



## MEMBERSHIP TERMS AND CONDITIONS

### 1 Terms and conditions of use

1.1 If you are a consumer then references in these Terms and Conditions to “you” are to the individual purchasing a Membership from the Club for private and non-commercial purposes. If you are a business, references in these Terms and Conditions to “you” are to the business that you have the authority to bind in accordance with clause 1.2.

1.2 If you are NOT a consumer:

- (i) you confirm that you have authority to bind any business on whose behalf you are purchasing the Membership;
- (ii) these Membership Terms and Conditions, the Club’s standard ticketing terms and conditions, and the Ground Regulations (together the “Agreement”) constitute the entire agreement between you and the Club and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between you and the Club, whether written or oral, relating to its subject matter;
- (iii) you acknowledge that in entering into this Agreement you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Agreement. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in this Agreement; however nothing in this section shall exclude liability for either party’s fraudulent misrepresentation.

### 2 Membership subscription and activation

2.1 In the 2024/25 season, the Club will run the following Memberships:

- (i) Home Membership – for adults age 21 years old or older and resident within the UK;
- (ii) Away Membership – for adults age 21 years old or older, whether resident within or outside the UK;
- (iii) International Membership – for adults age 21 years old or older based and resident of the UK;
- (iv) Young Adult Membership – for supporters age 14 to 20 years old; and
- (v) Junior Canaries Membership – for supporters younger than 14 years old.

A supporter’s age will be determined at the point of purchase.

2.2 If you purchase a Membership for which you are not eligible, the Club reserves the right to cancel the Membership purchased or exchange it with a Membership that you are eligible for.

2.3 In order to receive Membership Benefits (as defined in clause 9.1) and related communications from us, you must provide us with a valid email address and be opted in to receive marketing communications. Any Member under the age of 13 years old must also provide parental consent when purchasing their Membership.

2.4 A Season Ticket holder of the Club who is 21 years old or older shall only be permitted to purchase an Away Membership.

2.5 A Season Ticket holder of the Club who is younger than 21 years old may purchase a “top-up” Young Adult or Junior Canaries Membership (as applicable) for a reduced fee, as set out in clause 6.1(ii), entitling that Member to receive all Membership Benefits associated with their chosen “top-up” Membership, excluding priority access to home tickets and a home Match Pick.

- 2.6 By entering into the Membership Contract (as defined in clause 4.1) you agree to be bound by these Terms and Conditions. Any match tickets purchased by a Member are for the use of supporters of the Club only in accordance with the Club's standard ticketing terms and conditions. By applying for a Membership and/or using the same, you hereby warrant and represent that you are a supporter of the Club. Please note that you may be asked to provide proof of identity at any point in the application process and/or season. Failure to provide proof of identity when requested may result in a suspension of specific Membership Benefits until such time as the Club can verify your identity. Photographic proof of identify may be required online or in person at the Ticket Office. Accepted documents include (but are not limited to) a passport, driving licence or national identity card.
- 2.7 Membership Benefits commence on the later of: (i) 1 July 2024; and (ii) the date that you purchase your Membership. Please note that you must wait up to 24 hours for your Membership to be activated before you will be eligible to purchase a ticket using your Membership (if on sale and available to purchase by Members) in accordance with these Terms and Conditions. Retail discounts can take up to 72 hours to be activated.
- 2.8 Upon joining or renewing Membership, Members will receive an email confirmation, as well as a welcome pack which will be posted within 10–20 working days following release of the fixtures for the 2024/25 season. Any Membership purchased after 1 July 2024 will be posted out 14–21 working days after the purchase date. Subject to clause 2.9, all Members will be sent a Membership pack, which is non-exchangeable and non-refundable. Please note the contents of the pack may vary depending on stock availability. The Club does not accept responsibility for non-receipt of Membership packs.
- 2.9 If a supporter claimed a free Junior Canaries Membership prior to the 2024/25 season and was younger than four years old at the time of purchase, their Junior Canaries Membership will automatically renew for the 2024/25 season. However, they will not receive a new Membership pack.
- 2.10 If a supporter claimed a free Junior Canaries Membership prior to the 2024/25 season and was aged four years or older at the time of purchase, their Junior Canaries Membership will not automatically renew and they will be required to purchase a new Membership.
- ### 3 Fan Cards
- 3.1 Upon purchasing a Membership, new Members will be issued with a Fan Card.
- 3.2 All supporters who have a Fan Card from previous seasons can continue to use their existing Fan Card and will not receive a new one.
- 3.3 Fan Cards remain the property of the Club at all times, and are not transferable under any circumstance.
- ### 4 Term and cancellation
- 4.1 Membership constitutes a binding contract between you and the Club which commences on receipt of the purchase confirmation email and ends on 30 June 2025 (the "Membership Contract").
- 4.2 You have seven days from the start of your Membership Contract to cancel the Membership Contract. In the event that you cancel the Membership Contract within seven days, you shall be entitled to a refund of the purchase price, and the Club will be entitled to the return or reimbursement of any Membership Benefits used by you in advance of cancellation, including any match tickets you have purchased during that time in exchange for a refund of the cost of such tickets. Please ensure that you retain proof of postage of any cancellation sent by post, to ensure that a refund can be processed.
- 4.3 If you cancel the Membership Contract more than seven days after the start of your Membership Contract, you will not be entitled to a refund of the cost of your Membership. If you have purchased match tickets using your Membership, you will be obliged to return those tickets to us in exchange for a refund of the cost of such tickets. For the avoidance of doubt, purchase of Membership does not guarantee that you will be able to purchase tickets in a Members sale, and if no Members sale takes place you will not be entitled to a refund of your Membership.
- 4.4 To cancel your Membership please contact the Membership department by email to [supporterrelations@canaries.co.uk](mailto:supporterrelations@canaries.co.uk).

## 5 Contact details

It is the Member's responsibility to inform the Club of any change of name or contact details. To inform the Club of any change of name or contact details please login to 'My Account' at [tickets.canaries.co.uk](https://tickets.canaries.co.uk) or contact our supporter relations by email to [supporterrelations@canaries.co.uk](mailto:supporterrelations@canaries.co.uk). The Club (at its absolute discretion) may charge an administration fee in respect of any name change or change of contact details. For the avoidance of doubt, Members are not permitted to use a change of name to transfer the Membership to another person.

## 6 Fees and payment

6.1 The cost of a Membership is:

- (i) £25; or
- (ii) if a Season Ticket holder is purchasing a "top-up" Membership in accordance with clause 2.5, £15; or
- (iii) if a supporter who younger than four years old is purchasing a Junior Canaries Membership, no charge,

(the "Fee").

6.2 Unless otherwise stated, charges are inclusive of VAT and any other taxes applicable from time to time.

6.3 Import duties and local taxes are NOT included in the quoted price of goods being delivered outside the UK. In this case you will be responsible for the payment of any and all import duties and local taxes including any administration charges upon receipt.

6.4 We will confirm the purchase of your Membership by email. Your order will be deemed complete and received by you at the time and date of the email confirmation. We accept no responsibility for a failure of the confirmation email to be delivered due to reasons outside of our control. For the avoidance of doubt, the Club may reject your Membership application, including after the email confirmation referred to in this clause 6.4, for any reason at our sole discretion.

## 7 Replacement Fan Cards

7.1 If you lose, misplace, damage or destroy your Fan Card, you should report this to the Club as

soon as possible by email to [supporterrelations@canaries.co.uk](mailto:supporterrelations@canaries.co.uk) or by phone on 01603 721902 (selecting option 1).

7.2 If a Fan Card is lost, misplaced, damaged or destroyed, a replacement Fan Card may be issued by the Club as soon as reasonably practicable after the payment of a £5.00 non-refundable administration charge.

7.3 The Club may require you to attend the Stadium or another location in person to collect the duplicate Fan Card and provide the Club with satisfactory photographic or other identification evidencing that you are entitled to the Membership in question.

## 8 Match Pick

8.1 All members who purchase a Membership on or before 30 June 2024 shall receive a Match Pick as part of their Membership benefits. Home, International, Young Adult and Junior Canaries members (excluding "top-up" Members and supporters who are younger than four years old) will all receive one Match Pick for a home match during the 2024/25 season. Away, Young Adult, and Junior Canaries members (excluding Members who are younger than four years old) will all have access to one Match Pick for an away match during the 2024/25 season.

8.2 Tickets will be reserved for each match for Match Pick users and Match Picks tickets will be made available on a first-come-first-served basis until sold out. The Club cannot guarantee that each Member will be able to purchase a ticket for their chosen the Match Pick. The Match Pick will replace the ticket that may be purchased by you as a Member for that particular match.

8.3 Once a Match Pick has been selected, you are not permitted to change your Match Pick. This is the case even if the match you have chosen has its date and/or time changed, or the chosen match is cancelled or postponed.

## 9 Benefit terms and conditions

9.1 A Member shall be entitled to receive the benefits relevant to their category of Membership, such benefits being the "Membership Benefits". The current benefits for each category of Membership can be found at: [tickets.canaries.co.uk](https://tickets.canaries.co.uk). Benefits may be modified or removed at the sole discretion of the Club from time to time. A Member may be

required to present their Fan Card to receive certain Membership Benefits.

- 9.2 If you have not yet received your Fan Card, presentation of your purchase confirmation email will be accepted.
- 9.3 Where a discount is a Membership Benefit, the Club reserves the right to set a minimum spend that must be achieved before the discount is applied.
- 9.4 Where free shirt printing is a Membership Benefit, this shall only be redeemable with the concurrent purchase of a 2024/25 season replica shirt.
- 9.5 Where a Membership Benefit is to be redeemed through the use of a unique code provided by the Club, the Club shall not be liable for replacing any lost or misplaced unique codes.
- 9.6 If you were a Member for the 2023/24 season, you will be entitled to receive a 10% renewal discount if you purchase a 2024/25 season Membership on or before 30 June 2024. This discount is non-transferable and only redeemable using the account used to purchase that Member's 2023/24 season Membership.

## **10 Ticketing access and purchase**

- 10.1 The issue of match tickets by the Club is governed by the Club's standard ticketing terms and conditions, which are available at [tickets.canaries.co.uk](https://tickets.canaries.co.uk).
- 10.2 Eligibility for certain tickets may require pre-requisite attendance at previous matches. For the avoidance of doubt, the purchase of tickets for matches that the Member does not attend will not qualify for these purposes, unless the Club reasonably considers otherwise.
- 10.3 Nothing in these terms and conditions constitutes or implies any guarantee of entitlement to a ticket, seat or access to any area of the Stadium. If tickets are available for a Match, only one ticket may be purchased per Membership.
- 10.4 No guarantees can be given by the Club that a match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any match without notice and without any liability whatsoever. The Club will have no further liability whatsoever relating to

any alteration of the time or date of any match (including but not limited to any postponement or abandonment), including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation costs. The Club recommends you visit the Club website on a regular basis in order to check the latest dates and times of matches.

- 10.5 The Club reserves the right to vary the manner or system in which match tickets are to be sold.
- 10.6 The Club gives no guarantee that multiple Members can attend matches as a group (linked via the friends and family facility in your Member account).
- 10.7 Season Ticket holders will not be entitled to purchase additional match tickets by purchasing a Home Membership.
- 10.8 In the event that you forget your Fan Card in respect of any individual match and the Fan Card is required for access, the Club shall not be obliged to admit you or issue any other form of ticket for that match.

## **11 Cancellation and withdrawal of Membership**

- 11.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any breach of these Terms and Conditions and/or the Club's standard ticketing terms and conditions to cancel and withdraw your Membership and to eject you from the Stadium. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Membership. In such cases, your conduct may be referred to the Club's Sanction Panel.

Without prejudice to the general nature of the above, the following actions shall constitute a serious breach of these Terms and Conditions and/or the Club's standard ticketing terms and conditions:-

- (i) smoking in any part of the Stadium;
- (ii) being (or appearing) intoxicated within the Stadium;
- (iii) persistent standing in seated areas whilst a match is in progress;

- (iv) the sale or transfer (save as permitted in these conditions) of this Membership to any person;
- (v) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
- (vi) the deliberate misuse of the Membership;
- (vii) the supply of any misleading or incorrect information in any application made to the Club including date of birth;
- (viii) persistent swearing during a match;
- (ix) the throwing of any object within the Stadium that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;
- (x) whether at the Stadium, or, travelling to or from a match:
  - (a) the use of foul, obscene, abusive and/or racist language and/or gestures;
  - (b) the chanting of anything of an indecent or racist and/or discriminatory nature;
  - (c) fighting or engaging in and/or inciting violence
- (xi) bringing into the Stadium (or using within the Stadium): illegal drugs, other illegal substances, fireworks, pyrotechnics, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or comprise public safety;
- (xii) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (xiii) any act which could and/or does bring the Club into disrepute;
- (xiv) any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of this Membership;
- (xv) without prejudice to any of the foregoing, any other breach of the Ground Regulations or the

Club's standard ticketing terms and conditions.

11.2 In the event that your Membership is withdrawn or cancelled, the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any match ticket at its discretion and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification). In addition, as set out at clause 11.1 above, your conduct may be referred to the Club's Sanction Panel.

11.3 The Club reserves the right to suspend the use of your Fan Card and all associated Membership Benefits for a period of time, or to withdraw its use in the event of misuse or if abused in any way, or in the event of a breach of any of the Terms and Conditions and Club regulations, or in the event of any abusive, dangerous or other unacceptable behaviour by the Member, or if the Member is prohibited by law from attending any football ground.

## 12 Equality and anti-discrimination

12.1 The Club is committed to equality and diversity and it is important that all of our fans share the Club's principles of inclusion.

12.2 We require all Members to refrain from engaging in any conduct which is racist, homophobic or abusive and to refrain from any other discriminatory behaviour, including but not limited to discriminatory behaviour in relation to the following protected characteristics:

- (i) age;
- (ii) disability;
- (iii) gender reassignment;
- (iv) marriage and civil partnership;
- (v) pregnancy and maternity;
- (vi) race;
- (vii) religion or belief;
- (viii) sex; and

(ix) sexual orientation.

12.3 Members who engage in any of the behaviours set out at clause 12.2 above may:

- (i) be subject to actions taken in accordance with the Club's anti-discrimination policies, including referral to the Club's Sanction Panel;
- (ii) be refused entry to or ejected from the Stadium;
- (iii) have their Membership(s) cancelled or withdrawn;
- (iv) be suspended or banned from entering the Stadium on future occasions; and/or
- (v) be subject to prosecution in accordance with law.

### 13 Use of Fan Card

13.1 You must present your Fan Card to obtain entry to matches you have purchased tickets for, unless advised otherwise by the Club (for example if mobile ticketing is implemented by the Club). The Club reserves the right to refuse admission or eject from the Stadium any person who fails to comply with the Club's standard ticketing terms and conditions. The Club reserves the right to require you to present proof of your name and address while attending a match at the Stadium to verify that a Fan Card belongs to you.

13.2 Your Fan Card is issued for your sole use. You shall not re-sell, assign, transfer or lend the Fan Card and/or receipts or the benefit of it to any other person without the prior consent of the Club.

13.3 For the avoidance of doubt (and by way of example only) you are not permitted to offer your Fan Card as a prize in any promotion or competition, nor transfer, lend or sell your Fan Card to any third party as part of a hospitality or travel package, save as expressly authorised by the Club.

13.4 A valid Fan Card must be produced at the Club's retail outlets in order to claim any retail discount received as part of a Membership.

### 14 Exclusion of liability

Except in respect of death or personal injury resulting from any negligence of the Club,

neither the Club nor any of its officers, employees or agents shall be responsible, whether in tort (including negligence), contract or otherwise, for:

- (i) any loss, damage or injury to you or to any property belonging to you in or around the Stadium or any Club car park, resulting from any cause whatsoever; or
- (ii) for any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever.

### 15. General

15.1 If you have any complaints in relation to the Club's Membership scheme please contact the Club by post to Supporter Services Department, Norwich City Football Club, Carrow Road, Norwich NR1 1JE or by email to [supporterrelations@canaries.co.uk](mailto:supporterrelations@canaries.co.uk).

15.2 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales.

15.3 The Club may amend these terms from time to time in its discretion. Any changes will be published on the Club's website.

### Definitions

In these Membership Terms and Conditions the following words and phrases shall have the following meanings:

- (i) "Club", "we" or "us" means Norwich City Football Club Plc.
- (ii) "Club standard ticketing terms and conditions" means these terms and conditions governing the issue and use of a ticket to a match at the Stadium, available on the Club's website.
- (iii) "Ground Regulations" means those 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, available on the Club's website.
- (iv) "Match Pick" means an entitlement for a Member to choose one match (subject to availability) that they wish to attend.
- (v) "Member" means a person who purchases a Membership.

- (vi) "Membership" means a membership of the Club for the 2024/25 season governed by these Terms and Conditions.
- (vii) "Season Ticket" means a season ticket (and/or any rights arising out of or in connection with a season ticket) for admission to the Club's home matches during the 2024/25 season.
- (viii) "Stadium" means Carrow Road Stadium and all other locations owned, occupied or utilised by the Club.

THE GROUND REGULATIONS CAN BE INSPECTED AT SITES THROUGHOUT THE STADIUM, ON THE OFFICIAL CLUB WEBSITE (<https://www.canaries.co.uk/club/ground-regs>) AND SPECIFICALLY INSIDE THE NORWICH CITY TICKET OFFICE AND AT TURNSTILE ENTRANCES