

May 2018



LEICESTER CITY FOOTBALL CLUB

HOSPITALITY 2018-19

TERMS AND CONDITIONS

Contents

1. Introduction
2. General Hospitality Terms and Conditions (**"General Terms and Conditions"**)
3. Seasonal Hospitality Terms and Conditions (**"Seasonal Terms and Conditions"**)
4. Match Day Terms and Conditions (**"Match Day Terms and Conditions"**)
5. Private Box Hospitality Terms and Conditions (**"Box Terms and Conditions"**)
6. Ground Regulations (2018/19)
7. LCFC Supporters with a Disability - Additional Terms and Conditions

Section 1 - Introduction

All purchases of Leicester City Football Club hospitality packages are subject to the following:

- i) the Terms of the Agreed Order Form issued to you by the Club;
- ii) the General Terms and Conditions (set out in Section 2 of this document);
- iii) the Seasonal Terms and Conditions applicable to seasonal hospitality (set out in Section 3 of this document);
- iv) the Match Day Terms and Conditions applicable to hospitality packages for single football matches (set out in Section 4 of this document);
- v) the Box Terms and Conditions applicable to the hire of private boxes for football matches (set out in Section 5 of this document);
- vi) the Ground Regulations (as set out in Section 6 of this document); and
- vii) the LCFC Supporters with a Disability – Additional Terms and Conditions (as set out in Section 7 of this document);

(together, the “**Hospitality Terms and Conditions**”).

In the event of conflict between the Terms on an Agreed Order Form and the other Terms and Conditions referred to above, the Terms of the Agreed Order Form shall prevail.

Before purchasing a Leicester City Football Club hospitality package, please ensure that you have read carefully the sections of the Hospitality Terms and Conditions which are applicable to you.

By purchasing a hospitality package, you acknowledge that you have read, understood and agree to be bound by the Hospitality Terms and Conditions.

Section 2 – General Terms and Conditions

1. Definitions and Interpretation

In these General Terms and Conditions and throughout the Hospitality Terms and Conditions, the following words and phrases shall have the following meanings (unless stated otherwise):

"Agreed Order Form" means the Order Form returned by the Purchaser and which is agreed and confirmed by the Club in accordance with Condition 2.1 of Section 2 of these General Terms and Conditions;

"Box" means one of the Club's boxes at the Ground which may be hired privately by Purchasers in accordance with the Box Terms and Conditions set out in Section 5 of these Hospitality Terms and Conditions;

"Club" means Leicester City Football Club Limited whose registered address is at King Power Stadium, Filbert Way, Leicester, LE2 1FL;

"Conditions of Entry" means the Rules and the Ground Regulations;

"Fee(s)" means any and all fees payable by a Purchaser to the Club in relation to a Hospitality Package;

"Force Majeure Event" means any event or circumstances outside the reasonable control of the Club, including without limitation, acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body (including, without limitation, the Rules), inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm;

"Ground Regulations" means 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 Stadium, a copy of which is available on the Website and the current version of which is set out at Section 6 hereto;

"Guest(s)" means any person(s) whom the Purchaser is authorised to invite to attend the Stadium under that Purchaser's Hospitality Package;

"Hospitality Package" means a Seasonal Package and / or a Match Day Package (including Box hire);

"Match" means any Premier League Home Match played by the Team;

"Match Day Package" means a Hospitality Package purchased for use for a single Match;

"Order Form" means the document titled 'Order Form' issued by the Club to the Purchaser containing details of the Purchaser's order in respect of the purchase of a Hospitality Package;

"Purchaser" means the purchaser of a Hospitality Package;

"Rules" means any and all rules or regulations issued from time to time by the Premier League, the Football League, the Football Association, FIFA and/or UEFA;

"Season" means each season of the Term, commencing on 1st June and ending on 31st May of the following year. For the avoidance of doubt, the first Season shall be from 1st June 2018 to 31st May 2019;

"Seasonal Package" means a Hospitality Package for use for more than one Match during a Season (as agreed between the Club and the Purchaser and specified on the Agreed Order Form). For the avoidance of doubt, this shall include hospitality packages for a single season;

"Stadium" means King Power Stadium, Filbert Way, Leicester, LE2 7FL;

"Supporter with a Disability" 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;

"Team" means the Club's men's first team squad;

"Term" means the term of the Seasonal Package as specified on the Agreed Order Form;

"Ticket(s)" means any ticket, voucher, booklet, card or other such entry materials which are provided by the Club to the Purchaser to enable the Purchaser to exercise the benefits of the relevant Hospitality Package; and

"Website" means the Club's website at www.lcfc.com.

2. Purchase and Payment

2.1 The Club shall be deemed to have made a conditional offer to the Purchaser when the Club sends an Order Form and the Hospitality Terms and Conditions to the Purchaser. The Purchaser shall be deemed to have accepted the offer made by the Club, and a contract for the supply of services shall be created, upon the earlier of:

- a) the Purchaser acknowledging their acceptance and confirmation of availability of the Hospitality Package by email or in writing;
- b) use of the Ticket(s) or any other service forming part of the Hospitality Package purchased by the Purchaser and/or by a Guest; or
- c) payment, in whole or in part, of the Fees by the Purchaser and acceptance of such payment by the Club further to an Agreed Order Form;

provided, and on the condition that, in all cases, the contract shall be conditional upon the Club confirming to the Purchaser by email or by post that the relevant Hospitality Package is still available.

2.2 The purchase of a Hospitality Package grants the Purchaser and their Guests the right to use the Club's facilities at the relevant Match(es) but does not grant the Purchaser exclusive possession of any of the Club's facilities nor does it create a tenancy or property right of any kind.

2.3 Hospitality Packages are sold subject to availability and at the Club's sole discretion and the Club expressly excludes all liability for any loss, expense or other type of claim arising as a result of any unsuccessful attempt to purchase a Hospitality Package during the Season.

2.4 Purchasers must pay all Fees within 30 days of receiving an invoice for the same from the Club or at least fourteen (14) days before the first day on which the Purchaser wishes to use their Hospitality Package, **whichever is earliest** (save where otherwise stated on an Agreed Order Form).

2.5 Payment must be received by the Club and cleared before any Tickets shall be released to the Purchaser. Tickets shall be delivered to Purchasers before the date for use or shall be made available for collection at the Stadium (whichever is agreed between the parties).

2.6 In the event that a Purchaser fails to pay any Fees on the relevant dates to the Club or where any payments are dishonoured, the Club reserves the right to:

- a) suspend or withdraw the relevant Hospitality Package and/or refuse entry to the Stadium to the relevant Purchaser and their Guests; and/or
- b) restrict the Purchaser from renewing the Hospitality Package; and/or
- c) prohibit the Purchaser from purchasing a Hospitality Package for any future Match and/or Season; and/or
- d) charge the Purchaser an administration fee and / or a sum equal to any bank charges incurred by the Club as a result of the refused or dishonoured payment; and/or

- e) take such action as it deems necessary to recover sums due to the Club, and the Club reserves the right to appoint a third party to recover any such sums.
- 2.7 Purchasers must be aged 18 or over at the time of purchase of a Hospitality Package.
- 2.8 Where a personal companion/carer is required to accompany a Supporter with a Disability, the personal companion/carer of said Supporter with a Disability shall receive a seat free of charge (subject to availability and the provision of supporting medical evidence). All other elements of the Hospitality Package (including the provision of food and drink) are to be paid at the full prevailing rate.
- 2.9 The purchase of a Hospitality Package shall entitle a Purchaser and their Guests to receive the relevant Tickets and to attend the applicable Match(es) and to use the seat or seats and any associated facilities applicable to the Hospitality Package purchased. The Club reserves the right to move the allocated seating at any time. No Hospitality Package or any part thereof shall be used or made available as gifts or prizes for competitions, auctions, giveaways or similar promotions.
- 2.10 All Tickets are located in the "home" section of the Stadium (i.e. the section for supporters of the Club). The Club shall immediately be entitled to eject from the Stadium any person if the Club or the Club's officials consider that: (i) such person is visibly supporting the opposition team; and/or (ii) the presence or behaviour of such person may create and/or increase potential crowd disorder at the Stadium. Additionally, in both cases, such behaviour shall be deemed to be a breach of these Hospitality Terms and Conditions.
- 2.11 The Purchaser shall not be entitled to attend the Stadium and/or watch any match or event other than the relevant Match(es) included as part of the Hospitality Package. Purchasers may be offered priority booking (subject to availability and in the Club's discretion) for other matches or events at the Stadium, however the Club reserves the right to charge the Purchaser for seats and associated facilities at such other matches or events, The Club reserves the right to sell all tickets and facilities for matches or events other than the Matches to those persons and in a manner as it may in its discretion decide.
- 2.12 Purchasers shall have no guarantee of renewal of a Hospitality Package for any subsequent Season.

3. Cancellation and Withdrawal

- 3.1 Deposits are non-refundable and non-transferable.
- 3.2 Unless otherwise stated in these Hospitality Terms and Conditions, once booked and/or purchased, no Purchaser shall be entitled to obtain any refund if they then wish to cancel their purchase of a Hospitality Package in whole or part and the Club shall be entitled to seek full payment in respect of all Hospitality Packages booked.
- 3.3 The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to hospitality purchases. Consequently, consumers will not be able to cancel their hospitality purchases except in accordance with these Hospitality Terms and Conditions or as otherwise permitted by law.
- 3.4 The Club reserves the right to cancel or suspend any Hospitality Package, in whole or part, at any time, if allowing the Purchaser (or any of their Guests) to use the Hospitality Package could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club and/or if the Purchaser (or any of their Guests) is/are in breach of these Hospitality Terms and Conditions. If a Hospitality Package is suspended or cancelled under this Condition 3.4, the Purchaser shall not be entitled to a refund and no refund will be granted in relation to any person who is refused access to the Stadium or ejected from the Stadium under these Hospitality Terms and Conditions, and/or the Conditions of Entry.
- 3.5 The Club may, in its sole discretion, resell any Hospitality Package cancelled by the Purchaser or suspended or withdrawn by the Club and may, in the event of a resale, provide the Purchaser with a refund (less any applicable administration costs (including legal costs) incurred by the Club and any sums owing by the Purchaser to the Club and any interest due on such sums).

- 3.6 The Club reserves the right to vary or change the dates of Matches and/or kick-off times. The Club shall use reasonable endeavours to publicise any such change as far in advance as possible (including on the Website). In the event of a change in date or time of fixtures, the Club will not be liable for any additional costs incurred by the Purchaser and/or their Guests such as travel or accommodation costs in attending the rearranged Match (if any).
- 3.7 In the event that the TV Studio is purchased for use for an individual Match and, subsequent to such purchase, the TV Studio is required for use by the appointed broadcaster due to the Match subsequently being chosen for television live broadcast, then the Club shall be entitled to transfer the TV Studio hospitality package to an alternative available Hospitality Package for the same Match. In the event the alternative Hospitality Package is lower in price than the TV Studio hospitality package then the difference in price shall be refunded to the Purchaser. In the event no alternative Hospitality Package is available, then a full refund will be given to the Purchaser.

4. Standards of Behaviour and Dress

- 4.1 The Purchaser and their Guests shall act in an orderly, proper and lawful manner, shall abide by the Rules, these Hospitality Terms and Conditions and the Conditions of Entry and 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.
- 4.2 The Purchaser and their Guests shall not:
- a) cause any damage to the Stadium;
 - b) treat the Club staff or any person at the Stadium in a threatening or abusive manner;
 - c) engage in any abusive, dangerous or other unacceptable behaviour (including, for the avoidance of any doubt, any homophobic, sexual, sectarian, racial or discriminatory behaviour in any form, whether physical, verbal or other) in or around the Stadium;
 - d) bring into the Stadium any food, drink (including alcohol) or dangerous or illegal substances;
 - e) smoke in any part of the Stadium (including e-cigarettes or other similar item) (the Club has a zero-tolerance policy in relation to this matter); or
 - f) bring into the Stadium any large luggage items at the discretion of the Club.
- 4.3 The Purchaser and their Guests shall adhere to the Club's dress code relevant to the Hospitality Package. It shall be at the Club's sole discretion to decide if a Purchaser and/or their Guests are compliant with the dress code and entry may be refused for failure to abide by the specified dress code until this Condition 4.3 is complied with. For the avoidance of doubt, away colours are strictly prohibited.
- 4.4 Purchasers and their Guests must leave hospitality facilities in a clean and tidy condition at the end of each period of use. The Purchaser shall be liable to pay any costs of cleaning, repair or replacement of any of the facilities or property at the Stadium where damage is caused as a result of the acts or omissions of the Purchaser and/or their Guests.
- 4.5 Purchasers and their Guests are prohibited from bringing in to the Stadium or consuming in the hospitality facilities any food or drink (whether alcoholic or otherwise) not provided by the Club. Purchasers and Guests shall refrain from consuming food and drink purchased in the public concourse areas of the Stadium in the hospitality areas. Purchasers and their Guests shall also abide by the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended) as well as all other instructions issued by the Club regarding the consumption of alcohol. If the Purchaser or any of their Guests are convicted of an offence under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended) or fail to comply with any instructions of the Club regarding consumption of alcohol, (or the Club reasonably suspects than offence has been committed or that instructions from the Club have not been complied with) it may immediately suspend access to and/or terminate the Contract for the Hospitality Package. In the event of such suspension or termination, no refund will be paid in respect of any Matches missed or for the remainder of the Season in the event of a seasonal Hospitality

Package. For the avoidance of doubt, the Club shall also be entitled to refuse to serve alcohol to any Ticket Holder in its absolute discretion.

- 4.6 Children between the ages of 2 and 18 are permitted within hospitality areas; however, they must be accompanied by a responsible adult at all times. There are no concession prices within the Club's hospitality area.
- 4.7 Purchasers are responsible for the behaviour of their Guests and may have their Hospitality Package suspended or withdrawn if any of their Guests act in breach of these Hospitality Terms and Conditions. In the event Purchasers and/or any of their Guests arrive after the time specified in the itinerary provided by the Club, then the Club has the right to refuse to serve the full meal and/or refreshments to the Purchaser and/or their Guests.
- 4.8 Purchasers and their Guests will not have opportunity to leave and re-enter the Stadium. The Club operates a strict policy prohibiting re-admission to the Stadium.
- 4.9 The Club reserves the right to:
- a) suspend access to the hospitality facilities and/or the Stadium (and/or any other tickets or hospitality facilities) held in the name of the Purchaser for a period of time;
 - b) immediately eject from the Stadium any Purchaser and/or their Guests; and/or
 - c) terminate the contract between the Club and the Purchaser for the Hospitality Package;
- if any of the following events occur;
- (i) a Purchaser (or any individual in possession of the relevant Tickets) breaches any of these Hospitality Terms and Conditions or otherwise misuses the Hospitality area or the Tickets;
 - (ii) the Purchaser is prohibited by law from attending any football ground or sporting venue anywhere in the world (including the Stadium);
 - (iii) any monies are due from a Purchaser to the Club; or
 - (iv) the remittance tendered by a Purchaser in payment of catering and associated facilities shall be dishonoured or in any other way refused (other than by the Club).

If the Hospitality Package is suspended or the contract terminated, the Purchaser is not entitled to any refund.

5. Rearranged or Abandoned Matches

- 5.1 If a Match is rearranged for reasons outside the Club's control, the Club shall inform the Purchaser in writing as soon as is reasonably possible. No refunds shall be given in the event the Purchaser is unable to attend the Match on the rearranged date. Where a Match is cancelled, rearranged or postponed, the Club shall have no liability whatsoever for any losses or damages incurred by the Purchaser and/or their Guests as a result of such rearrangement, cancellation and/or postponement. The Purchaser and their Guests shall be entitled to attend the Match on the rearranged date for no additional charge.
- 5.2 If any Match is relocated to the Stadium for any reason (including without limitation safety reasons) but is deemed to be an away match for the purposes of the relevant competition, the match will not be considered a home game for the purposes of any Hospitality Package.

6. Match Day

- 6.1 Where possible, Match invitations detailing a full itinerary and Tickets will be forwarded to Purchasers approximately 5 working days before the Match, provided that full cleared payment has been received by the Club. If the Purchaser and / or any of their Guests have any special dietary requirements, this should be communicated to the Club in writing, at least 5 working days prior to the relevant Match. It is the Purchaser's responsibility to check that all Tickets are complete and correct

when received. If any items are missing from the Tickets, the Purchaser should contact the Club immediately.

- 6.2 Purchasers and their Guests must present the relevant Ticket and comply with the rules on dress code and behaviour in these Hospitality Terms and Conditions to gain entry to the Stadium.
- 6.3 Admission to the Stadium will be granted no earlier than 2½ hours prior to the published start time of each Match and for no longer than 1 hour after the Match has finished unless otherwise specified or communicated by the Club and/or except where the Club requires the Purchasers and their Guests to leave the Stadium earlier where another event is being staged or hosted at the Stadium.
- 6.4 It is the responsibility of the Purchaser to check:
- a) that the Club holds the correct details for them / their Guests and that the correct details appear on the Tickets; and
 - b) the dates and time of the Match, which may be subject to alteration.
- 6.5 Only one person per Match will be admitted to the Stadium in respect of each Ticket and seat.
- 6.6 The Club does not permit any children under the age of two (2) years into the Stadium in order to safeguard the safety of its supporters and fans.
- 6.7 The Club reserves the right in its sole discretion to allocate alternative seats, rooms, facilities or services to Purchasers (for example where relocation is necessary in order to comply with the Rules or for operational reasons). In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Hospitality Package purchased.
- 6.8 If a Purchaser and their Guests number fewer than 10 people, they may be required to share a table with other hospitality guests not in their party.

7. Tickets

- 7.1 All Tickets remain the property of the Club at all times. The Club reserves the right to withdraw or require the immediate return of Tickets at any time.
- 7.2 The Club is not responsible for any Ticket which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Ticket is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). Purchasers must notify the Club immediately in the event that any Hospitality Ticket is lost or stolen. The Club may, in its absolute discretion, provide duplicate Tickets and reserves the right to charge a fee for the issue of any such replacement. The current fees are as follows: to reissue lost Tickets £10.00 in the first instance, with subsequent reissues charged at £30; replacement of stolen Tickets no fee (subject to production of a crime reference number); issue of a replacement Ticket on a Matchday will be subject to a fee of £5.00.
- 7.3 Purchasers are prohibited from using Hospitality Packages for promotional, advertising or marketing purposes unless expressly authorised in writing by the Club. Purchasers shall not be permitted to make any public statement, announcement or declaration or carry out or be associated with any promotional activity or whatever nature expressly or impliedly referring to a relationship between: (i) the Purchaser or any third party associated with the Purchaser; and (ii) the Club.
- 7.4 Hospitality Packages are personal to Purchasers and Tickets are personal to Purchasers and their Guests. Hospitality Packages and Tickets are not transferable and shall not be transferred or resold in any circumstances, save as provided in this Condition 7.4. Purchasers may transfer tickets to approved third parties at the absolute discretion of the Club. Such a transfer may incur a fee determined by the Club in its sole discretion, which shall be borne in full by the Purchaser. In all other circumstances, Purchasers are prohibited from transferring or subletting their Hospitality Package to any person without the written consent of the Club. In the event of any transfer, the Purchaser shall remain ultimately liable and responsible for any acts or omission of the transferee.
- 7.5 The unauthorised sale or disposal of tickets 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. The Club will inform the police as soon as it becomes aware than Tickets and/or Hospitality Packages are being or have been sold in contravention of this law and may share information

(including personal data such as names, contact details) with the police, the Premier League, the Football Association and/or other football clubs. The Club reserves the right to suspend or withdraw with no refund any Hospitality Package purchased by any person who is convicted of a criminal offence related to the illegal sale of tickets or is reasonably suspected by the Club of committing such an offence.

7.6 The Club shall have the following rights in relation to any Purchaser or Guest (or anyone in possession of the Ticket belonging to a Purchaser or Guest) who breaches Conditions 7.3 to 7.5:

- a) confiscation of Tickets (with no right to refund);
- b) ejection from or refusal of access to the Stadium;
- c) suspension of the relevant Hospitality Package for any future Matches; and/or
- d) banning from the Stadium/purchasing a Hospitality Package, and any Tickets belonging to such a person shall be null and void.

8. Car Parking

8.1 Any car parking pass purchased in connection with a Hospitality Package (a "**Pass**") is sold and used by Purchasers and their Guests subject to the Club's Car Park Terms and Conditions (available on the Club's website or on request). A Pass will be provided to the Purchaser, without production of which, no car shall be admitted to the Club's parking facilities.

8.2 The Club is not responsible for any Pass which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Pass is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). The Club should be notified immediately in the event that a Pass is lost or stolen. No replacement will be issued.

8.3 Vehicles are parked at the Pass holder's risk and the Club shall not be liable for any theft, loss or damage to any Vehicle or its contents.

8.4 Car parking spaces and Passes are personal to Purchasers and their Guests and cannot be sold, transferred or assigned without the permission of the Club.

9. Liability

9.1 The Club will not be liable for any failure to provide or delay in providing facilities, services, food or beverages as a result of events or matters outside its control, including for the avoidance of any doubt a Force Majeure Event, the alteration of the dates and time of any Match, and the postponement, abandonment or cancellation of any Match.

9.2 The Club shall not have any liability to any Purchaser/Guest for any non-delivery or late delivery of Tickets, passes, documents or other materials dispatched by the Club to the Purchaser resulting from the actions, omissions, malfunctions or interruptions of any postal services (or other third party) or incomplete or inaccurate personal details or address provided to the Club by the Purchaser. The Club's responsibility for any Tickets, Passes, documents or other materials ends from the moment they are posted.

9.3 The Club shall take all reasonable precautions for the security of the property of Purchasers and Guests, but property is left unattended at the owner's risk.

9.4 To the fullest extent permitted by law, the Club, its officers or employees shall not be liable for, whether in tort, contract or otherwise and howsoever caused:

- a) any loss, damage or injury to the Purchaser and/or the Guests' property; or
- b) any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever.

9.5 Nothing in these Hospitality Terms and Conditions shall limit either party's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation.

10. Data Protection, Filming and Photography

- 10.1 Each Purchaser and Guest acknowledges and agrees that the Club will hold and process data relating to them, which may include personal data provided by them to the Club in the purchase and use of a Hospitality Package. The personal data that is provided to the Club shall be processed, stored and transferred in accordance with the Club's then current privacy policy.
- 10.2 All persons who enter the Stadium under a Hospitality Package acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) 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 (such as event promoters) and use of a Ticket to enter the Stadium constitutes consent to such use. All such persons further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify such persons as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Hospitality Terms and Conditions.

11. Force Majeure

The Club shall not be deemed to be in breach of these Hospitality Terms and Conditions or otherwise liable to any Purchaser or Guest for any delay or failure in the performance of its obligations under these Hospitality Terms and Conditions if and to the extent that such a delay or failure is caused by a Force Majeure event.

12. Indemnity

- 12.1 Purchasers shall indemnify the Club against any and all costs, expenses and or losses of whatever nature and howsoever caused or incurred, as a result of:
- a) any breach by the Purchaser or their Guest(s) of these Hospitality Terms and Conditions; or
 - b) any damage caused by the Purchaser or their Guest(s) to the Stadium or any property, equipment or facilities at the Stadium (other than reasonable wear and tear).

13. Audio Visual Equipment

- 13.1 Save as regards mobile telephones used for personal and private use only, holders of Tickets shall not bring into (or use within) the Stadium any equipment that is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to any Match, any players or other persons present in the Stadium and/or the Stadium. Any person acting in breach of this Condition may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data (and all copies thereof) to the Premier League and/or the Club. The copyright, database right and all other rights title and interest in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Premier League.
- 13.2 The Club may from time to time create images and/or audio-visual video footage of Ticket holders attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use it for the purpose of: (i) promoting the Club and its commercial partners; and (ii) any other commercial activity; provided in each case that such use does not harm the reputation of the relevant individual whose image is used.

14. General

- 14.1 In the event that any of these Hospitality Terms and Conditions are declared void, ineffective or unenforceable by any competent court, the remainder of the Hospitality Terms and Conditions shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.
- 14.2 Each Purchaser acknowledges that the Club will hold and process data relating to them, which may include personal data for administrative and legal purposes. The personal data that is provided to

the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available on the Club's website.

- 14.3 The Club reserves the right to make amendments to these Hospitality Terms and Conditions 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 in relation to the Season. Up to date versions of the Hospitality Terms and Conditions will be made available promptly on the Club's website, and hard copies will be available from the Club upon request.
- 14.4 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Hospitality Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
- 14.5 By applying to purchase a Hospitality Package, Purchasers acknowledges that they have carefully read, understood and agree to adhere to and be bound by these Hospitality Terms and Conditions.
- 14.6 Nothing in these Hospitality Terms and Conditions shall give any person any automatic right of renewal or purchase in relation to any Hospitality Package for any subsequent football season unless specified on the Agreed Order Form.
- 14.7 These Hospitality Terms and Conditions and the Conditions of Entry, comprise the entire agreement between the Club and Purchasers and Guests in relation to the purchase and use of Hospitality Packages.
- 14.8 The Club shall be entitled to enforce these Hospitality Terms and Conditions against Purchasers and Guests. The Club shall at any time be entitled to assign, transfer or novate the benefit and subcontract the obligations due under these Hospitality Terms and Conditions.
- 14.9 These Hospitality Terms and Conditions 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.

Section 3 - Seasonal Terms and Conditions

These Seasonal Terms and Conditions are subject to the General Terms and Conditions set out above, and the same definitions will apply. By purchasing a Seasonal Package, the Purchaser acknowledges that he has read, understood and agrees to be bound by the relevant sections of these Hospitality Terms and Conditions.

1. Eligibility

- 1.1 The Club's hospitality facilities are located in areas of the Stadium reserved for the Club's fans. Any Purchaser or Guest who is in breach of Condition 4 in Section 2 above as regards behaviour and dress and or who is not a fan of the Club and / or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Stadium.
- 1.2 Seasonal Packages may (subject to availability) be bought for use in the following areas of the Stadium:
 - a) The Gallery;
 - b) Legends Lounge;
 - c) Fosse Club;
 - d) Banks Lounge; and
 - e) Premier Lounge.

2. Payment

- 2.1 The Club shall invoice each Purchaser for the Fee due in respect of their Seasonal Package at the same time as or after the Club has sent the Order Form to that Purchaser (unless agreed otherwise on the Agreed Order Form). The Club may, acting in its sole discretion, agree an alternative payment arrangement with a Purchaser (which shall only be effective if in writing).
- 2.2 Where a booking is made for a Seasonal Package payment is required to be made on the earlier of thirty (30) days of the confirmation of purchase or seven (7) days prior to the date of the first relevant Match to which that Seasonal Package applies.
- 2.3 The Club reserves the right to charge administration fees on payments made using certain payment methods (for the avoidance of doubt, specifically including any payment made by American Express). Information of any such charges will be made available by the Club and it is the responsibility of the Purchaser to check payment information carefully.
- 2.4 Without prejudice to any other rights and remedies of the Club, if payment of any Fee due in respect of a Seasonal Package is not received by the Club by the relevant deadline for payment, the Club reserves the right to withhold tickets until payment is received or release the reservation.
- 2.5 Purchasers shall be invoiced by the Club from time to time for any additional fees incurred during the Season in connection with their Seasonal Package (such as those relating to the provision of additional food and drink consumed, merchandise, commemorative photographs etc) which are not covered by any Fees paid for the Standard Hospitality Package ("**Additional Fees**"). The Club may, in its discretion either (i) require the Purchaser to pay the Additional Fees on the day they are incurred; or (ii) provide the Purchaser with an invoice on or after the event which must be paid within thirty (30) days of the date of invoice.
- 2.6 Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Fees or Additional Fees due in relation to a Seasonal Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover to costs of collection of the outstanding Additional Fees. The Club reserves the right to refuse entry to the Stadium and its facilities to any Purchaser and the Guests of any Purchaser who has an outstanding debt to the Club in relation to their Seasonal Package until payment of such debt has been received in full.
- 2.7 The Club reserves the right to charge the Purchaser for the cost of any repairs, cleaning, maintenance and/or replacement of the hospitality facilities and/or its contents resulting from any act or omission of the Purchaser and/or their Guests, except as a result of normal wear and tear.

3. Seasonal Package

- 3.1 The purchase of a Seasonal Package shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking but shall include all Matches (as defined herein) played by the Team during the Season at the Stadium. All additional matches played such as cup matches, European games or friendlies will be subject to an additional charge as determined by the Club. There is no obligation to purchase additional hospitality for these additional matches.
- 3.2 Additional benefits relating to Seasonal Packages are available for purchase at an additional fee.

Section 4 – Match Day Terms and Conditions

These Match Day Terms and Conditions are subject to the General Terms and Conditions set out above, and the same definitions will apply. By purchasing a Match Day Package, the Purchaser acknowledges that he has read, understood and agrees to be bound by the relevant sections of these Hospitality Terms and Conditions (and any third party terms and conditions if applicable).

1. Eligibility

- 1.1 As regards Match Day Packages for Matches, the Club's hospitality facilities are located in areas of the Stadium reserved for the Club's fans. Any Purchaser or Guest who is in breach of Condition 4 in Section 2 above as regards behaviour and dress and/or who is not a fan of the Club and/or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Stadium.
- 1.2 Match Day Packages may (subject to availability) be bought for use in the following areas of the Stadium:
 - a) The Gallery;
 - b) Legends Lounge;
 - c) Fosse Club; and
 - d) Banks Lounge.

2. Payment

- 2.1 The Fee due in respect of each Match Day Package shall be payable at the time of booking and shall be based on the classification of Match – Platinum Plus, Platinum, Gold and Fans.
 - 2.2 Where a booking is made for a Match Day Package payment is required to be made on the earlier of thirty (30) days of the confirmation of purchase or seven (7) days prior to the date of the relevant Match.
 - 2.3 Without prejudice to any other rights and remedies of the Club, if payment of any Fee due in respect of a Match Day Package is not received by the Club by the relevant deadline for payment, the Club reserves the right to release the reservation.
 - 2.4 Purchasers shall be invoiced by the Club from time to time for any additional fees incurred at the Match to which their Match Day Package relates (such as those relating to the provision of additional food and drink consumed, merchandise and/or commemorative photographs) ("**Additional Fees**"). The Club may, in its discretion either (i) require the Purchaser to pay the Additional Fees on the day they are incurred; or (ii) provide the Purchaser with an invoice on or after the Match which must be paid within thirty (30) days of the date of invoice.
 - 2.5 Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Fees or Additional Fees due in relation to a Match Day Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover to costs of collection of the outstanding Fees or Additional Fees. The Club also reserves the right to refuse to sell any other Hospitality Package to the relevant Purchaser until all Fees and Additional Fees owing have been paid in full.
 - 2.6 The Club reserves the right to charge the Purchaser for the cost of any repairs, cleaning, maintenance and /or replacement of the hospitality facilities and/or its contents resulting from any act or omission of the Purchaser and/or their Guests, except as a result of normal wear and tear.
3. Match Day Package
 - 3.1 The purchase of a Match Day Package shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking.
 - 3.2 Additional benefits relating to Match Day Packages are available for purchase at an additional fee.

Section 5 – Box Terms and Conditions

These Box Terms and Conditions are subject to the General Terms and Conditions set out above (and the Seasonal Terms and Conditions or Match Day Terms and Conditions as applicable), and the same definitions will apply. By hiring a Box, the Purchaser acknowledges that they have read, understood and agrees to be bound by the relevant sections of the Hospitality Terms and Conditions including these Box Terms and Conditions.

1. Rules of Hire

- 1.1 Purchasers may hire the use of a Box on a seasonal or one-off basis. In addition to these Box Terms and Conditions, Seasonal Box hire shall be subject to the Seasonal Terms and Conditions and single use Box hire shall be subject to the Match Day Terms and Conditions.
- 1.2 Boxes may be hired for the use of up to 8, 10, 12, 14 or 20 people (subject to availability). If a Purchaser's party numbers are fewer than the maximum number applicable to the relevant Box to be used by that Purchaser, that Purchaser and their Guests may be required to share the relevant Box with members of another hospitality party.
- 1.3 All Purchasers who wish to hire a Box on a Seasonal Package must agree to and sign a separate box license agreement, in the form provided by the Club.

2. Box Package

- 2.1 The hire of a Box shall entitle the Purchaser and their Guests to the benefits as agreed between the Purchaser and the Club at the time of booking.
- 2.2 Additional benefits relating to Boxes are available for purchase at an additional fee.

Section 6: Ground Regulations (2018/19)

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"**Ground**" means this football stadium and all locations owned, occupied or utilised by the Club.

"**Club**" means this football club.

"**Match**" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"**Material**" means any audio, visual and/or audio-visual material and/or any information or data.

"**Football Authority**" means each of the Premier League, The English Football League (EFL) League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

- 1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- 2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
- 3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.
- 5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- 6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- 7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, airhorns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- 8 Further, you may not bring into the Ground:
 - 8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;
 - 8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;

- 8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature,
- 8.4 without the express written approval of the Club's management.
- 9 The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- 10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- 11 The following acts are offences under the Football (Offences) Act 1991 (as amended):
- 11.1 The throwing of any object within the Ground without lawful authority or excuse.
- 11.2 The chanting of anything of an indecent or racist nature.
- 11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.
- Conviction may result in a Banning Order being made.
- 12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
- 13 Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- 14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
- 15 Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.
- 16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) 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 (ii) no Material that is captured, logged, recorded, transmitted, played, issued, 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.
- 17 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
- 17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;
- 17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- 18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
- 19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may 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 the Ground, nor may they 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.

- 20 The copyright, database rights and any other intellectual property rights in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 19 above, or pursuant to paragraph 16 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the Premier League. You further agree (if and whenever required to do so by the Club and/or the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the Premier League absolutely and with full title guarantee.
- 21 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
- 22 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
- 23 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
- 24 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 25 By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information, please contact the Club.
- 26 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 where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
- 27 Further to paragraph 25, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 28 **Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.**

Section 7 – LCFC Supporters with a Disability – Additional Terms and Conditions

1. The following additional terms and conditions shall apply to any Supporter with a Disability. A Supporter with a Disability shall mean 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.
2. Supporters with a Disability who can provide the Club with any of the following as proof of their disability shall be entitled to purchase a Season Ticket or match ticket at a prevailing concessionary price as set by the Club for its qualifying Supporters with a Disability. This Season Ticket/ticket shall include a free personal companion/carer ticket for each Match attended by the Supporter with a Disability. The qualifying criteria is as follows (or as otherwise determined at the discretion of the Club):
 - A statement of high mobility/living allowance as issued by the Department of Work and Pensions;
 - Enhanced rate of Personal Independent Payment (PIP) for mobility;
 - A designated member of the Support Group where assessed under the Employment & Support Allowance (ESA) scheme at High Rate;
 - Receipt of the Disability Living Allowance at Middle/Higher Rate;
 - Receipt of the Attendance Allowance;
 - Receipt of the Severe Disablement Allowance;
 - Receipt of War Disablement Pension;
 - Blind or partially sighted registration certificate; and/or
 - Any other documentation at the discretion of the Club.

Any Supporter with a Disability meeting the above criteria but wishing to sit outside the designated area will not receive a concessionary price, however they will be eligible for a free Season Ticket for their personal companion/carer.

Proof of disability must be provided prior to the start of the Season.

3. The Season Ticket of a personal companion/carer for a Supporter with a Disability (and/or any Away Match Ticket provided by the Club free of charge when a Supporter with a Disability who is a Season Ticket Holder purchases an Away Match ticket), is only valid when they are accompanied by the Season Ticket holder who is a Supporter with a Disability. The main priority of the personal companion/carer should be to care for the Supporter with a Disability during their visit to the Stadium. The personal companion/carer is not deemed to be a Season Ticket holder in their own right and as such are not entitled to any other benefits to which a Season Ticket holder is entitled. Should the personal companion/carer wish to attend the Match without the Supporter with a Disability, the personal companion/carer must upgrade by paying the full Match ticket price. Failure to do so and any abuse of these Terms and Conditions by any personal companion/carer may result in ejection from the Stadium and cancellation of the Season Ticket without refund. For the avoidance of doubt all personal companions/carers are required to comply with these Terms and Conditions, including the Ground Regulations.
4. The personal companion/carer should sit with the Supporter with a Disability to assist him/her and whilst the Club accept that the personal companion/carer may be another Supporter with a Disability or a young person, the Club requests that the personal companion/carer is fully capable of meeting the needs of the Supporter with a Disability. It should also be noted that when entering the Stadium, the personal companion/carer must enter at the same time as the Supporter with a Disability. Although a Supporter with a Disability can enter the Stadium on their own, the personal companion/carer will not be admitted without being in the presence of the Supporter with a Disability and otherwise would need to upgrade their ticket.

5. personal companion/carer tickets/Season Tickets are transferable, however Season Tickets for the Supporter with a Disability are not. Should any Supporters with a Disability or personal companion/carer be found to be abusing these Terms and Conditions or any other policy relevant to Supporters with a Disability, the Club reserves the right to deny entry or to take further action.
6. The Season Ticket for the Supporter with a Disability can only be used by the named individual and is not transferable.
7. The Club will make every effort to allocate the personal companion/carer with a seat adjacent to the Supporter with a Disability, however, if this is not possible, the Club will allocate the closest available seat to the Supporter with a Disability.
8. Please note that stewards and members of staff may carry out checks on all Season Ticket Holders. Any abuse of the concessionary scheme for Supporters with a Disability will be dealt with severely and will result in the loss of the applicable Season Ticket and the right to eject the individuals from the Stadium.