



# TERM & CONDITIONS

## 2021/22 SEASON TICKET TERMS & CONDITIONS

The following terms and conditions outlines the Club's commitment to the individual purchasing a 2021/22 Stevenage Football Club Limited Season Ticket.

### AGE CLASSIFICATION

The age of applicants on 1st August 2021 will determine discount qualification for season ticket(s), categories are defined as follows;

- **Adult** - Born on or between 01/08/62 - 01/08/2003 (18-59)
- **Concessions:**
  - o **Disabled** - (Proof of medium-high living disability allowance or equivalent PIP Award)
  - o **Carer** - Providing care to a qualifying disabled Season Ticket Holder as defined above.
  - o **Students** with valid ID Card
  - o **60 & Over** - Born on or before 31/07/1962
  - o **Ex / Current Serviceman** (with a Defence Discount Service Card)
- **Under 18** - Born on or after 02/08/2003
- **Under 12** - Born on or after 02/08/2009

Concessions have a duty to inform the Club if circumstances change, and upgrade remaining tickets. Proof of qualification for Concessions must be carried at all times. Failure to provide proof may result in sanctions being imposed which may include, but not limited to, ejection and the cancellation of your Season Ticket without refund.

The Club reserve the right to request each Season Ticket holder provides proof of identification in the form of a Driving License, Passport or valid Photo ID Card upon entry or at any time within the Stadium footprint;

### FIXTURES

Season Tickets provide admission to 23 First Team home league matches in EFL League Two. Season Tickets are not valid for away matches, cup matches or play-off matches, but will provide you with ticket priority for any aforementioned fixtures. Season Ticket Holders shall have priority over Non-Season Ticket Holders.

The Club reserve the right to amend the date, time and venue of any publicised fixture for any reason without prior notification or reimbursement of any such costs. Additionally the Club shall not responsible for the reimbursement of any additional costs supporters incur including but not limited to travel, accommodation or employment leave etc.

### LIMITED CAPACITY

If capacity is limited for any reason, the Club will run a ballot process in advance of the relevant fixture(s). Season Ticket Holders shall be required to register their interest to attend the specific fixture(s) and a random computer generator shall be used to select attendees. If a Season Ticket Holder is unsuccessful in the ballot then they shall be treated under the terms of the Behind Close Door Fixtures criteria contained in these terms and conditions. Further information regarding the ballot process will be communicated to Season Ticket Holders via the Club's Season Ticket Holder Ballot Policy, in advance of the first ballot of the season

### BEHIND CLOSE DOOR FIXTURES

In the event that the Club is instructed by any relevant party to play a qualifying Season Ticket fixture behind closed doors, each individual Season Ticket Holder shall be entitled to receive a streaming pass for the relevant fixture. If accepted then a pro-rata refund will be provided prior to 1st June 2022 which shall include the deduction of the value of the streaming pass valued at £10.00 per fixture. Alternatively the Season Ticket Holder shall be entitled to receive a pro-rata refund. The Club will in the first instance provide Season Ticket Holders with the option to receive a pro-rata Club Credit (redeemable against tickets and merchandise) which may be accepted or declined for a refund.

### FIXTURE POSTPONEMENTS

In the event that a qualifying fixture is postponed or abandoned you shall automatically be entitled to attend the re-arranged fixture. No refunds will be provided in the event that you are unable to attend the re-arranged fixture.

### CANCELATIONS

In the event that a qualifying fixture is cancel by EFL and removed from the league's official fixture list, Season Ticket Holders shall be entitled to receive a pro-rata refund. The Club will in the first instance provide Season Ticket Holders with the option to receive a pro-rata Club Credit (redeemable against tickets and merchandise) which may be accepted or declined for a refund payable by 31st May 2022.

### PAYMENT PLAN

The Payment Plan option is only available online and shall incur a £20.00 administration fee, payable upon collection of your Access Card. Should a payment fail for any reason your Season Ticket will be suspended for a period of 3 workings days. Should payment not be received during this time period your Season Ticket will be cancelled. Should your payment fail on 3 occasions your Season Ticket will be cancelled immediately and will not be reactivated.

No refunds will be provided for payments already received for Season Tickets cancelled due to failed payments. Payment instalments will be taken on the same monthly date as the initial date of payment.

### SEAT ALLOCATION

Season Ticket Holder seats are allocated at the time of purchase and are non-transferable. The Club reserves the right to relocate Season Ticket Holder seats to another equivalent area of the stadium, for any such fixture as it requires. Where possible seats will be reallocated in purchase groups.

### PRICING & ADDITIONAL CHARGES

- **Prices displayed include VAT at 20% and are subject to change at the Club's discretion.**
- **Replacement Season Ticket Access Cards shall be replaced at a replacement fee of £10.00.**

### ACCEPTANCE OF TERMS

By purchasing a Season Ticket you are indicating that you have read, understood, accepted and agreed to abide by the Ground Rules and Regulations, as well as The Lamex Stadium Supporter COVID Code of Conduct. Additionally, if you are buying on behalf of someone else your purchase will include their acceptance to the aforementioned regulations.

In line with the Club's COVID Code of Conduct by attending fixtures you acknowledge that you do not have any symptoms of, have tested positive for, or are isolating/self-isolating from COVID-19 or any such variants.

In the event that a Season Ticket Holder sustains a ban from the stadium for breaching ground regulations or the Supporter COVID Code of Conduct, no refund will be given.

All Season Tickets are sold to the named individual on the Season Ticket Access Card and are non-transferable. Any such refunds or credits will be issued to the lead booker and it shall be their responsibility to distribute such reimbursements.

### REMITTANCE

Season Tickets may be purchased online from [www.borotickets.co.uk](http://www.borotickets.co.uk), should you require assistance with using this service please call the Ticket Office on **01438 223223**. 2021/22 Season Ticket Access Cards will be available from 1st August 2021.

### INCLUSION POLICY

Stevenage Football Club is an inclusive club which welcomes people from all backgrounds. We have a zero tolerance policy on abusive and discriminative behaviour. By becoming a Season Ticket Holder, you agree to comply with our Customer Charter & Ground Regulations. See [www.stevenagefc.com](http://www.stevenagefc.com) for details

### FUTURE EVENTS

Stevenage Football Club reserves the right to restrict access to its fixtures as a result of any pandemic and/or epidemic (including but not limited to, COVID-19 and future variants of COVID-19, whether as a pandemic or epidemic in the UK) or events outside of the direct control of the Club, including but not limited to nuclear contamination, war, hostilities, rebellion, revolution, civil unrest, act of God, riot, strikes, lock downs, acts or threats of terrorism, for any period(s). In such cases the cited terms and conditions shall be used to determine the Club's decision on such matters which may arise.

### REFERENCES

These terms and conditions have been compiled in conjunction with the EFL's Season Ticket T&C's and Consumer Rights Guide 2021, as well as in line with the Consumer Rights Acts 2015 and the Unfair Contract Terms Act 1977.