



Direct Debit Terms and Conditions (Season 2025/26)

1. The issue and use of a Season Ticket is subject to the Season Ticket Terms and Conditions, a copy of which can be accessed at <https://tickets.canaries.co.uk/ticketingterms> or can be provided upon written request to the Club. Capitalised terms used in these Direct Debit Terms and Conditions but not defined have the same meaning as those defined terms in the Season Ticket Terms and Conditions.
2. Where a Season Ticket is paid for by monthly Direct Debit, the price shall be due and payable in 12 equal monthly instalments payable in advance, from March prior to the season in which the Season Ticket will be used, to February the following year. Where a Season Ticket is purchased after March and paid for by Direct Debit, the instalment plan shall be shortened to ensure that the Season Ticket is paid for in full by February the following year. No statements of account will be provided to the Purchaser by the Club.
3. If a Direct Debit payment fails, the associated Season Ticket will be suspended and the Purchaser and/or Ticket Holder will not be permitted to enter Matches (or purchase tickets on a match-by-match basis) until all outstanding amounts, including a £10 administrative fee per failed Direct Debit, are settled in full. If a Purchaser's Direct Debit payments fail on three or more occasions, the Club reserves the right to cancel the associated Season Ticket.
4. If a Direct Debit is cancelled by the Purchaser and they do not within seven days either set up a new Direct Debit instruction to pay for the Season Ticket or pay the balance of the Season Ticket in full, the Club reserves the right to suspend (as per clause 3) or cancel the Season Ticket.
5. If the Club cancels a Season Ticket pursuant to these Direct Debit Terms and Conditions, the balance of the Season Ticket shall become immediately due and payable, and the Club may take any action provided for in the Season Ticket Terms and Conditions, including but not limited to preventing the Purchaser from purchasing tickets on a match-by-match basis, purchasing a season ticket in the future and/or taking all action the Club considers necessary to recover any amounts owing to it.
6. A Season Ticket paid for by Direct Debit will be automatically renewed each season, unless cancelled by the Club in accordance with the Season Ticket Terms and Conditions and/or these Direct Debit Terms and Conditions. The Club will write to the Purchaser in advance of the automatic renewal date with payment information for the coming season and details of the method and date by which the automatic renewal of the Season Ticket may be cancelled by the Purchaser without liability to make further monthly payments or other charges.
7. Subject to clause 6, all Season Ticket payments are non-refundable.
8. Nothing in these Direct Debit Terms and Conditions gives any guarantee that a Ticket Holder will be entitled to renew their Season Ticket or purchase a season ticket in any subsequent season. The Club may refuse to allow a Purchaser to pay for a Season Ticket by Direct Debit if they have previously defaulted on Direct Debit payments to the Club or breached the Conditions of Entry.
9. The Club reserves the right to change these Direct Debit Terms and Conditions from time to time, and shall notify you of such changes if they materially affect your rights as a consumer.
10. The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these Direct Debit Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
11. The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Direct Debit Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
12. These Direct Debit Terms and Conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.