



Season Ticket Terms, Conditions & General Information (2021-2022)

Glossary:

'Season Ticket' - a Season Ticket card admitting the holder to all EFL League Two home games played during the 2021-2022 season at the Stadium. There are various categories of Season Ticket cards (Standard, Concession, Under 16, Carer & Complimentary).

'Club' – Salford City Football Club Limited

'Stadium' – The Peninsula Stadium, Moor Lane, Salford, M7 3PZ

'Force Majeure' – For the purposes of this document, an extraordinary event or circumstance causing EFL League Two football matches to be cancelled, or which prevents Season Ticket holders and other supporters from attending EFL League Two football matches at the Stadium. The COVID-19 global pandemic would qualify as a Force Majeure event.

The EFL – The English Football League. The Club will play in EFL League Two during season 2021-2022.

INTRODUCTION

During the 2020-2021 supporters were not able to attend fixtures at the Stadium, due to legal restrictions introduced in response to the global COVID-19 pandemic. At the time of writing (28/6/21) it looks as if supporters may be able to attend EFL fixtures during season 2021-2022, although restrictions on numbers may be necessary at some point. Due to this uncertainty the Club is currently unable to guarantee Season Ticket holders admission to matches during the 2021-2022 season. **As a result, a Force Majeure refund policy for Season Ticket holders has been provided on pages 5 to 8 of this Terms, Conditions & General Information document.**

GENERAL SEASON TICKET TERMS & CONDITIONS FOR SEASON 2021-2022

Some of the numbered terms / conditions displayed below may be amended in the event of **Force Majeure**. **Please see the individual terms / conditions for further information.**

1. Season Ticket Issue: The Season Ticket is issued subject to the rules and regulations of FIFA, UEFA, The Football Association & The English Football League (EFL) in respect of the relevant competition, the Club's Ground Regulations and these terms and conditions.

2. Season Ticket Ownership and Usage: Season Ticket cards remain the property of the Club and usage is subject to compliance with the terms and conditions set out within this document. The use of this card to gain entry to the stadium constitutes acceptance of these terms and conditions, as well as the Club's ground regulations. Salford City FC reserves the right to eject from the stadium any person who fails to comply with such terms, conditions and regulations. If a Season Ticket holder breaches these terms, conditions and/or regulations, their Season Ticket may be confiscated or cancelled without refund.

The Club reserves the right to inspect Season Ticket cards upon request, either upon admission to the Stadium or inside the Stadium.

3. Refunds: Refunds for Season Ticket card purchases are at the discretion of the club and will only be considered upon written request made to the secretary, stating reasons for the request.

Force Majeure amendment: Our pro-rata refund policy is detailed on pages 5 to 8 of this document and will apply only for games that take place with legal restrictions imposed on the number of spectators who can matches at the Stadium.

4. Discrimination: The Club is committed to providing a safe, welcoming environment for all. Discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage / civil partnership status or pregnancy will not be tolerated under any circumstances. The Club reserves the right to cancel or confiscate a season ticket, without refund, should a holder's breach of this regulation be proven to the satisfaction of the Club secretary and safety officer.

5. Season Ticket Validity: Season Ticket Cards admit holders to first team EFL league matches played at the Stadium when spectators are permitted by law to be admitted without legal restriction. Season Ticket cards cannot be used to gain admission to cup-ties, play-off fixtures, friendlies, testimonial fixtures, or any game played away from the Peninsula Stadium (unless otherwise advised).

6. Season Ticket Transferability: Season Ticket cards must only be used by the registered holder of the card. The name of the registered holder will be displayed on the rear (white) side of each Season Ticket Card. Exceptions can be made for 'Carer' season tickets, purchased alongside a disabled person's Season Ticket where it may not be possible to name one individual as a carer.

The Club is willing to transfer Season Ticket holders from one person to another, with the agreement of both parties, and applications should be made to the Club via email (tickets@salfordcityfc.co.uk) or in person at the ticket office. A charge of £10 per ticket may be levied for such a transfer but may be waived at the discretion of the club.

7. Arrangements for Cup Ties / Play-Off Games / Friendlies: For cup-ties and play-off matches to be played at the Stadium, Season Ticket holders will have a notified period of time to purchase their usual seat/terrace ticket. At the end of such notified period of time, all unsold reserved tickets will be offered for general sale. This arrangement may be extended to friendly fixtures and testimonial games if deemed appropriate by the Club. Details of all ticket sale arrangements will be posted on the Club's website (www.salfordcityfc.co.uk) and social media channels.

8. Gaining Admission to the Stadium: The Season Ticket cards for season 2021-2022 have a QR (Quick Response) code printed on their rear (white) side. The scanners installed at the turnstile will read this code and decide if entry should be granted. The Season Ticket Card will only grant entry if presented at the correct turnstiles – the appropriate turnstiles are displayed on the rear (white) side of the Season Ticket Card. Each Season Ticket Card will only permit one admission per fixture and cannot be used a second time – any unauthorised attempt to use a card after admission has already been granted may lead to the confiscation of the Season Ticket Card.

Should your card not be accepted, please seek advice from the stewards, who will be happy to assist.

9. Season Ticket Holder Preferential Ticket Sales: Season Ticket Card holders will be given preference for the purchase of tickets for away matches and cup finals, provided they apply within the timescales notified for such matches and fulfil any other requirements determined by the Club. For away matches, when anticipated demand from Season Ticket holders is greater than our ticket allocation, the Club may introduce criteria that gives priority to those supporters who attend away matches on a regular basis.

10. Refunds for Individual Fixtures: No refund can be provided *under any circumstances* should a Season Ticket not be used for a game that is played on a date when the Season Ticket holder is legally allowed to attend the game, but does not do so.

Force Majeure Amendment: Our refund policy is detailed on pages 5 to 8 of this document and will apply should legal restrictions be imposed that affect the number of spectators who can attend matches at the Stadium during the 2021-2022 season.

11. Fixture Schedule Changes: The Club reserves the right to change its advertised fixtures without notice and without liability. Play cannot be guaranteed to take place on a particular day or at any particular time.

12. Fixture Postponement: In the event that a home EFL League fixture is postponed, Season Ticket holders will be entitled to attend the rearranged fixture. Refunds will not be offered to Season Ticket holders who cannot, for any reason, attend the postponed fixture on the rearranged date.

Force Majeure Amendment: Our refund policy is detailed on pages 5 to 8 of this document and will apply should legal restrictions be imposed that affect the number of spectators who can attend a rearranged EFL League Two fixture at the Stadium during the 2021-2022 season.

13. Season Ticket Card Admission – Number of Fixtures: At the time of writing (28/6/21) the Season Ticket card offers admission to holders for a total of 23 EFL League fixtures due to be played at the Stadium during the 2021-2022 season. Should the number of fixtures change for reasons including, but not necessarily restricted to, the withdrawal, suspension or expulsion of another club from EFL League Two before or during the 2021-2022 season, no refund will be offered by the Club in compensation for any subsequently cancelled home fixtures.

Force Majeure Amendment: See pages 5 to 8 of this document for the details on refund arrangements for EFL League Two games scheduled to be played at the Stadium that are cancelled due to a 'Force Majeure' event or circumstance.

14. Behind Closed Doors Fixtures & Reduced Capacity Fixtures: See the Force Majeure details on Pages 5 to 8 of this document for details of options for Season Ticket holders should the admission of Season Ticket holders be restricted by law during the 2021-2022 season.

15. Relocation of Season Ticket Holders: The Club reserves the right to move Season Tickets holders to another area of the ground if deemed necessary (including but not restricted to seating being unavailable due to the requirements of a live broadcaster). No refund will be offered to affected Season Ticket holders unless they cannot be accommodated elsewhere in the Stadium. Every effort will be made to relocate seated supporters in alternative seats rather than being moved to standing areas of the ground.

16. Season Ticket Card & Stadium Location: A Season Ticket card is only valid for admission to the area of the Stadium displayed on the rear (white) side of the card. Season Ticket holders who have been allocated seats should only occupy the seat detailed on the rear(white) side of the card. Any supporter who occupies a seat for which they do not hold a valid Season Ticket card (or valid match ticket) may be asked to move to their own seat should an agent of the Club request they do so. The Club stewards will be happy to assist should a dispute arise over the occupation of a seat (or seats).

Force Majeure Amendment: Should the attendance of supporters be restricted by law during the 2021-2022, the Club may have to relocate some Season Ticket holders to alternative areas of the Stadium.

17. Criminal Convictions and Banning Orders: If a Season Ticket holder is prosecuted for a criminal offence the Club reserves the right to confiscate or cancel their Season Ticket card, with a full pro-rata refund being provided. Should a Season Ticket holder receive a ban from admission to football matches due to a conviction for a football related offence, the Club is obliged to enforce any such order and no refund will be offered.

The Club reserves the right to extend a football-related ban for a period of time not exceeding the length of the legal ban. Such an extension would only apply to games played at the Stadium or home venues used by the Club and is entirely at the discretion of the Club.

18. Searching of Supporters: Entry to the Stadium is conditional upon your consent to be searched by the Police or trained Club Stewards. Supporters found to be attempting to gain admission in possession of offensive weapons, alcoholic beverages or narcotic substances will be refused entry and may have their Season Ticket confiscated or cancelled with no refund being offered.

19. Season Ticket Card Loss & Theft: It is the responsibility of the Season Ticket holder to insure their Season Ticket against loss or theft. The Club strongly recommends that any such event be notified as soon as possible so that the Season Ticket Card can be replaced. A charge of £10 is levied for replacement Season Ticket cards although this is waivable at the discretion of the Club. Loss can be reported via email (tickets@salfordcityfc.co.uk), by phone or in person at the ticket office.

20. Information Provided by Holders for Season Ticket Purchases: It is essential that all information required on your Season Ticket application form is completed accurately, so that relevant club information may be communicated to you.

The Club takes your privacy very seriously and abides by the terms of GDPR (General Data Protection Registration). Should you wish to enquire about or amend the personal information we hold for you, please contact the club secretary (andy.giblin@salfordcityfc.co.uk).

21. New Season Ticket Availability: New Season Ticket applications will be accepted subject to availability. The Club may, at its discretion, decide to cap the number of Season Tickets offered for sale.

22. Flying Football Risk: Supporters are asked to pay attention to 'flying' footballs, especially during the pre-match warm-up period. The Club cannot accept responsibility for any damage or injury caused by the impact of such a 'flying' football, although medical assistance will be provided if required.

23. Season Ticket Holders Aged Under 13 Years: Season Ticket holders aged under 13 should be accompanied by a responsible adult who is also a Season Ticket holder. See Condition 29 for specific information on Junior season ticket cards.

24. Complimentary Season Tickets: Complimentary Season Tickets are available for carers who attend with supporters claiming higher rate DLA or enhanced PIP. Carer tickets are issued for that purpose only – carers should not use the complimentary ticket to attend games without the person they are registered with the Club to care for.

25. Under 5 season tickets: No charge is made for Under 5s attending games at the Stadium, but they must be accompanied by a responsible adult. If a reserved seat is required for an Under 5, it must be purchased at the Under 16 rate.

26. Relocating your Season Ticket: The Club is willing to relocate a Season Ticket after purchase, subject to suitable availability in the area of the ground a Season Ticket holder wishes to transfer to. A charge of £10 per relocation will be levied but may be waived at the discretion of the Club. Subsequent relocation requests within the same season will be levied at £10 per relocated ticket and this charge will not be waived. All relocations are at the discretion of the Club.

27. Live Broadcast Season Ticket Relocations: It is possible that one or more of our 2021-2022 EFL League Two fixtures may be selected for live TV coverage. The demands of broadcasters may mean that certain seats within the Stadium might not be available for occupation by Season Ticket holders. Should this happen, the Club will endeavour to provide a comparable, alternative seat for displaced Season Ticket holders. No refund will be offered should a Season Ticket holder be relocated due to the demand of live TV broadcasts.

28. Season Ticket End of Sales

It is anticipated Season Ticket sales will cease after 31st December 2021.

29. Junior Season Ticket Regulations (applicable to Season Ticket holders aged 15 or under):

The issue of Junior Season Tickets is also subject to the below Terms & Conditions:

1. Application forms must be processed 48hrs before a game.
2. Application forms will require proof of age and must be signed by a Parent or Guardian, agreeing to terms and conditions on behalf of the applicant.
3. Juniors aged 12 or under will only be sold a Season Ticket should they be attending with an adult Season Ticket holder. The junior Season Ticket must be located in the same area of the ground as the one belonging to the signing adult Season Ticket holder.
4. Season Tickets are not transferable and must only be used by the holder whose name is displayed on the rear (white) side of the Season Ticket card. Attempts by adults to use Under 16 Season Ticket cards may result in the confiscation of the card.
5. If a Young Person between 13 and 16 inclusive is ejected from the ground, the Child Protection Officer will be informed, a report will be logged and contact with Parent or Guardian will be made (if contact cannot be made and it is deemed a risk for the young person to make their own way home the police will be contacted).

FORCE MAJEURE POLICY

This section contains information for games played should Stadium capacity be restricted by law.

During the 2020-2021 season, spectators were not able to attend any matches at the Stadium due to the COVID-19 pandemic. Such a restriction, beyond the control of the Club and the EFL, is for the purposes of this document considered a 'Force Majeure' event.

LIVE STREAMING – WHAT IS IT?

During the 2020-2021 football season access to Live Streaming of the Club's home EFL League Two fixtures was provided for paying Season Ticket holders in lieu of attendance at the Stadium. It was hoped that supporters would be allowed to attend fixtures at some point during the season, but sadly that would not prove to be possible.

Should the requirement arise for Live Streaming to replace attendance at the Stadium during the 2021-2022 season, it is anticipated (but not guaranteed) that the details will be the same, or similar, to those in place for the 2020-2021 season. As a reminder, those details are reproduced below.

Live Streaming Details 2020-2021:

Available to Season Ticket holders (Standard & Concession categories only). Access to the EFL's streaming service (provided the season ticket holder had access to a laptop, desktop computer or other suitable device, as well as access to the internet). It is the responsibility of each season ticket holder to arrange suitable access to the match streaming platform.

Season Ticket Access to streamed EFL League fixtures is intended for the season ticket holder only. Any form of public or shared broadcast will be considered an infringement of these conditions and the club reserves the right to withdraw access to streamed broadcasts. Pay-per-view access to streamed fixtures will be available for non-season ticket holders.

When purchasing their **2021-2022 Season Tickets**, supporters will be asked if they would like to opt-in or opt-out of any Live Streaming scheme that may be made available in lieu of attendance at the stadium. Season Ticket holders who opt-in to such a scheme will **NOT** be eligible for a pro-rata refund for games they cannot attend in person (see **REFUNDS** section, below)

RESTRICTION OF STADIUM CAPACITY

As part of the preparation for a probable return of supporters during 2020-2021, the Club agreed a restricted capacity with the local authority based on social distancing requirements. At the time of writing (22/6/21), the extent of any restrictions that will apply at the start of 2021-2022 season is uncertain. Should a legal restriction on Stadium capacity be necessary during the 2021-2022 season it is anticipated that the attendance would be limited to approximately 1,100.

Season Ticket holders who cannot attend games at the Stadium due to such a legal restriction on capacity will be entitled to claim a pro-rata refund of their season ticket purchase price (equivalent to one twenty-third of Season Ticket purchase price for each fixture that cannot be attended in person). Alternatively, Season Ticket holders may choose to use their refund towards the cost of 2022-2023 season tickets or to waive their refund entirely. See the **REFUNDS** section below for more information.

POSSIBLE RELOCATION OF SEASON TICKET HOLDERS TO ALTERNATIVE AREAS OF THE STADIUM

During the 2020-2021 season the club agreed a plan with the local authority to admit a restricted number of spectators to the Stadium for matches. These plans would not be put into action because spectator attendance was not permitted during the course of the season. The COVID-19 restrictions limited to the capacity of the Stadium to approximately 1,100 spectators, with appropriate social distancing precautions in place.

In order to accommodate Season Ticket holders within this restricted capacity, the Club had to plan for relocating some Season Ticket holders with reserved seats to terraced (standing) areas of the stadium. Although the Club is

hoping that all social distancing restrictions are removed prior to the start of the 2021-2022 season, it may be necessary to relocate Season Ticket holders to alternative areas of the ground in order to accommodate as many as possible within a restricted capacity.

When applying to renew their 2021-2022 season tickets, holders will be asked to indicate if they would be willing to relocate to a terraced area of the Stadium (**this applies only to Season Ticket holders with reserved seats**). Should no preference be stipulated, the Club will assume that the Season Ticket holder **would** be willing to be relocated from a seated to standing area of the Stadium.

The Club will endeavour to accommodate as many seated Season Ticket holders as possible in seated areas of the ground. If you are willing and able to relocate to standing area if required to do so, please let us know.

SEASON TICKET HOLDER ATTENDANCE BALLOT

Should Stadium capacity be legally restricted at any point during the 2021-2022 season, **RENEWING SEASON TICKET HOLDERS** will be given first priority in terms of admission to games.

NEW SEASON TICKET HOLDERS will be given second priority in terms of admission to games.

If the number of season ticket holders exceeds the restricted stadium capacity, a ballot will be held to decide which supporters will be admitted into the Stadium.

Season Ticket holders who cannot be accommodated following such a ballot will be entitled to opt-in to the Live Streaming scheme (if available) or to receive a pro-rata refund for the games they are not able to attend. Details of the refund – and other options – can be found in the **REFUNDS** section below.

The Club will endeavour to accommodate all Season Ticket holders within the Stadium, but if capacity is legally restricted cannot guarantee to do so.

REFUNDS

Should Season Ticket holders not be able to attend EFL League fixtures at the Stadium due to a Force Majeure event or circumstance (the restrictions caused by the global Covid-19 pandemic would be an example of such an event), the following range of refund options will be made available to Season Ticket holders:

- **Waive the right to a refund:** Season Ticket holders may choose to waive all or part of the refund due to them. Such a gesture, where possible, would be greatly appreciated by the Club, and supporters who choose this option may receive special offers from the Club at some point in the future.
- **Season 2022-2023 Season Ticket credit:** In place of a refund, Season Ticket holders can use any amount due to them as credit towards the cost of Season Tickets for the 2022-2023 season.
- **Pro-rata refund:** There are twenty-three scheduled home EFL League games during season 2021-2022. A refund equivalent to the value of “one twenty-third” of Season Ticket cost actually paid will be offered for each fixture that could not be attended due to capacity restrictions imposed by law. For example, should a Season Ticket be purchased at a cost of £230, £10 (one twenty-third of that cost) would be offered as a refund for each game that could not be attended.
 - All refunds due to Season Ticket holders will be paid via Bank Transfer to the Season Ticket holder within 28 days of the Club’s final game of the 2021-2022 season.
 - Instead of a refund, Season Ticket holders may choose to use their refund amount as **credit towards the purchase of a Season Ticket for the 2022-2023 season.**
 - Season Ticket holders may decide to **waive** all, or part of the refund due to them. Such gestures, where possible, would be greatly appreciated by the Club and Season Ticket holders who choose this option may receive special offers from the Club at some point in the future.

PLEASE NOTE – should attendance at fixtures not be restricted by a ‘force majeure’ event or circumstance, refunds will not be offered to Season Ticket holders who are unable to attend fixtures (**See Condition 10, above**).

Season Ticket refunds must be claimed by 30th June 2022 (or within 28 days of the Club’s final competitive match of the 2021-2022 season, whichever is the later). Details of how to lodge a claim will be issued as appropriate.

Live Streaming Option

Live Streaming: During the 2020-2021 season, Live Streaming of home EFL league games was offered to supporters who purchased a Season Ticket and were legally unable to attend games due to the global pandemic. This live streaming was offered in lieu of actual attendance. For the 2021-2022 season, should there be any legal restrictions on Stadium capacity, and if the EFL introduces a similar Live Streaming service, the following conditions will apply:

- Season Ticket holders will be able to **opt-in or opt-out** of Live Streaming when they purchase their season tickets.
- Those who **opt-in** will be entitled to access complementary Live Streaming of the Club’s home EFL League games (should such an option is made available by the EFL). **No pro-rata refunds will be offered to Season Ticket holders who choose to opt-in to any such Live Streaming service – access will be provided in lieu of actual attendance at fixtures.** Once a Season Ticket holder has **opted into** a Live Streaming scheme, they cannot subsequently **opt out**.
- Season Ticket holders who **opt-out** of the Live Streaming service will not be entitled to access complementary Live Streaming of the Club’s home EFL League games, but may purchase access on a game-by-game basis providing such a service is offered by the EFL. The cost of such access during season 2020-2021 was £10 per game.
- Season Ticket holders who opt-out of the Live Streaming service will be offered refunds at the rate of “one twenty-third” of the purchase cost of their Season Ticket holder’s ticket for game that they are not allowed to attend due to a legally imposed restriction of Stadium capacity.
- Season Ticket holders who **opt-in** to a Live Streaming scheme (if offered by the EFL) will not be eligible to receive pro-rata refunds for games they cannot attend due to a legally imposed Stadium capacity restriction. Access to the Live Streaming will be provided in lieu of actual attendance at the Stadium (as during season 2020-2021).
- Should any of the Club’s scheduled EFL League Two fixtures be cancelled (and not subsequently rescheduled or played) due to a **Force Majeure** event (as happened during the 2019-2020 season), pro-rata refunds will be available for all Season Ticket holders.
- All refunds due to Season Ticket holders (if any) will be paid via Bank Transfer to the Season Ticket holder within 28 days of the Club’s final game of the 2021-2022 season, or by 31/5/22, whichever is later. Details on how to claim a refund will be made available in due course. ***Instead of a refund, Season Ticket holders may prefer to use any amount due to them as credit towards Season Tickets for season 2022-2023 or may wish to waive their refund entirely.***

ENQUIRIES AND DISPUTES

The Club is keen to treat its loyal Season Ticket holders fairly. Should you have an enquiry or a dispute to raise regarding any aspect of your Season Ticket purchase, you can contact us by using any of the methods detailed below.

- Email to tickets@salfordcityfc.co.uk
- In person at the ticket office during advertised opening hours (see www.salfordcityfc.co.uk for details)
- By post to the following address
SALFORD CITY FC TICKET ENQUIRIES
SALFORD CITY FOOTBALL CLUB
MOOR LANE
SALFORD
M7 3PZ

We expect to deal with all enquiries and disputes quickly and to the satisfaction of all parties. After contacting the Club, should you wish to refer your dispute to an independent the **Independent Football Ombudsman (IFO)** will provide advice and guidance.