

## **Membership Terms & Conditions – 2020/21**

### **Sales Dates and Information**

- 1.1 Canaries: Home and Canaries: Away memberships will be available for 2019-20 members to renew from Friday, January 17 2020 at a cost of £25
- 1.2 Canaries: Home and Canaries: Away memberships will then be available to purchase on general sale from Monday, February 17 2020 at a cost of £35
- 1.3 Junior Canaries memberships will be available to 2019-20 members to renew from Friday, January 17 2020 at a cost of £25
- 1.4 Junior Canaries memberships will then be available on general sale from Monday, February 17 2020 at a cost of £25
- 1.5 Junior season ticket holders under 16 can purchase a Junior Canaries membership for an additional £15
- 1.6 Season ticket holders over 16 year's of age cannot purchase a Canaries: Home membership. They can, however, purchase a Canaries: Away membership on the dates above.
- 1.7 It is strictly one membership type, per customer
- 1.8 The membership will entitle you to a maximum of one ticket, excluding any additional purchased on general sale

### **Your Membership**

- 2.1. Membership Cards must be produced at the Club's Retail Outlets when purchasing in order to claim any discount that may be available.
- 2.2. Membership Cards shall remain the property of the Club at all times.
- 2.3. Membership Cards are not transferrable under any circumstances.
- 2.4. In the event of a membership Card being lost or stolen, this must be immediately reported to the Club whereupon it will be replaced subject to an administrative charge to cover any costs involved.
- 2.5. Any changes in a member's details as held by the Club should be notified to the Club as soon as possible.
- 2.6. The Club reserves the right to refuse any application for membership at its sole discretion.
- 2.7. The Club reserves the right to terminate membership without refund or compensation at the Club's sole discretion (acting reasonably), including (but not limited to) in the event that the Member is the subject of a ban from the Stadium.

- 2.8. All membership benefits listed are subject to availability and are subject to change.
- 2.9. The total number of games attended will be determined by the clubs records
- 2.10. Memberships are non-refundable. Any refunds that are issued are done so entirely at the discretion of the Club and will only be considered in exceptional circumstances.
- 2.11. Membership cards/letters will be posted out to the address registered to the members account. Please ensure the address on the account is correct and up-to-date; this can be updated on your account at [tickets.canaries.co.uk](https://tickets.canaries.co.uk)
- 2.12. Match Pick dates will be communicated via post following the fixture release in June.
- 2.13. In order for Junior Canaries to receive offers and information regarding their membership, parental consent must be provided.
- 2.14. All members will be written to following the fixture release to inform them of their Match Pick date
- 2.15. Once you have successfully chosen your Match Pick following the fixture release you will be unable to change this. This applies in the event of any changes to kick-off times or fixture dates as a result of TV broadcasting.

### **2.15 Junior membership benefits**

- 2.15.1. Membership Packs are tailored to the child's age and are not exchangeable.
- 2.15.2. Access to Junior Canaries parties is on a first-come-first-served basis subject to availability.
- 2.15.3. Access to Junior Canaries Football Festivals is on a first-come-first-served basis subject to availability.
- 2.15.4. Free shirt printing is valid only with a purchase of a 2019-20 Junior replica shirt.
- 2.15.5. Membership Cards must be produced at the matchday Family FanZone in order to gain access.
- 2.15.6. Membership details must be produced when redeeming Community Sports Foundation discount via their website.
- 2.15.7. Junior season ticket holders who purchase a Junior Canaries Top-up membership will not receive priority access to home tickets or a home Match Pick