable UK Government guidelines), but must have the consent and relevant details of that Ticket Holder at the time of application. For the avoidance of doubt, each Ticket Holder will only be able to enter a Ballot once.

Each individual must confirm they are compliant with the current UK Government guidelines and the Club’s COVID-19 Supporter Code of Conduct at the time of Ballot application (and subsequently when purchasing a ticket (where successful) and before entering the stadium).

The Club may verify the validity of entries (including a Ticket Holder’s identity and place of residence), disqualify any entrant and invalidate or recover any ticket issued to an entrant following breach of these Ballot T&Cs, the COVID-19 Supporter Code of Conduct, the Match T&Cs or where conduct is contrary to the spirit or intention of the Ballot. The Club deals with such tickets at its discretion.

No responsibility can be accepted for: (i) any incorrect, inaccurate or incomplete entries or information caused by an entrant or occurring during transmission; or (ii) entries not received for whatever reason, including for entries lost, delayed or corrupted, or due to computer error in transit.

4. Successful Ballot Entries and Subsequent Ticket Purchase

Please note, entry into the Ballot does not guarantee that you will be allocated, or be eligible for, a Match ticket. Further, if you are a successful in the Ballot, this does not automatically allocate you a ticket; you are still required to purchase the tickets in accordance with Club instructions.

After the closing date of each individual Match Ballot, the Club will randomly select successful Ballot applicants from all valid entries received within the Ballot Period (each such individual a “**Successful Applicant**”). All entries will be verified by the Club and/or its agents. The Club will not be held liable where an applicant is unsuccessful.

Successful Applicants will be notified by email (to the email address provided alongside the Ballot application) following the end of the Ballot Period for the relevant Match.

Each Successful Applicant who satisfies the entry conditions will be given a prescribed window to go online to www.mancity.com/tickets, select the seat they wish to purchase and complete the transaction (the “**Purchase**”).



Window”). Successful Applicants are not committed to purchasing a ticket, nor are they entitled to a ticket for a Match, unless and until they complete a ticket purchase.

Any applicant who is unsuccessful in the Ballot will automatically be entered into a Ballot reserve pot (a “**Reserve Pot**”). There may be more than one Reserve Pot, each allocated a different order of priority, and applicants will be notified of their respective Reserve Pot by email following each Ballot Period. Once the Purchase Window has passed for a specific Match in accordance with the paragraph above, depending on how many tickets (if any) remain available for sale, these tickets may be released for sale (on a first come first serve basis) to the Reserve Pots in their prescribed order.

Once an applicant has either been drawn as a Successful Applicant (regardless of whether that applicant proceeds to purchase a ticket) or has been successful in obtaining a ticket via a Reserve Pot, that applicant (and any other Ticket Holder whom they entered the Ballot process with) will be allocated to a lower priority Reserve Pot for subsequent Match Ballots until each Ballot applicant has had the opportunity to purchase a ticket for a Match.

Depending on the Official Guidelines in place at the time, where an applicant has applied for tickets on behalf of another Ticket Holder, they may have to select seats individually or in a pair.

5. The Tickets

Each Match ticket issued by the Club, and the Ticket Holder’s use of such ticket, is subject to its terms and conditions of entry, the COVID-19 Supporter Code of Conduct and the Ground Regulations including the Club’s COVID-19 specific provisions regarding attendance at the ground, which are available on the Club website or upon request. The use of a ticket to enter a Club’s stadium constitutes acceptance of that Club’s terms and conditions of entry. The ticket shall remain at all times the property of the issuing Club.

If a Successful Applicant is a Disabled Supporter (as defined in the Match T&Cs) they shall be entitled to a free of charge ticket for a Personal Assistant to accompany them to the Match in accordance with the Match T&Cs where the Official Guidelines permit the same. The Club will try to accommodate the Disabled Supporter and Personal Assistant to the best of their ability in accordance with Official Guidelines. For more information on Disabled Supporter tickets and access, please call +44 (0)161 444 1894 (option, 1)).

The Club will not be held responsible if you are successful in the Ballot but the fixture does not go ahead and/or is played behind closed doors.

6. General

The Club’s decision is final and binding. No correspondence will be entered into. Entry implies acceptance of these terms and conditions and any other applicable terms and conditions including the Match T&Cs and the Club COVID-19 Supporter Code of Conduct.

The Club reserves the right to hold void, suspend, cancel or amend the Ballot at any time as it sees fit and if voided, suspended or cancelled, the Club is under no obligation to deliver a ticket to any Ballot entrant and shall refund any purchased tickets into the bank account they were purchased from.

To the extent permitted by law, the Club is not liable for any loss, damage, injury, illness or disappointment suffered or sustained (whether or not arising from any person’s negligence) in connection with the Ballot, attendance of any Match or any delays or failure (in whole or in part) to perform any of its obligations if such delay or failure is caused by something beyond its control.

If any provisions of these Ballot T&Cs should be deemed to be illegal, invalid or otherwise unenforceable then it shall be severed and deleted from these Ballot T&Cs and the remaining provisions shall survive and remain in full force and effect.

Manchester City Football Club

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The Ballot and these Ballot T&Cs will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

The Club's Supporter Services team may be contacted on +44 (0)161 444 1894. The promoter is: Manchester City Football Club Limited (company no. 40946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester M11 3FF.

7. Personal Data

All Personal Data will be held and used by the Club in accordance with the Club's privacy policies (which can be found at <https://www.mancity.com/common/privacy>) and in accordance with data protection legislation. By entering a Ballot, you agree to the collection, retention, usage and distribution of your personal information in accordance with the Club's privacy policy and the Club COVID-19 Supporter Code of Conduct. We may also use the information you provide to verify your age and identity.