



Season Ticket Terms and Conditions (Season 2025/26)

1. Issue of a Ticket

- 1.1. The issue of a Season Ticket and subsequent access to the Ground is subject to the Conditions of Entry (as may be amended from time to time) which include:
 - (a) these Season Ticket Terms and Conditions;
 - (b) the Box Office Conditions of Use;
 - (c) the Direct Debit Terms and Conditions (if applicable);
 - (d) the Ground Regulations; and
 - (e) the applicable Football Authority rules and regulations in respect of the relevant competition,which can be accessed at <https://tickets.canaries.co.uk/ticketingterms> or can be provided upon written request to the Club.
- 1.2. Season Tickets are for the home section of the Ground only (being the areas of seating at the Ground which are designated for use by supporters of the Club) and are for the purchase and/or use of supporters of the Club only. By purchasing and/or using a Season Ticket, you hereby warrant and represent that you are a supporter of the Club.
- 1.3. All Season Tickets are sold subject to availability. Where a Season Ticket is automatically renewed, the Purchaser will be notified by the Club in writing. Where a Season Ticket is purchased via the Club's ticketing website, an email confirmation will be sent to the Purchaser. Any individual purchasing a Season Ticket for a person other than themselves, shall be deemed to be acting with the authority of each such person, including the authority to agree to these Terms and Conditions on their behalf.
- 1.4. The following conditions apply to the purchase of Season Tickets for children:
 - (a) children aged 14 to 17 do not need to be accompanied by an adult;
 - (b) children aged two to 13 must not enter the Ground unless accompanied person aged 18 or over; and
 - (c) children younger than two years old are not permitted in the Ground for a Match, unless located in an executive box or a hospitality area where the seat to watch the Match is located inside. Under no circumstances are children younger than two years old permitted inside the main stadium bowl of the Ground during the Match.

The parent(s) and/or legal guardian(s) of a child attending a Match and/or the Purchaser of their Season Ticket will be responsible for the child's actions, conduct and compliance with the Conditions of Entry.

2. Admission to the Ground

- 2.1 By purchasing, accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, you:
 - (a) certify that you have read, understood and accepted;
 - (b) agree to be bound by and to comply with; and
 - (c) agree to bring to the attention of others, as required herein,the Conditions of Entry, together with any other relevant terms that may be issued by the Club from time to time.
- 2.2 All persons must have a valid Season Ticket in their possession when entering the Ground. The Club will not permit any person to enter the Ground without a valid Season Ticket for the relevant Match.
- 2.3 Subject to these Terms and Conditions, a Season Ticket permits you to occupy at the Match the seat indicated on the Season Ticket or such other alternative seat of equal price as the Club may allocate to you at its reasonable discretion. A Season Ticket does not provide entry to matches in the EFL

Championship play-offs, The FA Cup, the EFL Cup or any friendlies which are held at the Ground. All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the Match only and not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities), unless authorised in advance of the Match by the Club in writing.

- 2.4 Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent Match or season. Notwithstanding the foregoing, Season Tickets which are paid for by direct debit will be automatically renewed each season. The Club will notify the Purchaser of a Season Ticket in writing that it has been automatically renewed, as well as the method and date by which the Purchaser must notify the Club that they want to cancel the automatic renewal of their Season Ticket should they not want to renew for that season.
- 2.5 Unless authorised in advance of the Match by the Club in writing, save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use, wear or display within the Ground any sponsorship, promotional, marketing or political materials.
- 2.6 Unless authorised in advance of the Match by the Club in writing, you shall not offer or distribute (either free or for sale by any person) within or around the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 9.1, where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.7 Without prejudice to the representation at clause 1.2, any attempt to gain access to the areas of the Ground designated for use by supporters of the Club wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the Away Club, may result in you being refused admission to, or being ejected from, the Ground. In such circumstances no refund or alternative seat will be offered, and you may be referred to the Sanction Process.
- 2.8 The Club reserves the right to carry out bag and/or other security checks on Season Ticket Holders when entering the Ground. Details of items that are not permitted inside the Ground are set out in the Ground Regulations. Any person in possession of such items will be refused entry to the Ground.
- 2.9 Other than bags from the Club shop containing Club shop purchases, you are only entitled to bring into the Ground one small bag that is no larger than A4. No bag any larger than this will be permitted into the Ground. There are no bag storage facilities at the Ground, which means that if you do not comply with this requirement, you may be refused entry to the Ground. No refund will be provided in those circumstances.
- 2.10 Season Ticket Holders must not bring any food or drink into the Ground other than that purchased at the Ground's food and drink kiosks.
- 2.11 Unless otherwise directed by Club staff, Season Ticket Holders are not entitled to re-enter the Ground if they leave at any time on a Match day. Failure to comply with this requirement will result in you being refused re-entry to, or ejected from, the Ground, and you may be referred to the Sanction Process.
- 2.12 Season Ticket Holders 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 does or may bring the name or reputation of the Club into disrepute. Without prejudice to the generality of the foregoing, the Club does not tolerate abusive, offensive, homophobic, sexual, sectarian, racial or discriminatory behaviour in any form (whether physical, verbal or otherwise) and any such conduct shall be considered a serious breach of these Terms and Conditions. Any Season Ticket Holder who is found or is reported to be abusing any football player, Match official, supporter, member of staff or any other individual in or around the Ground may be referred to the Sanction Process, and may face arrest and prosecution by the police.
- 2.13 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Conditions of Entry and in such circumstances no refund or alternative seat will be offered.

3. Use of a Season Ticket

- 3.1 Subject to clause **Error! Reference source not found.**, each Season Ticket is issued for the sole use of the Season Ticket Holder. Save as expressly authorised by the applicable Football Authority or the Club in advance in writing, you shall not pass on, resell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to any other person, nor use the Season Ticket for any commercial purpose, other than in accordance with the Club's resale / transfer policy. The reference to selling a Season Ticket includes: (i) offering to sell a Season Ticket (including, without limitation, via any website, social networking / media site or online auction site); (ii) exposing a Season Ticket for sale; (iii) making a Season Ticket available for sale by another person; (iv) advertising that a Season Ticket is

available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket may not be offered as a prize in any promotion or competition; (v) transferring, lending or selling a Season Ticket to any third party as part of a hospitality or travel package; (vi) giving (or offering to give) a Season Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); and (vii) using it for any other commercial purpose.

- 3.2 You may only transfer a Season Ticket to a Guest for their personal use where: (i) the transfer is in respect of an individual Match only; (ii) any payment made or benefit given in consideration for the transfer does not exceed the face value of the Season Ticket for that Match; and (iii) the transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Any such transfer is subject to the Conditions of Entry (save for any rights to transfer a Season Ticket pursuant to this clause) which will apply to and bind that Guest as if they were the original purchaser of the Season Ticket (and you must inform the Guest of this). You acknowledge and agree that you will be responsible for your Guest's actions, conduct and compliance with the Conditions of Entry, and that the Club may cancel, suspend or withdraw your Season Ticket and refer you to the Sanction Process where your Guest breaches the Conditions of Entry. You will provide the name and address of any Guest when asked to do so by an official, steward or employee of the Club, and/or any police officer.
- 3.3 A concessionary Season Ticket may only be used by a Guest who qualifies for the concession applicable to the Season Ticket, save that the Guest may upgrade the Season Ticket for relevant Match through the ticket office by paying the difference between the price of the Season Ticket for the Match and the applicable price for the Guest to purchase a ticket for the Match. No rebate will be paid where a Season Ticket is used by a Guest who qualifies for lower value ticket category.
- 3.4 Season Tickets for disabled supporters and their companions are issued on the strict condition that the companion may not use their Season Ticket to attend a Match without accompanying the supporter that they are the companion of. The Club reserves the right to carry out spot checks to enforce this rule.
- 3.5 The unauthorised sale or disposal of a Season Ticket (as described in clause 3.1) is 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 when it becomes aware that a Season Ticket has been sold, or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed (or are attempting to commit) such an offence, then: (i) you will be referred to the Sanction Process; (ii) we will notify the appropriate Football Authorities, who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities; and/or (iii) we will notify the relevant law enforcement authorities. The information that we share may include, without limitation, your personal details, information about the offence and information about the ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.
- 3.6 The Season Ticket will remain the property of the Club at all times and may be moved, cancelled, suspended or withdrawn in accordance with these Terms and Conditions at any time. A Season Ticket must be produced together with evidence of your identity (including photographic), age and/or address if required to do so by any official, steward or employee of the Club, or any police officer. If a Season Ticket Holder fails to produce a Season Ticket or required evidence when requested, they shall be deemed to be in breach of these Terms and Conditions and the provisions of clause 8 will apply.
- 3.7 Any Season Ticket distributed, obtained or used in breach of the Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Conditions of Entry in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match, have their Season Ticket cancelled, suspended or withdrawn, and will be referred to the Sanction Process. In the event of any cancellation, suspension or withdrawal of a Season Ticket in accordance with this clause 3.7, no refund shall be payable. The Club further reserves its right to take any legal or disciplinary action against any person as it sees fit in connection with such matters, including a claim for an account of profits made from an unauthorised use of a Season Ticket.
- 3.8 You and any Guests must adhere to any relevant dress code for any part of the Ground designated from time to time by the Club.
- 3.9 Smoking, vaping and the use of e-cigarettes is prohibited in all areas of the Ground, including but not limited to all seating, concourse and bar areas.
- 3.10 You and any Guests must at all times observe the proper directions of all stewards, employees of the Club and police officers.

- 3.11 Subject to clause 4, you and your Guests shall remain in your allocated seats wherever possible, shall not sit in any seat other than your allocated seat even if other seats appear empty, and shall not block the aisles and gangways within the Ground. Any person who engages in persistent standing while play is in progress having been warned about such conduct may be ejected from the Stadium and shall have no claim for any refund or compensation from the Club.

4. Licensed Standing

- 4.1 The Club operates licensed standing areas at the Ground in the Lower Barclay, the Thorpe Corner and block F of the South Stand (the “**Licensed Standing Areas**”). Only Season Ticket Holders who have tickets in a Licensed Standing Area are permitted to access the Licensed Standing Areas. A Season Ticket Holder who has a ticket in a Licensed Standing Area shall:
- (a) be entitled to stand during the Match;
 - (b) occupy the space in front of the seat allocated to them on their Season Ticket only and must not move to different spaces within the Licensed Standing Areas or to different areas of the Ground;
 - (c) expect that other spectators will be standing while play is in progress;
 - (d) not sit or stand on the rails, or stand on the seats in the Licensed Standing Areas;
 - (e) not admit anyone to the Licensed Standing Areas who does not have a ticket to the Licensed Standing Areas;
 - (f) unless needing to use facilities, not move around in the Licensed Standing Areas and shall stay in the designated space only as described on the relevant Season Ticket and in accordance with clause 4.1(a); and
 - (g) not stand in the gangways or on the steps in the Licensed Standing Areas to watch the Match.

5. Changes to dates, refunds and exchanges

- 5.1 Once purchased, a Purchaser and/or Season Ticket Holder shall not be entitled to change their Season Ticket(s). With the exception of the circumstances set out in clause 5.3, the Club does not offer refunds on Season Tickets, including but not limited to where a Purchaser who pays by direct debit cancels their direct debit.
- 5.2 No guarantees are given by the Club that a Match will take place at a particular time or on a particular date, or that there will not be further restrictions imposed on entry to the Ground and/or the number of supporters who are permitted to enter the Ground. Subject to clause 5.3, the Club reserves the right to reschedule any Match without notice and without any liability whatsoever.
- 5.3 In the event of the postponement or abandonment of a Match (or if the Match has, for any reason, to be played behind closed doors or at a reduced capacity meaning you are not permitted to attend the Match), the following will apply:
- (a) if the Match is postponed, and supporters are permitted to attend the rearranged Match, your Season Ticket will provide you with entry to the rearranged Match;
 - (b) if the Match is played behind closed doors, the Purchaser will be entitled to request a pro-rata refund of the Season Ticket for the Match in question; or
 - (c) if the Match is played at reduced capacity, as a result of which you are not permitted to attend the Match, the Purchaser will be entitled to request a pro-rata refund of the Season Ticket for the Match in question.

In those circumstances, the Club will have no further liability whatsoever in relation to any alteration of the time or date of any Match, including postponement or abandonment, for any losses, liabilities, costs and expenses incurred by you, including but not limited to any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

- 5.4 In order to obtain a refund, you must request a refund from the Club’s ticket office in accordance with the guidance issued for doing so. A refund will only be issued on production of identification that the individual requesting the refund is the Purchaser of the Season Ticket. For the avoidance of doubt, the final decision belongs to the ticket office manager.
- 5.5 Once a Season Ticket has been purchased you shall not be entitled to cancel your Season Ticket and (except where expressly set out in these Terms and Conditions) no refunds will be given by the Club if you do not attend a Match for which you have purchased a Season Ticket.

6. Forgotten, lost or stolen Season Tickets

- 6.1 In order to gain admission to the Ground, a Season Ticket must be presented in its entirety at the Match.

6.2 If a Season Ticket is forgotten, lost, stolen or destroyed, you should report this to the Club as soon as possible. The Club shall not be obliged to issue any replacement for a forgotten, lost, stolen or destroyed Season Ticket. The Club may in its sole discretion: (i) issue a replacement Season Ticket; and/or (ii) issue a matchday duplicate ticket, subject to the payment of a non-refundable administration charge. In making its decision, the Club shall be entitled to request all reasonable evidence of the need for a replacement Season Ticket. Unless decided by the Club otherwise, only one duplicate Season Ticket will be issued to you per season. The Club may require you to attend the Ground or another location in person to collect a duplicate Season Ticket (or any matchday duplicate ticket) and provide the Club with satisfactory evidence of your identity.

7. Change of personal details

7.1 If your personal details, including your address, email address and telephone number, change during the season, you must notify the Club as soon as reasonably practicable by updating your One City account, emailing tickets@canaries.co.uk or by calling 01603 721902 and selecting option one.

8. Cancellation, suspension and withdrawal of a Season Ticket

8.1 Without prejudice to any other rights or remedies it may have, where:

- (a) a person fails to comply with any part of the Conditions of Entry;
- (b) the entry of a person into the Ground is likely to, in the reasonable opinion of the Club, result in a failure to comply with the Conditions of Entry;
- (c) a person is subject to a sanction imposed by the Club; or
- (d) a person is prohibited (whether by law or otherwise) from attending any sporting venue (including the Ground) or is the subject of football related criminal or civil proceedings,

the Club shall have the right, in its absolute discretion, to:

- (i) refuse such person entry to, or eject them from, the Ground;
- (ii) move that person's Season Ticket to another part of the Ground;
- (iii) cancel, suspend and/or withdraw any Season Ticket (or other ticket(s) issued by the Club) issued to such person;
- (iv) prohibit (indefinitely or for a period of time determined by the Club) such person from purchasing and/or using any ticket in respect of any future match played by the Club (including, without limitation, use of any benefits associated with any such ticket), or any other Club membership, product or service; or
- (v) refer such person to the Sanction Process.

8.2 Without prejudice to the general nature of clause 8.1, the following actions shall constitute a non-exhaustive list of conduct which will constitute a serious breach of the Conditions of Entry and shall enable the Club to exercise its rights as described in clause 8.1 above:

- (a) smoking, vaping or use of e-cigarettes in any part of the Ground;
- (b) being (or appearing to be) intoxicated;
- (c) persistent standing in areas of the Ground other than the Licensed Standing Areas whilst the Match is in progress;
- (d) the sale or transfer of a Season Ticket to any person other than as permitted in these Terms and Conditions;
- (e) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
- (f) the deliberate misuse of a Season Ticket, as determined by the Club;
- (g) the supply of any misleading or incorrect information to the Club;
- (h) the throwing of any object within or around the Ground that may cause injury, damage, distress or annoyance to people or property;
- (i) whether at the Ground, or travelling to or from a Match, or at any event, occasion or location linked to the Club:
 - (i) the use of foul, obscene, abusive and/or discriminatory language and/or gestures;
 - (ii) the chanting of anything of an indecent and/or discriminatory nature;

- (iii) fighting, or engaging in and/or inciting violence;
- (iv) the committing of any criminal offence; or
- (v) acting in a manner which in the Club's reasonable opinion is prejudicial, offensive, damaging and/or embarrassing to the Club, its teams, players, employees, directors, owner, commercial partners or any other entity connected with the Club and/or is detrimental to the success of the Club on the pitch;
- (j) bringing into the Ground (or using within or around the Ground) any illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares laser devices, bottles, glass vessels, any item that might be used as a weapon or compromise public safety; or any other item that the Club reasonably considers should not be brought into the Ground;
- (k) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (l) any misrepresentation in relation to clause 1.2;
- (m) any breach of the terms of any Club membership;
- (n) any breach of clauses 2, 3, 4 and 9;
- (o) any failure or refusal to observe lawful instructions of the police or the Club (including any of its employees or stewards);
- (p) any failure to pay or default of payment in respect of any sums owing to the Club from the Season Ticket Holder or any entity owned or controlled by the Season Ticket Holder; and
- (q) without prejudice to any of the foregoing, any other breach of the Ground Regulations.

8.3 The Club may conduct security searches where it has reason to believe that any of the breaches set out in clause 8.2 have occurred or may occur.

8.4 The Club will not be obliged to refund the Purchaser where a Season Ticket Holder is refused entry to, or ejected from, the Ground or in respect of any Season Ticket which is moved, suspended, withdrawn or cancelled in accordance with these Terms and Conditions.

8.5 If a Season Ticket Holder is younger than 18 years old, their parent(s) and/or guardian(s) are responsible for their actions, conduct and compliance with the Conditions of Entry, and may be referred to the Sanction Process if the Season Ticket Holder does not comply with the Conditions of Entry.

8.6 If your Season Ticket is suspended, withdrawn or cancelled pursuant to these Terms and Conditions, or for any other reason, and/or you are subject to sanctions imposed by the Sanction Process, the Club reserves the right to suspend or exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from purchasing and/or applying for any match ticket or season ticket and/or exclude you from attending the Ground and any other Club premises and events at its sole discretion and to notify any Football Authority and/or other football clubs of such suspension, exclusion and/or disqualification (and the reason(s) for such suspension, exclusion and/or disqualification).

8.7 Where the Club incurs any fine or liability imposed upon it by a third party in connection with the actions and/or behaviour of a Season Ticket Holder before, during or after a Match (including but not limited to those set forth within this Clause 8), the Club reserves all rights to pursue whatever action necessary in the recovery of any and all damages and costs incurred by the Club, from the Season Ticket Holder personally.

8.8 Any cancellation, suspension and/or withdrawal of a Season Ticket in accordance with these Terms and Conditions may be carried out by the Club without notice on the basis that the Club deems there are good grounds to do so.

9. Filming, photography and taping

9.1 Save as set out in clause 9.2, you must not 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 you bring into the Ground or use within the Ground itself (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. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the applicable Football Authority and/or the Club. The Club reserves the right to eject you from the Ground in circumstances where you breach this paragraph 9.1.

- 9.2 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, sharing or any other communication of any Material for any commercial purpose); 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 / media sites.
- 9.3 The copyright, database right and all other rights, title and interest 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 itself (whether produced in breach of clause 9.1, or pursuant to clause 9.2, or otherwise) is hereby assigned to the applicable Football Authority or the Club, including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the applicable Football Authority) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the applicable Football Authority or the Host Club absolutely and with full title guarantee.
- 9.4 All Season Ticket Holders who enter the Ground 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 the Match and/or for promotional, training, editorial or marketing purposes by the Club, the appropriate Football Authority or others (including commercial partners and accredited media organisations), and use of a Season Ticket to enter 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 the Conditions of Entry. 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.
- 9.5 All Season Ticket Holders agree that the Matches for which Season 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.

10. Exclusion of liability

- 10.1 Subject to clause 10.2, the Club shall not be liable for:
- (a) any loss, damage or injury to you and/or any Guest or to any property belonging to you or any Guest in or around the Ground, resulting from any cause whatsoever;
 - (b) any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever; and/or
 - (c) any losses arising from any cancellation, abandonment, postponement or rearrangement of a Match, including but not being limited to any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 10.2 Nothing in these Terms and Conditions shall exclude or limit the Club's liability for: (i) death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or (ii) any other conduct for which liability may not be excluded or limited as a matter of the laws of England and Wales.
- 10.3 Neither the appropriate Football Authority nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of: (i) the position of the seat; and/or (ii) the actions of other spectators, and (subject to clause 10.2) all liability arising in respect of the same are expressly excluded.

11. General

- 11.1 The Club reserves the right to amend these Terms and Conditions from time to time. Up to date versions of these Terms and Conditions will be made available as soon as practicable on the Club's website, and hard copies will be made available by the Club upon request.
- 11.2 You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative, security and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's current [Privacy Policy](#). In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of

Season Ticket Holders) with other football clubs, any Football Authority and with law enforcement authorities. This data will be shared with such parties where the Club deems it is necessary, including (without limitation) for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment, identifying and preventing ticket touting offences, and for the purpose of enforcing sanctions imposed by the Club, another football club, any Football Authority or any law enforcement authorities. We may also share your data in order to support with the handling of supporter enquiries and to allow for rapid identification of supporters in the event of incidents including health emergencies and general crowd control emergencies.

- 11.3 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these 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.
- 11.4 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions or by law shall not constitute a waiver of that right, power or remedy.
- 11.5 The Conditions of Entry (which includes these Terms and Conditions) constitute the entire agreement between the Club and the Season Ticket Holder in respect of the Season Ticket, and neither the Club nor the Season Ticket Holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Conditions of Entry which is not set out therein.
- 11.6 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Terms and Conditions shall take precedence.
- 11.7 Notwithstanding any other provision in these Terms and Conditions and with the exception of any Football Authority, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these terms of conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 11.8 These 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.

12. Definitions

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

"Away Club" means the football club playing against the Club in the relevant Match.

"Club" means Norwich City Football Club PLC.

"Conditions of Entry" means each of the rules and regulations of any Football Authority, the Ground Regulations and these Season Ticket Terms and Conditions.

"EFL" means The Football League Limited (company number 00080612) whose registered office is at EFL House, 10 - 12 West Cliff, Preston, Lancashire, England, PR1 8HU.

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

"Ground" means Carrow Road stadium and all other locations owned, occupied or utilised by the Club.

"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 Ground, a copy of which is available [here](#).

"Guest" means a relative, friend, colleague and/or companion (in respect of disabled supporters only) of a Season Ticket Holder, who is known to the Season Ticket Holder, who has been given use of the Season Ticket Holder's Season Ticket, and who would be entitled to purchase a Ticket under the Conditions of Entry.

"Match" means any home EFL Championship match in which the Club participates and that takes place at the Ground during the 2025/26 season.

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

"Purchaser" means an individual who has purchased any number of Season Tickets.

“Sanction Process” means the Club’s sanction process, pursuant to which the Club’s Sanction Panel hears cases of supporter misconduct and is authorised to sanction supporters in accordance with the Club’s [Sanction Tariff](#).

“Season Ticket” means a season ticket (and/or any rights arising out of or in connection with the foregoing) for admission to the Club’s Matches during the 2025/26 season.

“Season Ticket Holder” means a Purchaser, a person with a Season Ticket registered in their name and/or a Guest.