



To whom do these Home Ticket Terms and Conditions apply?

These Home Ticket Terms and Conditions apply to any Ticket holder attending any Arsenal Men's First Team match held at the Emirates Stadium during the 2025-2026 season. Depending on the type of Ticket you hold, different parts of these Terms and Conditions will apply to you. Before you attend a Match, please take the time to read and understand these Terms and Conditions, including those specific Sections that apply to the type of Ticket you hold, as outlined in the table below.

<u>Terms and Conditions</u>		<u>Who do the terms apply to?</u>
Key Terms		All Ticket holders
Home Ticket Terms and Conditions		All Ticket holders
Section 1: General Admission Season Ticket Special Terms		General Admission Season Ticket holders ("Gold Members")
Section 2: General Admission Match-by-Match Ticket Special Terms		General Admission Match-by-Match Ticket holders
Section 3: Club Level Special Terms		
	Part A	Club Level Season Ticket holders ("Platinum Members")
	Part B	Club Level match-by-match Ticket holders & Platinum Members
	Part C	WM Members
Section 4: Avenell Club Special Terms		Avenell Club Members
Section 5: Diamond Club Special Terms		Diamond Club Members
Section 6: Box Level Special Terms		Box Level Ticket holders



HOME TICKET TERMS AND CONDITIONS 2025-2026

Key Terms

You should take your time to familiarise yourself with all terms and conditions applicable to your Ticket. In particular, please note:

- The issue of a Ticket and subsequent access to the Ground is subject to the Terms and Conditions of Entry (as may be amended from time to time). The Terms and Conditions of Entry incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.
- By purchasing, accepting, holding and/or using a Ticket, you agree not to engage in or encourage, directly or indirectly, any conduct, act or statement, whether express or implied, that is discriminatory on the basis of race, religion or belief, gender, sexual orientation, disability, colour or national or ethnic origin. Additionally, you agree not to use any other language or behaviour that otherwise is abusive, aggressive, insulting, intimidating, inappropriate or offensive (or incites such behaviour) towards any (i) Club employee, contractor or consultant, or (ii) fellow supporters of the Club, or (iii) any employees or supporters of the Visiting Club, or (iv) match official, sponsor or partner of the Club and/or Match, whether you are within the Ground or communicating remotely via any electronic communication, social media or otherwise.
- The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms and Conditions of Entry including any failure to comply with either of the points above or any requirements and/or supporter codes of conduct issued by the Club from time to time.
- Tickets are for supporters of the Club only. By purchasing a Ticket and/or using a Ticket, you confirm that you are a supporter of the Club and/or that you are not a supporter of the Visiting Club.
- Your Ticket does not grant access to any matches that do not involve the Men's First Team. This includes Women's First Team fixtures, academy matches, friendlies (including those involving the Men's First Team), international games or any other events held at the Ground.
- The Club will not provide you with a refund if you are not allowed entry into or are removed from the Ground, or if your Ticket is suspended or cancelled.
- **If the Terms and Conditions are breached by anyone using your Ticket, you will be held responsible, either individually or jointly with that supporter.** Legal or disciplinary actions will be taken against you as a result of that supporter's breach.
- Each Ticket is exclusively assigned to and intended for the personal use of the Ticket holder, and its transfer is permissible only under the conditions stated in [clause 3.2](#).
- Gold Members, Platinum Members (including WM Members) and Avenell Club Members may transfer their Tickets using Ticket Transfer, provided they comply with [clause 3.2](#), do not sell Tickets for more than their face value and accept responsibility for any breaches committed by the individuals to whom they transfer the Tickets.
- Save for Avenell Club Ticket Holders, Box Level Ticket Holders and Diamond Club Members, all Ticket Holders can sell their Tickets for individual Matches exclusively via Ticket Exchange.
- Diamond Club Members and Avenell Club Members can use a separate ticket resale platform, as notified by their account managers.
- WM Members may also sell their Tickets via Ticket Exchange but are not permitted to sell their WM Club private tables or dining packages (unless notified by the Club).
- **The unauthorised sale or disposal of a Ticket may amount to a criminal offence and lead to police involvement, charges and potential Club sanctions (including suspension or cancellation of Tickets and/or Memberships).**



- Use of automated software or systems to obtain Tickets is prohibited and may result in Ticket and Membership cancellations. The Club may issue an indefinite ban and cancel or suspend future Tickets if we have reasonable grounds to suspect you have touted your Tickets, or if we have reasonable grounds to suspect that the person you've transferred your Ticket to has committed the offence.
- **Gold Members' Season Tickets will no longer automatically be renewed at the end of each Season.**
- **Benefits of Gold Members' Season Tickets:**
 - Match Access: 19-Match General Admission Season Ticket: All Premier League home matches.
 - Match Access: 23-Match General Admission Season Ticket: All Premier League and UEFA league phase home matches.
 - Exclusions: No FA Cup, EFL Cup or UEFA knockout matches (tickets to be purchased separately - see Section 1 Paragraph 1 at the end of these T&Cs).
 - Renewals:
 - 23 Match General Admission Season Ticket: Must use at least **20** Tickets to renew.
 - 19 Match General Admission Season Ticket: Must use at least **17** Tickets to renew.
 - See Section 1 Paragraph 2 at the end of these T&Cs for definition of 'use'.
- Platinum Members (including WM Members) and Avenell Club Members:
 - Match Access: All Premier League, UEFA, FA Cup & EFL Cup home matches (excluding FA Cup, EFL Cup or UEFA semi-finals or finals).
 - Renewal for Platinum Members (excluding WM Members and Avenell Club Members): Must use Club Seat on at least **22** occasions per Season to renew.
 - See Section 3 Paragraph 2 at the end of these T&Cs for definition of 'use'.
- The Club will inform **Season Ticket holders** of renewal details in advance, including price and criteria for the upcoming Season.
- **Match-by-Match:** The Club determines ticket allocation, pricing and the sales mechanism for Members to purchase General Admission Match-by-Match Tickets and may change these procedures with reasonable notice provided through the Website or email. In cases where Tickets are allocated by Ballot, the Club will provide pricing details and entry instructions, with Members agreeing to pay for allocated Tickets upon entering the ballot.
 - If you win a General Admission Match-by-Match Ticket in the Ballot but fail to attend or use the Ticket, on 2 (two) occasions, you lose Ballot eligibility for the remainder of the Season.
 - See Section 3 Paragraph 2 at the end of these T&Cs for attendance policy.
- If you are registered with the Club as a **Disability Access Member**, [clause 4](#) is applicable to you.
- You are required to keep your Membership details up to date, and to inform the Club immediately of any changes to your contact details used at the time of Ticket purchase.
- You do not have a right to cancel your Ticket, and the price of the Season Ticket is non-refundable. However, nothing in these Terms and Conditions will affect your consumer rights.
- **The Club will not provide any refunds if a Match is rescheduled.**
- The Club may hold Matches behind closed doors or with reduced capacity due to legal or regulatory requirements, impacting your attendance and entitlements but may offer refunds or partial refunds for such affected Matches.
- The Club may amend these Terms and Conditions at any time and will notify you by posting updates on the Website.

The complete terms and conditions, with detailed information on each point mentioned, are provided in the Terms and Conditions below.



Definitions

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

“Address” means the address you provided to the Club as recorded in your Membership Account.

“Applicable Football Regulation” means in respect of any Football Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body, in each case with which the Club and/or Ticket Holder is required to comply with from time to time.

“Applicable Law” means all laws, statutes, regulations, edicts, byelaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or Ticket Holder is subject and which is relevant to the Club and/or Ticket Holder’s rights or obligations under these Terms and Conditions.

“ASMCL” means Arsenal Stadium Management Company Limited.

“Avenell Club” means the members’ area of the Ground, known as the “Avenell Club”.

“Avenell Club Benefits” means those benefits set out in Section 4 of these Terms and Conditions.

“Avenell Club Member” means a member of the Avenell Club, whose Season Ticket Fee includes payment for membership of the Avenell Club.

“Avenell Club Ticket” means the physical or digital ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to a Match in the Avenell Club.

“Avenell Club Ticket Holder” means any person who is in possession of any Avenell Club Ticket, including Avenell Club Members or any Guest of an Avenell Club Member using the Avenell Club Ticket, made available pursuant to these Terms and Conditions.

“Ballot” means the ticket allocation process which may be applied by the Club for any Match, subject to availability (determined in the Club’s sole discretion), capacity restrictions, Applicable Law and Applicable Football Regulation.

“Behind Closed Doors Match” means a Match which the Club holds at the Ground without any spectators in attendance.

“Box Level” means that part of the Stadium known as box level.

“Box Level Ticket” means the digital entry ticket, print at home ticket, printed paper ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to Box Level for a Match.

“Box Licence Agreement” means the agreement between the Box Licensee and the Club in relation to use of the box to which the Box Level Ticket relates.

“Box Licence Fee” means the payment by the Box Licensee to the Club of the licence fee set out in the relevant Box Licence Agreement.

“Box Licensee” means the person or entity who has entered into a Box Licence Agreement and has an entitlement to use a box at the Ground.

“Car Park” means the car park at the Emirates Stadium.

“Club” means The Arsenal Football Club Limited, a company registered in England and Wales under company number 109244, with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU. VAT number: 769 4067 87 GB.

“Club Area” means the area of the Ground reserved for holders of Club Season Tickets (and, if you are a WM Member, will be deemed also to incorporate the WM Club).

“Club Group Company” means, in respect of The Arsenal Football Club Limited, its holding companies and subsidiaries of its holding companies, and **“holding company”** and **“subsidiary”** have the meanings



given to them in section 1159 of the Companies Act 2006 and **“Club Group Companies”** shall be construed accordingly.

“Club Commercial Partner” means any person or entity appointed as a sponsor of the Club from time to time whether as a “lead partner”, “official partner”, “regional partner” or otherwise.

“Club Level Licence Period” means the period notified to you by the Club prior to your acceptance of these Terms and Conditions, applicable if you are a Platinum Member, whereby during such period you will have use of the Club Area and the Club Seat pursuant to these Terms and Conditions and ending at the end of the day of the final Match of the last Season of the Club Level Licence Period.

“Club Level Ticket” means the digital or physical ticket (and/or any rights arising out of or in connection with the foregoing) for admission to see a Match in the Club Area.

“Club Seat” means the seat (or seats) in the Club Area to which these Terms and Conditions relate.

“Commitment” means the Premier League’s Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other> or via the Premier League’s website at <https://www.premierleague.com/publications>.

“Competitions” means the Premier League, the Football League (known as The Championship and Leagues One and Two at the date of these Terms and Conditions), the Football Association Challenge Cup (known as the FA Cup), the English Football League Cup (known as the EFL Cup), the UEFA Champions League, the UEFA Europa League and the UEFA Europa Conference League.

“Diamond Club Area” means as defined in the Diamond Club Member’s Diamond Club Membership Agreement.

“Diamond Club Member” means the person or entity with entitlement to membership of the Diamond Club.

“Diamond Club Membership Agreement” means the membership agreement between the Diamond Club Member and the Club.

“Diamond Club Season Fee” has the definition given to it in the Diamond Club Member’s Diamond Club Membership Agreement.

“Diamond Club Ticket” means the physical or digital ticket, or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for admission to a Match in the Diamond Club Area.

“Dress Code” means the guidelines set by the Club, which may be updated from time to time at its discretion and communicated via notices on the Website or, for Platinum Members, through an email from their Account Manager before a Match.

“Football Authority” means the Premier League, the Football Association, the Football Association of Wales, FIFA, UEFA, the Football League and/or any other relevant governing body of association football, and **“Football Authorities”** shall be construed accordingly.

“General Admission Match-by-Match Ticket” means the physical or digital ticket or any other method for entry stipulated by the Club from time to time (and/or any rights arising out of or in connection with the foregoing) for general admission to a Match on a match-by-match basis.

“Ground” means Emirates Stadium, London N7 7AJ.

“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 Ground (copies of which are on display at the Ground and on the Website) including any guidelines and/or supporter codes of conduct issued by the Club from time to time.

“Guest” means a relative, friend, colleague, personal assistant to Members with Disability Access and/or other individual, who would be in possession of a Ticket.

“Half-Time” means the period of time during each Match commencing on the referee’s whistle that signals the end of the first half and finishing on the kick-off of the second half.



“Hospitality Booking Terms and Conditions” means the terms and conditions governing the Hospitality Portal, as amended from time to time at the discretion of the Club and available at <https://www.arsenal.com/ticket-terms-conditions-hospitality>.

“Hospitality Portal” means the service provided by the Club which allows customers to purchase hospitality packages, catering and car parking, available at <https://hospitality.arsenal.com/>.

“Junior Gunner” means a Member between the ages of 4 and 16.

“Match” and **“Matches”** means all home football matches to be played by the Men’s First Team at the Ground during any Season in any of the Competitions or pre-season friendlies. For the avoidance of doubt, a “Match” does not include: (i) any Women’s First Team match played at the Ground; (ii) any other friendly or international matches, whether involving the Women’s First Team, academy teams or any other team other than the Men’s First Team.

“Match-by-Match Dining Booking” means a dining booking for an individual home Match in a Club Area restaurant (excluding the WM Club).

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

“Member” means a person who is registered through “The Arsenal”, the Club’s official Membership Scheme, whether at Red Level (**“Red Members”**); Silver Level (**“Silver Members”**); Gold Level, which shall include general admission Season Ticket holders (**“Gold Members”**); the categories of Junior Gunners set out at clause 13.11.1(A) of these Terms and Conditions (**“Junior Gunners”**); Cannon (**“Cannon Members”**); Senior Citizen (**“Senior Citizen Members”**); or Platinum Level, which shall include Club Level Members and WM Members (for the purposes of these Terms and Conditions) (**“Platinum Members”**), and **“Membership”** shall be construed accordingly.

“Membership Account” means the personalised section of the Website where Members can log in to manage their profile, access exclusive features, track their Membership benefits and purchase or manage Tickets and other services.

“Membership Card” means a physical or digital ticket issued by the Club to indicate membership of a Membership Scheme.

“Membership Fee” means the relevant amount (if any) payable on an annual basis by you for your appropriate Membership Scheme as notified to you by the Club prior to the renewal of your Membership Scheme and on the Website.

“Membership Scheme” means each of the membership schemes of the Club available to fans from time to time, the terms and conditions of which are available on the Website.

“Men’s First Team” means the Club’s men’s first XI.

“Online Box Office Account” means the section of the Website where Members log into their Membership Account to purchase Tickets, accessible at <https://www.eticketing.co.uk/arsenal>.

“Premier League” means the Football Association Premier League.

“Reduced Capacity Match” means a Match which the Club holds at the Ground with reduced spectator capacity.

“Relevant Times” means two (2) hours prior to the scheduled kick off time for each Match and one (1) hour after the final whistle for each Match. The Club reserves the right to alter the foregoing times, at its discretion.

“Sanctions Policy” means the Club’s policy on determining sanctions for offences committed online or in/around Emirates Stadium, which can be accessed via the Website at <https://www.arsenal.com/ticket-membership-terms>.

“Seat” means the seat (or seats) in the Ground which is associated with your Ticket to which these Terms and Conditions relate.

“Season” means the relevant football season in which the Ticket is valid, ending at the end of the day of the final Match of the relevant football season.



“Season Ticket” means the physical or digital entry ticket entitling you to admission to certain Matches at the Ground (as set out in each Section at the end of these T&Cs or in a separate agreement between you and the Club) and includes any alternative card, ticket or pass or otherwise made available for the purposes of gaining admission to the Ground.

“Season Ticket Fee” means the fee which is payable by you, as a Season Ticket holder (including Gold Members, Platinum Members (including as a WM Member), Avenell Club Member and Diamond Club Members), to the Club pursuant to these Terms and Conditions (including, any additional fee payable if the Men’s First Team qualify to participate in a UEFA Competition in the Season) as notified to you by the Club prior to your acceptance of these Terms and Conditions.

“Seasonal Match Dining Membership” means a dining membership on a seasonal basis in the WM Club.

“Terms and Conditions” means these terms and conditions (as amended from time to time) governing the issue and use of a Ticket.

“Terms and Conditions of Entry” means each of the rules and regulations of any Football Authority, the Ground Regulations, the Commitment, any requirements and/or supporter code of conduct issued by the Club from time to time, these Terms and Conditions, each as may be amended from time to time at the sole discretion of the Club, the Diamond Club Membership Agreement if you are a Diamond Club Member and the Box Licence Agreement if you are a Box Licensee. Any amendments to the Terms and Conditions of Entry will be notified to you either through the respective organisation’s website, or by being put on display at the Ground or the Website.

“Ticket” means any physical or digital ticket issued to you as part of your match-by-match Ticket or Season Ticket in any part of the Ground.

“Ticket Exchange” means the Club’s authorised ticket resale facility made available by the Club from time to time, which provides an online secure service for holders of Tickets to exchange Tickets to games played by the Club with other Members of the Club and, where permitted by the Club from time to time, other supporters of the Club. The service is subject to the Ticket Exchange and Ticket Transfer terms and conditions available at <https://www.arsenal.com/ticket-terms-conditions-mens>.

“Ticket Holder” means: (i) you (including any of your representatives (e.g. employees, directors and/or other agents and Guests thereof), if you are NOT a consumer); or (ii) any person in possession of a Ticket; or (iii) any person who is at any time present in the Club Area, Box Level, WM Club, Avenell Club or Diamond Club or any other part of the Ground pursuant to the provisions of these Terms and Conditions.

“Ticket Transfer” means the Club’s authorised ticket transfer service made available by the Club from time to time, which provides an online secure service for holders of Season Tickets to forward their Tickets to any person within their network who is registered with an Online Box Office account. The service is subject to the Ticket Exchange and Ticket Transfer terms and conditions available at <https://www.arsenal.com/ticket-terms-conditions-mens>.

“UEFA Competition” means the UEFA Champions League, the UEFA Europa League or the UEFA Europa Conference League.

“Visiting Club” means the football club playing against the Club in respect of the Match.

“Website” means the Club’s website, currently www.arsenal.com.

“WM Benefits” means those benefits set out in [paragraph 1 of Section 3, Part C](#).

“WM Club” means the members’ area of the Ground, known as the “WM Club” presented by Sobha Realty.

“WM Member” means a member of the WM Club, whose Season Ticket Fee includes payment for membership of the WM Club.



"WM Ticket Holder" means any person who is in possession of any Season Ticket which includes membership of the WM Club, including any Guest of the relevant WM Member, issued pursuant to these Terms and Conditions.

"Women's First Team" means the Club's women's first XI.

References made to clauses shall be understood as references to clauses contained within the Home Ticket Terms and Conditions, and references to paragraphs shall be interpreted as references to paragraphs included within the Sections.

Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

Any words following terms such as "including", "include", "in particular", "for example" or any other similar expression shall be interpreted as illustrative and shall not limit the sense of the words preceding those terms.

A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1. Issue of a Ticket

- 1.1 The issue of a Ticket and subsequent access to the Ground is subject to the Terms and Conditions of Entry (as may be amended from time to time), which can be found on or accessed via the Website and can also be provided upon written request to the Club. The Terms and Conditions of Entry incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct (the **"Commitment"**), which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.
- 1.2 Tickets are for the use of supporters of the Club only. By applying for a Ticket and/or using any physical or digital pass issued as part of your Ticket, you hereby warrant and represent that you are a supporter of the Club and/or that you are not a supporter of the Visiting Club.
- 1.3 The Club, acting as a selling agent for and on behalf of ASMCL, licenses you to use the Ticket issued under these Terms and Conditions. As a result, ASMCL will hold all rights and obligations of the Club under these Terms and Conditions. Your rights and obligations under these Terms and Conditions shall apply solely against ASMCL only.
- 1.4 If you are a consumer, references in these Terms and Conditions to **"you"** are to the individual using the Ticket for private and non-commercial purposes.
- 1.5 If you are NOT a consumer, references in these Terms and Conditions to **"you"** are to the business on whose behalf you are purchasing the Tickets and you confirm that you have authority to bind that business in respect of the purchase of the Tickets.
- 1.6 These Terms and Conditions, including all rights granted to you and the obligations of the Club herein, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Football Regulation. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Applicable Football Regulation, the relevant Applicable Law or Applicable Football Regulation shall prevail. The Club shall not be in breach of these



Terms and Conditions due to any actions taken or omitted as a consequence of any such Applicable Law or Applicable Football Regulation.

2. Admission to the Ground

- 2.1 By purchasing, accepting and/or holding and/or using a Ticket to gain access to the Ground, you certify that you have read, understood, and accepted, and agree to be bound by and comply with, the Terms and Conditions of Entry from time to time (including the Commitment).
- 2.2 The Ticket shall only entitle the Ticket Holder to gain admission to the Ground after it has been validated by the control readers located at the appropriate turnstiles. The matchday steward will refuse admission to any person whose Ticket is not so validated by the turnstile control readers. You are responsible for ensuring your mobile phone is functional and able to display the Ticket. Once the Ticket has been scanned by the access control readers at the Ground and entry granted to you for the relevant Match, any subsequent attempts to enter the Ground for the same Match using the same Ticket will be denied.
- 2.3 If you have purchased a Ticket, you may be required to physically collect the Ticket from the Club's box office on or before the day of a Match, with photographic proof of your identity. A match-by-match Ticket may be issued to you via your Membership Card (which may take the form of a digital card, ticket or pass issued by the Club) in which case you shall be required, if requested by a Club representative, to show such Membership Card and photographic proof of your identity to gain entry to the Ground and/or at any time when you are inside the Ground.
- 2.4 No refunds shall be paid in respect of any Matches to which the Ticket entitled the Ticket Holder to attend but which the Ticket Holder did not attend.
- 2.5 All persons (including children) must have a valid physical or digital Ticket in their possession when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Ticket for the relevant Match.
- 2.6 Whilst your Ticket permits you to occupy the Seat associated with your Ticket at the relevant Match, nothing in these Terms and Conditions shall constitute or imply an entitlement to occupy the same Seat for any future Match or Season and the Club reserves the right, in its absolute discretion, to allocate you and/or any Ticket Holder, on a permanent or temporary basis and subject to availability, an alternative seat of equivalent value in another part of the Ground if required by the relevant Football Authority or in the circumstances set out in [clause 5](#).
- 2.7 All access to the Ground pursuant to a Ticket shall be for the purposes of private enjoyment of the relevant 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).
- 2.8 Your Ticket does not give you priority or access to any matches at the Ground that do not involve the Men's First Team. This includes matches played by the Women's First Team, the Club's academy teams, friendly or international fixtures (regardless of which team is playing), or any other events held at the Ground.



- 2.9 Save as set out in [clause](#) 2.10 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material related to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into or use within the Ground any equipment or technology, or assist another person to use such 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 Premier League and/or the Club. The Club reserves the right to eject you from the Ground where you breach this [clause](#) 2.9.
- 2.10 Mobile telephones and other similar mobile devices are permitted within the Ground provided that: (a) 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 or any other communication of any Material for any commercial purposes); and (b) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including via social networking sites.
- 2.11 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 (whether produced in breach of [clause](#) 2.9 above, or pursuant to [clause](#) 2.10 above, or otherwise) is hereby assigned to the Premier League and 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 Premier League and/or the Club) to promptly execute all instruments and to do all things necessary to vest the right, title and interest in such rights to the Premier League and the Club absolutely and with full title guarantee.
- 2.12 Ticket Holders shall:
- (A) not bring into the Ground any food or drink items or any other prohibited items as stated in condition 7 of the Ground Regulations (available at <https://www.arsenal.com/ticket-terms-conditions-other>) and not bring into, use, wear or display within the Ground any sponsorship, promotional or marketing materials other than official Club merchandise and/or other football-related clothing worn in good faith;
 - (B) not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial products 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 2.12(A) above 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;
 - (C) adhere to all relevant Dress Codes in place at the Ground; and/or
 - (D) not attempt to gain access to the Ground wearing or carrying apparel (including hats and/or scarves) that demonstrates support for the Visiting Club. Any such attempt may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.
- 2.13 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms and Conditions of Entry (including the Commitment, and any requirements and/or supporter code of conduct issued by the Club from time to time).



- 2.14 By purchasing, accepting, holding and/or using a Ticket to gain access to the Ground, the Ticket Holder will comply with the Ground Regulations and all requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club.

3. Use of Ticket

- 3.1 Save as provided in [clauses](#) 3.2 to 3.3 (inclusive) below, the Ticket (and all associated rights and benefits) is issued for your personal use and you shall not, nor shall you attempt and/or take preparatory steps to sell, dispose of, assign, transfer, loan or otherwise deal with, the Ticket or transfer the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Ticket for any commercial purpose, save where you are NOT a consumer and are using it for corporate hospitality purposes, which in itself does not constitute a business activity of that business. The reference to selling the Ticket includes where, in the Club's reasonable opinion, a Ticket Holder:

- (A) offers to sell a Ticket including via any website, online auction site, social networking or media site;
- (B) exposes, a Ticket for sale;
- (C) makes, a Ticket available for sale by another person; and/or
- (D) advertises that a Ticket is available for purchase.

For the avoidance of doubt, no Ticket may be:

- (A) offered as a prize in any promotion or competition or transferred, assigned, lent or sold to any third party as part of a hospitality or travel package other than (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business;
- (B) given (or offered to be given) to a person who pays or agrees to pay for another good or service; or
- (C) used for any other commercial purpose, all save as expressly authorised by the Premier League or the Club.

- 3.2 Save for Diamond Club Ticket or Box Level Ticket holders, if you are a Season Ticket holder and are unable to use a Ticket for a particular Match (as applicable), you may transfer the Ticket to another person for their personal use provided that:

- (A) such transfer is only made via 'Ticket Transfer' (and not by any other means);
- (B) such transfer does not take place in return for any payment or benefit in excess of the face value of the Ticket for that Match;
- (C) such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business other than, in each case, (if you are NOT a consumer) for corporate hospitality which is not itself a business activity of that business; and
- (D) such transfer will be subject to the Terms and Conditions of Entry (including any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club from time to time) which will (save for any rights to transfer the Ticket under [clauses](#) 3.2 and 3.3 or save for any rights to a refund) apply to and bind the recipient or the Ticket Holder as if they were the



original purchaser of the Ticket for that Match only and you must inform the recipient or the Ticket Holder of this. You will be held liable if the individual to whom you transfer your Ticket breaches the Terms and Conditions of Entry. For example, if the Club has reasonable grounds to suspect that any such person has sold or transferred or attempted or taken preparatory steps to sell or transfer, your Ticket to any third party, you and that person shall each be held liable for such breach of the Terms and Conditions of Entry.

- 3.3 Save for Avenell Club Ticket Holders, Box Level Ticket holders and Diamond Club Members, you may offer for sale, sell, or resell your Ticket for an individual Match to another Member via Ticket Exchange (or via any other mechanism for the resale of Tickets that the Club may put in place from time to time). For Avenell Club Members and Diamond Club Members, you may offer for sale, sell, or resell your Season Ticket for an individual Match using the ticket resale platform that has been communicated to you by your account manager in advance. If you are a WM Member, you may only use Ticket Exchange to sell the Seat linked to your Season Ticket, and not any WM dining package included as part of the Seasonal Match Dining Membership, unless otherwise notified by the Club.
- 3.4 The Ticket will remain the property of the Club at all times and must be produced together with photographic evidence of the Ticket Holder's identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to de-activate any digital pass issued to you as part of your Ticket at any time and/or require the immediate return of any physical card, ticket or pass at any time. Any digital Ticket must only be downloaded onto your personal mobile device and the Club is not responsible for any such digital pass which is downloaded onto a third-party device or located on a lost or stolen device. If you have purchased a Ticket, the Club reserves the right to require the immediate return of the Ticket at any time.
- 3.5 Any Ticket which is obtained or used in breach of the Terms and Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Ticket shall be nullified. Any individual attempting to use a Ticket in breach of the Terms and Conditions of Entry to gain entry to the Ground or remain at a Match may be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or will have their Ticket suspended, cancelled, or withdrawn. In the event of any suspension, cancellation, or withdrawal in accordance with this [clause 3.5](#), no refund shall be payable, including, where you are a Season Ticket holder in respect of any unused or unexpired portion of the Season Ticket. The Club further reserves the 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 any profits made from an unauthorised use of the Ticket.
- 3.6 The unauthorised sale or disposal of a Ticket may amount to a criminal offence, including under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. If a Ticket Holder and/or Member is convicted of a ticket touting offence anywhere in the world, or the Club has reasonable grounds to suspect that a Ticket Holder and/or Member has committed (or is attempting to commit) a ticket touting offence anywhere in the world, or we have reasonable grounds to suspect that the person to whom the Ticket Holder and/or Member has transferred their Ticket (in accordance with [clause 3.2](#)) has committed such offence, then:



- (A) the Club may notify the police, the Football Authorities and/or other Premier League clubs who in turn may notify other football clubs, event holders, any Football Authority and/or the relevant law enforcement authorities;
- (B) such conduct shall be deemed to be a serious breach of these Terms and Conditions and the Club reserves the right, through its Sanctions Policy, to issue an indefinite ban and in accordance with [clause 10](#), to cancel or suspend any Tickets purchased for future Matches, without payment of any refund.

3.7 If the Club finds that:

- (A) your Ticket Transfer network or booking group for the purchase of Tickets includes individuals suspected of ticket touting;
- (B) you have purchased multiple Tickets for the same Match using different Membership accounts;
- (C) the original purchaser of your Ticket, or anyone to whom you have transferred or assigned your Ticket via Ticket Transfer or Ticket Exchange, or anyone in your booking group for the purchase of Tickets, have been identified as engaging in ticket touting;
- (D) there is evidence that your Membership Account has been used by someone else without authorisation (e.g. based on payment card details, email addresses, phone numbers or IP addresses used for Ticket purchases or Ballot entries); or
- (E) you have used or attempted to use falsified, fictitious, fraudulent, misleading, or otherwise deceptive payment information,

and/or the Club has reasonable grounds to suspect your or someone else's involvement in a ticket touting offence, or someone else's involvement through your Membership Account, the Club reserves the right to temporarily suspend your Membership Account and any Tickets purchased for future Matches while an investigation is conducted.

Following its investigation, if the Club determines there are sufficient grounds to believe you are implicated in a ticket touting offence or if your Membership Account is implicated in a ticket touting offence, the Club shall issue an indefinite ban, through its Sanctions Policy, and cancel or suspend any Tickets purchased for future Matches in accordance with [clause 10](#), without payment of any refund.

3.8 The following actions are strictly prohibited when searching for, reserving, managing or purchasing Tickets:

- (A) using any automated software or computer systems;
- (B) generating multiple email addresses via "alias" email address software or using any "hide my email" tools; or
- (C) accessing the Website using multiple IP addresses.

The use of such software to search for, reserve, buy or otherwise obtain Tickets may amount to a criminal offence under the Computer Misuse Act 1990 or the Breaching of Limits on Ticket Sales Regulations 2018 and the Club reserves the right to inform the police if it reasonably believes that a Ticket has been purchased using such software.

If the Club reasonably believes that you have searched for, reserved, managed, bought or otherwise obtained Tickets using, or with the assistance of, all software referenced in this [clause 3.8](#), the Club may cancel your Tickets (and any subsequent Tickets purchased by you)



without payment of any refund. The Club may also cancel your Membership (and all associated benefits) without payment of any refund of the Fee to you. If you have any queries about this, you may contact the Arsenal box office or by email to touting@arsenal.co.uk

- 3.9 If you suspect that ticket touting is taking place in or around the Ground, the Club requests that you promptly report your suspicions to the Club at the Arsenal box office or by email to touting@arsenal.co.uk and the police.
- 3.10 You agree to conduct yourself in a manner befitting a representative of the Club and will not engage in, or cause others to engage in, any conduct which might bring the Club's name or reputation into disrepute. The Club does not tolerate any form of abusive, insulting, offensive, threatening, homophobic, Islamophobic, antisemitic, sexual, sectarian, racist, harassing or discriminatory behaviour (whether physical, verbal, or otherwise). This includes any language, gesture or behaviour relating to an individual's or group's race, nationality, ethnic or national origins, gender, sexual orientation, marital status, religion, age or disability and/or so called "tragedy chanting" that reference disasters and/or fatalities. Such conduct is considered a serious breach pursuant to clause 10.2 of these Terms and Conditions. Any Ticket Holder found or reported to be abusing or any (i) Club employee, contractor or consultant, or (ii) fellow supporters of the Club, or (iii) any employees or supporters of the Visiting Club, or (iv) match official, sponsor or partner of the Club and/or Match, in or around the Ground, or communicating remotely via any electronic communication, social media or otherwise, may face arrest and prosecution by the police and a banning order by the Club (and/or any other clubs or authorities). This includes conduct at any Match, women's first team match, under-23s and academy teams match and/or Club and Club Group Company event; while travelling to and from any such match or event; and conduct relating to or in connection with the Club and any Club Group Company, its opponents and its on-field and off-field activities on social media.
- 3.11 Any Ticket Holder, acting alone or with others, whose conduct, or incitement of others, results in disciplinary or legal action against the Club by any Football Authority or any relevant law enforcement authorities, shall be both individually responsible and liable, and collectively responsible and liable with you, to the Club for any loss the Club thereby suffers. The Ticket Holder shall also be both individually responsible and liable and collectively responsible and liable with you to the Club for any loss the Club suffers as a result of the behaviour of a third party gaining access to a Match using the Ticket with the Ticket Holder's permission. The Club reserves the right to exercise its cancellation and suspension rights under [clause 10](#) on you or any Ticket Holder of your Ticket if any Ticket Holder breaches these Terms and Conditions.
- 3.12 If you are a Season Ticket holder and you pass away, the Club will issue your estate with a pro-rata refund of the unexpired portion of your Season Ticket (with effect from the date on which the Club is provided with a copy of your death certificate, or the Club will, if requested, transfer your Season Ticket to someone whom the Club is satisfied is a close relative of yours. In order to consider any such request the Club will require the following information: (i) a copy of the death certificate of the deceased Season Ticket holder; (ii) the name, any existing Membership number, Address, email, contact telephone number and date of birth of the family member to which the Season Ticket is to be transferred; and (iii) proof of the family relationship between the deceased Season Ticket holder and the person the Season Ticket is to be transferred to. Should the Club discover that you are using a Season Ticket belonging to a deceased family member without prior notification to the Club, the Club may cancel your Season Tickets without payment of any refund.



- 3.13 If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities the Club incurs as a result of any breach by a Ticket Holder of the Terms and Conditions of Entry. If any Ticket Holder breaches the Terms and Conditions of Entry, you and the Ticket Holder may each be held liable for such breach and the Club's cancellation and suspension rights in [clause 10](#) shall apply.

OR

If you are a consumer, you shall be responsible for any breach by a Ticket Holder of the Terms and Conditions of Entry. If any Ticket Holder breaches any Terms and Conditions of Entry, you and that Ticket Holder shall each be held liable for such breach.

4. Members with Disability Access

- 4.1 This [clause 4](#) applies to Disability Access Members.
- 4.2 In order to become a Disability Access Member, you will be required to submit an Access Requirement Form (which can be found at <https://www.arsenal.com/disabilityaccessmembership>) outlining your disability requirements, together with such supporting documentation as required by the Club, to register with the Club as a Member with Disability Access. You will then be contacted by a member of the Disability Liaison Team so that we can better understand your access requirements. All applications will be considered by the Disability Liaison Team on a case-by-case basis. The decision of the Disability Liaison Team regarding your eligibility for Disability Access is final. If you are renewing your Membership or Season Ticket with Disability Access, you may be required to provide updated supporting documentation as required by the Club.
- 4.3 If you are registered with the Club as a Member with Disability Access, your continued eligibility for Disability Access shall be subject to periodic review as and when required by the Club.
- 4.4 You must bring your current Ticket with you, and a form of photographic identification, when attending a Match. If you will be attending a Match with a personal assistant, your personal assistant must also bring their Ticket with them.
- 4.5 If you are a Disability Access Member attending a Match with a personal assistant, the personal assistant must:
- (A) be at least 10 (ten) years old if you are 18 (eighteen) years old or older;
 - (B) be at least 18 (eighteen) years old if you are under 18 (eighteen);
 - (C) provide the necessary support to you during the Match; and
 - (D) not attend the Match alone or with a non-disabled supporter.

Any breach of this clause will result in the loss of your Ticket (or Season Ticket), ejection from the Ground, further sanctions under the Sanctions Policy and possible criminal prosecution.



- 4.6 If you are unable to attend a Match, please notify the Disability Liaison Team as soon as possible so that we can help you to sell, transfer or donate, via the Disability Liaison Team, your Ticket to another disabled supporter, a charity or local disability organisation.
- 4.7 Tickets designated for Disability Access Members cannot be used by non-Disability Access Members. Please note that stewards and Club staff will be carrying out checks of Tickets. All proven abuses of the disabled supporter's concessionary scheme will be dealt with severely and will result in the loss of your Season Ticket. It may also result in criminal prosecution and further sanctions under the Sanctions Policy.
- 4.8 Contact details for the Disability Liaison Team are as follows (and may be updated from time to time on the Website):
- Telephone: +44 (0)20 7619 5000 (9.30am to 5pm Monday to Friday and matchdays)
 - Online: Submit an enquiry at <https://arsenalfc.freshdesk.com/support/tickets/new>

5 Unavailability of Seats

- 5.1 If the Club determines that all or any relevant part of the Ground, is unavailable for a Match due to:
- (A) health and safety requirements, Applicable Law, Applicable Football Regulation and/or the Terms and Conditions of Entry;
 - (B) when the stand or part of the stand in which the Seat allocated is located is closed for repairs, maintenance or re-building;
 - (C) when the Visiting Club is allocated the entire or any part of the stand at the Ground usually occupied by you;
 - (D) when the Club, the police or any other relevant authority or Football Authority otherwise considers it desirable in the interests of safety, crowd control or other Club requirements to re-allocate the Seat; or
 - (E) any other circumstances at the Club's discretion,

the Club will use its reasonable endeavours to provide you, during any such period of unavailability, with alternative seating elsewhere in the Ground or, where the Ground is unavailable, such other stadium where the Men's First Team plays its home football matches in any competition (in which case these Terms and Conditions shall apply equally to such seats and such stadium). Where the Club is not able to provide you with an alternative seat in such circumstances, you will be entitled to a refund, or to a credit against the renewal of your Season Ticket in respect of the relevant Matches, the amount of such refund or credit, and the form and timing thereof, to be determined by the Club acting reasonably.

- 5.2 As far as possible, details of any Matches at which there will be a re-allocation of the Seat to which the Ticket applies will be notified on the Website and via email.



- 5.3 The Club may be required by Applicable Law and/or Applicable Football Regulation, or may decide, to hold Behind Closed Doors Matches and/or Reduced Capacity Matches during the relevant Season. If the Club is required by Applicable Law and/or Applicable Football Regulation, or decides, to hold any Behind Closed Doors Matches during the relevant Season, you will not be entitled to attend any such Behind Closed Doors Matches. However, you will be entitled to a refund for the relevant Match or a partial refund of the relevant Season Ticket Fee.
- 5.4 If the Club is required by Applicable Law and/or Applicable Football Regulation or decides to hold any Reduced Capacity Matches during the relevant Season, there is no guarantee that you will be able to attend any such Reduced Capacity Matches. The number of Tickets available (if any) or dining packages (if any) in respect of any such Reduced Capacity Matches will be determined in the Club's absolute discretion.
- 5.5 If you are a Season Ticket holder and if, for any reason, it is decided that any Match is to be played at another stadium, then, subject to any capacity restrictions of the alternative stadium, one alternative physical or digital pass per Seat associated with your Season Ticket will be issued to you in respect of that Match. Any such tickets will be either sent electronically or by post by the Club to you at your home Address or email address associated with your Membership Account.

6 Repairs and maintenance

- 6.1 The Club will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to the Ground (including the Club Area, the Avenell Club, the Diamond Club and all other areas of the Ground) provided that the Club will not accept liability for, and shall not be in breach of its obligations by reason of, any breakages or defects to any part of the Ground which are not the result of fair wear and tear or are caused by the acts or omissions of any Ticket Holder or any other person in possession of a Ticket. Notwithstanding the foregoing, the Club will not be liable for and will not be in breach of its obligations by reason of any breakages in, or defects to, any part of the Ground if, pursuant to [clause 5](#) or otherwise, it provides you with an alternative seat at the Ground or any other stadium where the Men's First Team plays its home football matches in any competition.
- 6.2 The Club has the right to charge you, and if you are NOT a consumer you agree to indemnify the Club against, for the cost of repairs, maintenance, replacement or cleaning of any part of the Ground to which you (or any other Ticket Holder) have access, or any fixtures or fittings therein, resulting from any act or omission of you (or any other Ticket Holder) other than as a result of fair wear and tear.
- 6.3 The Club and each of its employees, agents or contractors shall have the right at any time to carry out emergency repairs to any part of the Ground to which you (or any other Ticket Holder) have access, or any fixtures or fittings therein, or any adjoining property of the Club, and to suspend access to such areas of the Ground as necessary.

7 Pricing and ticket information

- 7.1 Whilst the Club tries to ensure that pricing and ticketing information on the Website is correct, errors may arise from time to time. If the Club discovers an error in the price or nature of the Ticket you have ordered, the Club will inform you as soon as reasonably practicable and give you the option to either reconfirm your order at the correct price/specification or to cancel it. If the Club is unable to contact



you, it will unfortunately have to treat the order as cancelled. If the order is cancelled, the Club will provide you with a full refund.

- 7.2 If you are purchasing a match-by-match Ticket, please note that it is your responsibility to check the relevant ticket delivery method and ticket prices, as these may change on a match-by-match basis.

8 Changes to dates, refunds and exchanges

- 8.1 The Club does not guarantee that a Match will occur at a specific time, date, or at a particular spectator capacity. The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances. For up-to-date information, please visit the Website or telephone Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000). If you are Platinum Member (including WM Members), telephone the Arsenal Platinum Memberships Team (Tel: 0345 262 0001 or +44 (0) 20 7619 5005 from outside the UK). If you are a Diamond Club Member, please contact your dedicated account manager. No refunds shall be paid in respect of any Matches which are rescheduled and which the Ticket entitled the Ticket Holder to attend but which the Ticket Holder did not attend.
- 8.2 In addition, there are certain circumstances where the Club may be required by Applicable Law or Applicable Football Regulation, or may decide itself, to hold Behind Closed Doors Matches and/or Reduced Capacity Matches during a Season. In such instances, the Club reserves the right, without liability, save as expressly provided in these Terms and Conditions, to reschedule any Match or, if necessary, play the Match out of view of the public or reduce the spectator capacity for the Match. If a Match is rescheduled, your Season Ticket will enable you to attend the re-arranged Match, unless the Match is to be played out of view of the public or the spectator capacity is reduced and you are not offered the right to attend the Match (in which case the provisions of clauses 8.6 or 8.7 shall apply).
- 8.3 The Club does not guarantee that the team for any particular Match will necessarily be selected from the regular Men's First Team players. The Men's First Team manager may consider it desirable, on occasions, to omit regular Men's First Team players and select the team from the full playing squad.
- 8.4 You do not have a right to cancel your Ticket (or if you are a Season Ticket holder, any renewal of your Season Tickets) under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Other than as set out in these Terms and Conditions, the price of the match-by-match Ticket or Season Ticket is non-refundable and no refunds shall be given for any Matches unattended during the Season.
- 8.5 As any Ticket obtained through the "Ticket Exchange" service is purchased from the seller (rather than the Club), the Club will not be liable for any refunds of Tickets purchased through the Ticket Exchange Service.
- 8.6 If you have purchased a General Admission Match-by-Match Ticket or match-by-match Club Level Ticket from the Club in respect of a Match:
- (A) In the event of the postponement of the Match, unless the Match is required to be played out of the view of the public or the spectator capacity is reduced (in which case the provisions of [clause 8.6\(B\)](#) below will apply), you will be entitled to receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates, subject



to any applicable terms and conditions, or you will be entitled to receive a full refund of the face value of your Ticket in accordance with [clause 8.6\(C\)](#) below;

- (B) in the event of the abandonment before the commencement of the Match, or if, for any reason, the Match has to be played behind closed doors or the spectator capacity for the Match is reduced, the Club reserves the right to: (i) cancel your Ticket, in which case, subject to [clause 8.5](#), you will be entitled to receive a full refund of the face value of your Ticket in accordance with [clause 8.6\(C\)](#) below; or (ii) offer you an alternative ticket in the Ground (which may be in a lower pricing category, in which case, subject to [clause 8.5](#), you will be entitled to a refund of the difference between the face value of your Ticket and the face value of the alternative ticket allocated to you); and
- (C) any refund due in respect of your Ticket, in accordance with [clause 8.6\(B\)](#) above will apply, shall be credited to the payment card used to purchase your Ticket.

8.7 Save for Box Level Ticket holders, if you hold a Season Ticket, in respect of:

- (A) any Behind Closed Doors Matches; and/or
- (B) any Reduced Capacity Matches which you are not offered the right to attend (including in circumstances where you are allocated a Ticket or a dining package but the spectator capacity for that Match is subsequently reduced and your ticket and your dining package is cancelled by the Club),

the Club shall refund you the full price of the relevant Ticket and/or dining package, as stated in the pricing schedule notified to you by the Club and/or published on the Website, and such refund shall be credited against your Membership Account and may be withdrawn by you periodically during such cashback windows as notified by the Club or (if applicable), at your discretion, set-off against any renewal of your Season Ticket.

9 Any lost or stolen Tickets

- 9.1 To enter the Ground for a Match, the relevant Ticket must be presented in its entirety. The Club is not responsible for any Ticket which is forgotten, lost, stolen, defaced or destroyed. If you are unable to access your Ticket on matchday, it is your responsibility to contact the Club or visit the matchday ticket office. The Club is not liable if your Ticket cannot be accessed due to technical issues with your device or if your device is not adequately charged. Screenshots or photos of Tickets will not be accepted. If your Ticket is stolen, you must report it to both the Club and the police immediately.
- 9.2 If your physical Ticket is lost, stolen, forgotten, damaged, defaced, destroyed or otherwise unavailable, the Club may, at its sole discretion and subject to these Terms and Conditions, issue a replacement Season Ticket or a duplicate matchday ticket (physical or digital). A non-refundable fee of £10.00 will apply. If your digital pass is not working, you will need to re-download the Club's app.
- 9.3 The Club reserves the right to request photographic ID before issuing a replacement Ticket and may withdraw the duplicate ticket facility for any specific Match.



10 Cancellation and withdrawal of Ticket

10.1 Without limiting any other remedies it may have, the Club shall have the right in its absolute discretion to:

- (A) eject, refuse and/or ban a Ticket Holder from the Ground;
- (B) suspend for a period determined by the Club, withdraw indefinitely or cancel a Ticket Holder's Membership (including use of a Ticket and all other related benefits);
- (C) exclude (indefinitely or for a period determined by the Club) a Ticket Holder from using and/or applying to purchase any Tickets (including any associated benefits) for any future matches at the Ground; and/or
- (D) provide the police and any other relevant authorities including FIFA, UEFA, the FA, the Premier League, the Football League and/or any other football clubs with relevant information,

in any of the following circumstances:

- (i) the Ticket Holder breaches these Terms and Conditions, the Terms and Conditions of Entry, or the terms and conditions of any Membership Scheme or the Club has reasonable grounds to suspect such breach; and/or
- (ii) the Club reasonably suspects that entry into the Ground by the Ticket Holder will result in a serious breach of these Terms and Conditions, the Terms and Conditions of Entry or the terms and conditions of any other Club-related scheme.

10.2 Without limiting the general nature of [clause 10.1](#), the following actions shall constitute a serious breach of the Terms and Conditions of Entry by a Ticket Holder and shall enable the Club to exercise its rights as described in clause 10.1 above:

- (A) smoking (including the use of electronic cigarettes or vaporisers);
- (B) being (or appearing to be) drunk or intoxicated, or drinking alcohol in view of the pitch;
- (C) persistent standing in seated areas whilst the Match is in progress;
- (D) the deliberate misuse of a Ticket (including as described in clause 3.1);
- (E) any misrepresentation in relation to clause 1.2 above;
- (F) the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, racist, sexist, homophobic, transphobic or otherwise discriminatory;
- (G) the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;



- (H) whether at the Ground, or travelling to or from a Match:
 - (i) the use of foul, obscene, abusive and/or racist language and/or gestures;
 - (ii) the chanting of anything of an indecent or racist nature; and
 - (iii) fighting, or engaging in and/or inciting violence;
 - (I) bringing any of the following into the Ground (or using them within the Ground): alcohol; illegal drugs; illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; drones; bottles; glass bottles or any other item that could be used as a weapon or compromise public safety or any other item prohibited from time to time under the Ground Regulations;
 - (J) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - (K) the supply of any misleading or incorrect information in any application;
 - (L) breach of the terms of any other agreement with the Club;
 - (M) any breach of clauses 2.9, 2.10, 2.12, 2.13, 3.5, 3.6, 3.7, 3.8 and 3.10;
 - (N) any breach of the requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Club;
 - (O) any failure or refusal to observe the lawful instructions of the police or the Club; and/or
 - (P) any failure to pay when due any sums owed to the Club (or any third party) in respect of any Ticket (including any portion of the Season Ticket Fee).
- 10.3 The Club may conduct security searches where it has reason to believe that any of the breaches set down in clauses 10.1 and 10.2 have either occurred or may occur.
- 10.4 Your Ticket may also be suspended, withdrawn and/or cancelled without the payment of any refund to you, in the event that:
- (A) the Ticket Holder is under investigation by the police, charged, cautioned or found guilty of any football related offence anywhere in the world;
 - (B) prior to or while the Ticket Holder uses the Ticket, the Ticket Holder is under investigation by the police, charged, cautioned or found guilty of any football related offence anywhere in the world; or
 - (C) the Club has reasonable grounds to suspect that you have searched for, reserved, bought, sold, transferred or otherwise obtained a Ticket, or have attempted or taken preparatory steps to do so with the intention of selling or transferring the Ticket in breach of these Terms and Conditions.



- 10.5 The Ticket Holder must immediately surrender any physical or digital card, ticket or pass issued as part of the Ticket upon request by a Club official or a police officer.
- 10.6 In the event that your Ticket is withdrawn or cancelled or suspended in accordance with this clause 10:
- (A) no refund shall be payable to you and/or any Ticket Holder in respect of any Ticket (or in the case of Season Tickets in respect of any (i) unexpired portion of any Season Ticket or (ii) period of suspension). The Club further reserves the right to take any legal and/or disciplinary action against any persons as it sees fit in connection with such matters including a claim for an account of profits made from an unauthorised use of the Ticket;
 - (B) the Club reserves the right to exclude you and/or any Ticket Holder from any Membership Scheme and/or to disqualify you and/or any Ticket Holder from applying for any match-by-match Ticket or Season Ticket at its sole discretion and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification (and the reason for such exclusion and/or disqualification);
 - (C) the Club reserves the right to sell the Seat associated with the relevant Ticket to a third party immediately (i) following the cancellation or withdrawal of the Ticket, or (ii) for the period of suspension of the Ticket;
 - (D) if your Ticket is withdrawn or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs; and
 - (E) you and/or the Ticket Holder shall not be permitted to re-apply for Membership or join any Season Ticket waiting list (whether or not using the same or different contact details and/or payment card details as any suspended or cancelled Season Ticket) during the period in which you are banned from attending matches at the Ground.

11 Undertakings

- 11.1 You shall, and shall procure that any Ticket Holder shall, at all times:
- (A) use all areas of the Ground to which you or any other Ticket Holder may be granted access in a proper and lawful manner, in accordance with Applicable Law, Applicable Football Regulation and the Terms and Conditions of Entry and not so as to cause any nuisance, annoyance or inconvenience to the Club or any other person (including any other spectators or visitors to the Ground or local residents) or to render void, either in part or whole, any insurance maintained by the Club in respect of the Ground; and
 - (B) ensure that no part of the Ground to which you or any other Ticket Holder may be granted access is damaged (fair wear and tear excepted).
- 11.2 You shall not make, and will procure that no other Ticket Holder makes, without the prior written consent of the Club, any public statement or announcement linking, or implying any relationship



between, or engage in any marketing, advertising or promotional activity which links, or implies any relationship between, you and the Club.

12 Security

The Club shall take all reasonable precautions to maintain the security of the Ground between Matches but it shall not be responsible in any way for the loss of, or damage to, any property of you (or any other Ticket Holder) in the Ground (including any property left behind by you (or any other Ticket Holder) in the Ground). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by you or any other Ticket Holder in the Ground.

13 Use of concessionary Tickets

13.1 Subject to clause 13.2, concessionary priced Tickets may only be used by persons that qualify for such Tickets, as follows:

- (A) “Team Junior Gunners” Tickets are restricted to persons who will be aged between 4 (four) and 11 (eleven) (inclusive) on 31 August of the relevant Season (for Season Ticket holders) or on the day of the relevant Match (for General Admission Match-by-Match Ticket holders);
- (B) “Young Guns” Tickets are restricted to persons who will be aged between 12 (twelve) and 16 (sixteen) (inclusive) on 31 August of the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for General Admission Match-by-Match Ticket holders);
- (C) “Cannon” Tickets are restricted to persons who will be aged between 17 (seventeen) and 18 (eighteen) on 31 August of the relevant Season and who were either part of the Young Guns or the Cannon for the whole of the previous Season or who have otherwise become Cannon members by 31 August in the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for General Admission Match-by-Match Ticket holders);
- (D) “Young Adult” Tickets are restricted to persons who will be aged between 19 (nineteen) and 24 (twenty-four) (inclusive) on 31 August of the relevant Season (for Season Ticket holders), or on the day of the relevant Match (for General Admission Match-by-Match Ticket holders);and
- (E) “Senior Citizen” Tickets are restricted to persons who will be aged 66 (sixty-six) or over on 31 August during the Season (for Season Ticket holders), or on the day of the relevant Match (for General Admission Match-by-Match Ticket holders).

13.2 Subject to the fulfilment of the criteria set out in [clause 13.1](#), concessionary prices shall be available for all Season Ticket holders. However, there shall be a cap on the numbers of General Admission Match-by-Match Tickets that are eligible for concessionary pricing for each Match, so that concessionary prices shall only be available for:

- (A) 2000 “Junior Gunners” General Admission Match-by-Match Tickets on a first come first served basis, which can be purchased by both “Team Junior Gunners” and “Young Guns”, as referenced in [clause 13.1 \(A\)](#) and [\(B\)](#);



- (B) 1000 "Young Adult" General Admission Match-by-Match Tickets on a first come first served basis, which can be purchased by both "Cannon" members and "Young Adults", as referenced in clause [13.1](#) (C) and (D); and
- (C) 200 "Senior Citizen" General Admission Match-by-Match Tickets on a first come first served basis, which can only be purchased by "Senior Citizens", as referenced in clause [13.1](#) (E).

13.3 You are not permitted to sell or transfer a concessionary Ticket to someone who is not eligible for such concession as set out above. All proven abuses of concessionary Tickets will be dealt with severely. If any person enters or seeks to enter the Ground with a concessionary Ticket where they are not eligible for such concession as set out above, that person will be refused entry to, or ejected from, the Ground (and will have their Season Ticket and/or Membership withdrawn as applicable). The Member who sold or transferred their concessionary Ticket to that person will also have their relevant Memberships and if a Season Ticket holder, their Season Ticket withdrawn. In such case, no refund will be given to you (including in respect of any games remaining in the Season if you are a Season Ticket holder) and it may result in criminal prosecution.

13.4 If you hold a concessionary Season Ticket and wish to transfer or sell a concessionary ticket for a specific Match via Ticket Transfer or Ticket Exchange, the purchaser or transferee will be required to pay the difference between the concessionary rate and the adult rate based on the relevant match-by-match member ticket prices for that particular Match. Any additional charges will be clearly communicated to members prior to payment. For transfers or sales within the same category (concession to concession or adult to adult) via Ticket Transfer or Ticket Exchange, no additional upgrade charges will apply. If an upgrade charge applies, you must submit a request to Arsenal Supporter Services before the deadline specified on the relevant Match page on the Website. Arsenal Supporter Services will make reasonable efforts to process the upgrade within the required timeframe. Refunds will not be issued if a transfer or sale via Ticket Transfer or Ticket Exchange results in a downgrade from an adult ticket to someone eligible for a concession ticket.

13.5 If a Ticket Holder is under 16 (sixteen) years old, their parent and/or guardian are also responsible for the Ticket Holder's actions, conduct and compliance with these Terms and Conditions (including the Commitment) and may face sanctions for any breach or non-compliance of these Terms and Conditions.

13.6 The minimum unaccompanied age for entry to:

13.6.1 the Diamond Club, Box Level, the Avenell Club and the WM Club is 18 (eighteen) years of age; and

13.6.2 all other areas of Emirates Stadium is 14 (fourteen) years of age.

All persons under the relevant minimum age will be required to attend the relevant area of Emirates Stadium with, and sit in the Stadium bowl adjacent to an adult aged 18 (eighteen) or over. Any unaccompanied Ticket Holder under the relevant minimum age without a parent or guardian may be ejected from Emirates Stadium without a refund.

14 Exclusion of liability

14.1 If you are a consumer, the following terms shall apply subject to clause 14.3:



- (A) The Club only provides you with use of the Ticket for your domestic and private use and you agree not to use the Ticket for any commercial or business purposes, and neither the Club nor any Club Group Company has any liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.
- (B) If the Club fails to comply with these Terms and Conditions, the Club is responsible for loss or damage you suffer that is a foreseeable result of the Club's breach of these Terms and Conditions or the Club's negligence, but neither the Club nor any Club Group Company is responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you purchased the Ticket.
- (C) Neither the Premier League nor the Club nor any Club Group Company 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.
- (D) Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, neither the Club nor any Club Group Company shall have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other Ticket Holder to the Ground for the Match or Matches, caused by any circumstances outside the Club's reasonable control including, (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation; and/or (ii) the exercise of any discretion by the Club in respect of the number, availability, prioritisation and/or allocation of tickets in respect of any Reduced Capacity Matches.

14.2 If you are NOT a consumer, the following terms shall apply subject to clause 14.3:

- (A) The Club and each Club Group Company hereby excludes any liability for loss, injury, or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or a Club Group Company, or any other liability of the Club or any Club Group Company which cannot be excluded under Applicable Law.
- (B) Neither the Premier League nor the Club nor any Club Group Company 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.
- (C) Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by Applicable Law, neither the Club nor any Club Group Company shall have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions, including admitting you and/or any other Ticket Holder to the Ground for a Match or Matches, caused by any circumstances outside the Club's reasonable control including: (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation; and/or (ii) the exercise of any discretion by the Club in respect of the number, availability, prioritisation and/or allocation of tickets in respect of any Reduced Capacity Matches.



- (D) Save for Box Level Ticket and Diamond Club Ticket holders, subject to clause 14.3, the total liability of the Club together with all Club Group Companies in respect of your use of the Ticket or any breach of these Terms and Conditions, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not in any event exceed the amount paid by you to the Club for the Ticket. Neither the Club nor any Club Group Company will have any further, or other, liability whatsoever, including for any indirect or consequential loss or damage.

- 14.3 Notwithstanding any provision in these Terms and Conditions, neither the Club nor any Club Group Company seeks to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by the negligence of the Club or any Club Group Company or the negligence of any of their officers, employees, or agents; (c) under section 2(3) of the Consumer Protection Act 1987; or (d) for any other matter for which it is not possible to exclude or limit liability by law.

15 Notices

- 15.1 The Club reserves the right to make changes to any of these Terms and Conditions. Such changes will be notified to the Ticket Holder by being put on display on the Website.

- 15.2 You should immediately notify the Club of any change of Address either:

- (A) by using the on-line facility on the Website by logging onto www.arsenal.com/membership; or
- (B) in writing to the Arsenal Supporter Services Team or if you are a Platinum Member (including WM Members), to the Premium Memberships Team. You should quote your Membership Scheme number in any correspondence with the Club.

16 Data Protection

- 16.1 Each Ticket Holder acknowledges that the Club will hold and process data relating to them, which may include personal data, for administrative, health and safety and legal purposes (including under Applicable Law and/or Applicable Football Regulation). 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 Ticket holders) with other football clubs, any Football Authority, and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at Matches, including racial, homophobic, sexist, transphobic or other discriminatory abuse, chanting or harassment (including any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, religion, age or disability) and with enforcing sanctions under the Commitment. We may also share your data in order to support the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. The personal data each Ticket Holder provides to the Club shall be processed, stored and transferred in accordance with the Club's Privacy Policy available on the Website (at <https://www.arsenal.com/privacy>).

- 16.2 By entering the Ground, all persons acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) (collectively, "Images") may be taken of him/her/them and may be published and used by the Club. The Club, any other Club Group Company and/or any Football Authority or others (including Club commercial partners and accredited



media organisations) may use the Images, by way of example only in televised coverage of Matches and for marketing, editorial, training, or promotional purposes or for any other purpose deemed reasonable by the Club in perpetuity, by way of any present or future media. All persons further acknowledge that Images may be used (by the Club or a third party, such as a law enforcement body) to identify him/her/them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions of Entry. All persons attending Matches accept and acknowledge that it is in the Club's legitimate interests to use and publish the Images (including any personal data contained therein) as the Club requires the ability to: (i) publish, display, sell and distribute the Matches and Images by means of film, television, radio, digital, print media and internet (or any other media now known or hereafter invented); and (ii) use the Images for safety and security, promotional, training, editorial or marketing purposes by Club, the Premier League, The Football Association, UEFA and/or others as determined in the Club's sole discretion (including Club commercial partners and accredited media organisations). For more information about how we handle personal data and your rights you can refer to our Privacy Policy (available on the Website (at <https://www.arsenal.com/privacy>) or contact our Data Protection Officer at dpo@arsenal.co.uk.

- 16.3 All persons attending Matches acknowledge that the Matches are public events. The appearance and actions of the persons attending inside and in the perimeter of the Ground are public in nature and all persons attending agree that they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Matches.
- 16.4 The Club and/or any person authorised by the Club may from time to time create Images and/or audio-visual video footage of any Ticket Holder and/or any other person attending the Ground (as part of the crowd or otherwise). The Club owns all rights in such images and footage and the Club shall be entitled to use them (and to allow others to use them) for any purpose whatsoever (provided that such use does not harm the reputation of the relevant individual whose image is used).
- 16.5 Further to clause 16.2 above, if such person is under 18 (eighteen) years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have agreed to these Terms and Conditions on their behalf.
- 16.6 The Club may receive information from the police, the Premier League and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information about how we handle personal data and your rights, please refer to our Privacy Policy (available on the Website (at <https://www.arsenal.com/privacy>) or contact our Data Protection Officer at dpo@arsenal.co.uk.

17 General

- 17.1 The Terms and Conditions of Entry (including the Commitment) together with (i) any information provided as part of any online or telephone ticket purchase process; and/or (ii) any information provided to an individual attending the box office constitute the entire agreement between the Club and you in respect of the subject matter and neither the Club nor you shall have any claim or remedy in respect of



any statement, representation, warranty or undertaking made by or on behalf of any other party. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in these Terms and Conditions.

- 17.2 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 these Terms and Conditions 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.
- 17.3 You acknowledge that the Club may fulfil any of its obligations under these Terms and Conditions through another Club Group Company. Each Club Group Company may benefit from the rights granted to the Club under these Terms and Conditions.
- 17.4 Other than as mentioned in clause 17.3, the Terms and Conditions of Entry are between you and the Club. 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 the Terms and Conditions of Entry. Nothing in the Terms and Conditions of Entry shall affect any right or remedy of a third party that exists or is available other than as a result of that Act.
- 17.5 The Club's failure to exercise or delay in exercising any right, power or remedy provided by these Terms and Conditions, the documents referenced herein or by law shall not constitute a waiver of that right, power or remedy.
- 17.6 If you are a consumer, advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.
- 17.7 You do not have a right to cancel your Ticket (or if you are a Season Ticket holder, any renewal of your Season Tickets) under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Other than as set out in these Terms and Conditions, the price of the Season Ticket is non-refundable. However, if you are a consumer, you have legal rights if the Club does not comply with its obligations in these Terms and Conditions with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.
- 17.8 If you are NOT a consumer, these Terms and Conditions, and any contractual or non-contractual dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with English law. The parties hereby submit to the exclusive jurisdiction of the courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Terms and Conditions (including in relation to any non-contractual disputes or claims).

OR

If you are a consumer, please note that these Terms and Conditions are governed by English law, meaning that your use of the Ticket and any dispute or claim arising out of or in connection with it (including in relation to any non-contractual disputes or claims) will be governed by English law. You and



the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

- 17.9 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 apply.
- 17.10 If you are a Diamond Club Member or Box Level Ticket holder and if there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Diamond Club Membership Agreement or the Box Licence Agreement, the relevant provision of the Diamond Club Membership Agreement or Box Licence Agreement shall apply.
- 17.11 If you have any problems with your Ticket, please telephone Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000) or if you are Platinum Member (including WM Members), telephone the Arsenal Platinum Memberships Team (Tel: 0345 262 0001 or +44 (0) 20 7619 5005 from outside the UK), or if you are a Diamond Club Member, please contact your dedicated account manager. In addition, if you are a consumer, you can obtain further guidance and advice from Citizens Advice (www.adviceguide.co.uk). Alternatively, you can contact The Independent Football Ombudsman at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.



SECTION 1

General Admission Season Ticket (“Gold Member”) Special Terms

PLEASE NOTE: THIS SECTION 1 APPLIES ONLY TO GOLD MEMBERS AND DOES NOT APPLY TO CLUB LEVEL SEASON TICKET HOLDERS

Season Ticket Benefits

- 1.1 Subject to your payment of the relevant Season Ticket Fee by the deadline notified to you by the Club prior to your acceptance of these Terms and Conditions and subject to your ongoing compliance with the Terms and Conditions of Entry from time to time, you will be entitled to the following benefits for the duration of the relevant Season:
- (A) you will automatically become a ‘Gold’ Member of the Club’s Membership Scheme for the relevant Season (subject to the terms and conditions from time to time of the Membership Scheme, as available at <https://www.arsenal.com/ticket-terms-conditions-membership>);
 - (B) you will be entitled to use the Seat for the matches during the relevant Season set out in paragraphs 1.3 or 1.4.
- 1.2 Subject to paragraphs 1.5 and 1.6, your Season Ticket does not include access to any of the following matches for which the Men’s First Team may qualify during the Season:
- (A) the FA Cup matches;
 - (B) the EFL Cup matches; or
 - (C) the knockout stages of a UEFA Competition (including any play-offs).
- However, information on the process for purchasing a Ticket for any such matches which the Men’s First Team qualifies for, including priority windows for Gold Members, will be emailed to you or made available by the Club on the Website.
- 1.3 If you have chosen to purchase the **19-Match General Admission Season Ticket option**, the Season Ticket shall admit you to all Premier League home matches played by the Men’s First Team in respect of the 2025-2026 Season at the Ground.
- 1.4 If you have chosen to purchase the **23-Match General Admission Season Ticket option**, the Season Ticket shall admit you to:
- (A) all Premier League home matches played by the Men’s First Team in respect of the 2025-2026 Season at the Ground; and
 - (B) any home matches in the league phase of any UEFA Competition played by the Men’s First Team in respect of the 2025-2026 Season at the Ground.
- 1.5 If offered by the Club, Gold Members who have selected the **23-Match General Admission Season Ticket** may have the opportunity to enrol in the Cup Scheme. This option may be offered at the time of



renewing the Season Ticket or later during the Season (as notified via the Website). The Cup Scheme entitles Members to use their Seat for:

- (A) every EFL Cup home match played by the Men's First Team in respect of the 2025-2026 Season at the Ground; and/or
- (B) every FA Cup home match played by the Men's First Team in respect of the 2025-2026 Season at the Ground (excluding the FA Cup Semi Final); and/or
- (C) every home match played by the Men's First Team in the knockout stage of the relevant UEFA Competition in respect of the 2025-2026 Season at the Ground, subject to the Cup Scheme Terms and Conditions (which can be accessed at <https://www.arsenal.com/ticket-terms-conditions-mens>). Please note that, if you purchase Tickets for any such additional matches you may not be allocated your usual Seat. If you do not opt into the Cup Scheme, or if the Cup Scheme is not made available by the Club, for any match in the competitions set out in paragraphs 1.5(A), (B) or (C), you will have the right to enter a **priority window** to purchase a Ticket in your usual Seat for a match in the competitions set out in paragraphs 1.5(A), (B) or (C).

1.6 If offered by the Club, Gold Members who have selected the **19-Match General Admission Season Ticket** may have the opportunity to enrol in the Cup Scheme. This option may be offered at the time of renewing the Season Ticket or later during the Season (as notified via the Website). The Cup Scheme entitles Members to use their Seat for:

- (A) every EFL Cup home match played by the Men's First Team in respect of the 2025-2026 Season at the Ground; and/or
- (B) every FA Cup home match played by the Men's First Team in respect of the 2025-2026 Season at the Ground, subject to the Cup Scheme Terms and Conditions (which can be accessed at <https://www.arsenal.com/ticket-terms-conditions-mens>). Please note that, if you purchase Tickets for any such additional matches you may not be allocated your usual Seat. If you do not opt into the Cup Scheme, or if the Cup Scheme is not made available by the Club, for any match in the competitions set out in paragraphs 1.6(A) or (B), you will have the right to enter a **priority window** to purchase a Ticket in your usual Seat for the matches in the competitions set out in paragraphs 1.6(A) or (B).

1.7 Gold Members with a 19-Match General Admission Season Ticket can enter the Silver Membership Ballot to purchase Tickets for home matches in both the league phase and knockout stage of the relevant UEFA Competition. Full details of any such Silver Membership Ballot, including how to enter, will be published on the Website or communicated to such Gold Members by email. The Club shall provide pricing details to indicate the applicable price ranges for categories of tickets and, if applicable, will provide full details of how you can express a preference for, or select a particular price range. By entering the Ballot and authorising a payment card for this purpose, you agree to pay the price of the Ticket for the allocated cup match in the Ballot.

1.8 Gold Members who have chosen either the 19-Match or 23-Match General Admission Season Ticket are not eligible for discounted prices on any additional matches outside their Season Ticket package. This includes cup matches purchased through a Cup Scheme or during a priority booking window. For these



matches, Gold Members must pay the standard match-by-match price that applies to all Members, which shall be made available in advance of the match on the Website.

- 1.9 Priority access for Gold Members to purchase Tickets for the following matches will be based on a combination of **seat utilisation** and **away match attendance**:

- (A) the FA Cup Semi Final or Final;
- (B) the Final of the EFL Cup; or
- (C) the Final of a UEFA Competition.

However, further details about how to purchase Tickets for any of these matches which the Men's First Team qualifies for, including information on priority windows, will be emailed to you or made available on the Website.

2. **Renewal**

- 2.1 To be eligible for General Admission Season Ticket renewal at the end of the 2025-2026 Season, you will need to use your Season Ticket for:

- (A) at least **20 (twenty) Matches** from the total Matches included with your General Admission Season Ticket during the 2025-2026 Season if you purchased the **23-Match General Admission Season Ticket option**; or
- (B) at least **17 (seventeen) Matches** from the total Matches included with your General Admission Season Ticket during the 2025-2026 Season if you purchased the **19-Match General Admission Season Ticket option**.

together, the "**Minimum Utilisation Criteria**".

In normal circumstances, the Club would expect to be able to permit you to renew your General Admission Season Ticket at the end of the Season. The renewal would be on such terms (including the Season Ticket Fee) as determined by the Club in its discretion.

For the purposes of this paragraph 2.1 and paragraph 2.2, a Ticket is considered 'used' if:

- (A) you (or a Ticket Holder) attends the Match in person;
- (B) you transfer your Ticket via 'Ticket Transfer', and the recipient attends the relevant Match; and/or
- (C) you post your Ticket for resale via 'Ticket Exchange':
 - (i) by midnight before the relevant matchday, regardless of whether your Ticket sells; or
 - (ii) on matchday, provided the Ticket is successfully resold.

When such renewal is available, the Club will email you using the email address registered to your Membership Account and you should ensure that your contact details held by the Club are kept up to date. Ordinarily, the Club would expect such renewal offers to be made by the Club prior to the end of



the then current Season. However, these Terms and Conditions do not constitute any guarantee by the Club whatsoever of any renewal or give you any rights to renew these Terms and Conditions or any other rights in respect of the General Admission Season Ticket after the end of Season.

- 2.2 If you do not use your General Admission Season Ticket for at least **20 (twenty) Matches** (if you purchased the **23-Match General Admission Season Ticket option**) or **17 (seventeen) Matches** (if you purchased the **19-Match General Admission Season Ticket option**), your General Admission Season Ticket and Gold Membership **will not be renewed**. This means:

- (A) you will not be charged the relevant Season Ticket Fee for the following Season; and
- (B) you will cease to be a Gold Member at the end of the Season.

If you wish to be a Gold Member again for the following Season, you will need to re-apply to join the Gold Membership Scheme, which is subject to the General Admissions Season Ticket Waiting List T&Cs (available at <https://www.arsenal.com/ticket-terms-conditions-waiting-list>).

If you have already made your initial renewal payment (as part of the Season Ticket Fee) for your General Admission Season Ticket but do not meet the Minimum Utilisation Criteria, your General Admission Season Ticket will be cancelled and you will receive a full refund.

- 2.3 Before each Season, the Club will email you with the following information:
- (A) whether your General Admission Season Ticket is due for renewal, and if so, when;
 - (B) the specific Matches your Season Ticket will include for that Season;
 - (C) the renewal price for your Season Ticket (which may differ from the price you paid the previous Season);
 - (D) the Minimum Utilisation Criteria for that season; and
 - (E) the deadline to inform the Club if you wish to cancel your Season Ticket renewal.

Gold Members who previously selected the 19-Match or 23-Match General Admission Season Ticket for the 2025-2026 Season will have the option to choose either of those packages, or any other option the Club makes available, when renewing their Season Ticket for the following season.

- 2.4 If you are eligible for the renewal of your General Admission Season Ticket, you will be requested to manually pay for your General Admission Season Ticket using a debit or credit card, or season ticket loan (provided by any season ticket loan provider appointed by the Club from time to time (currently V12 Retail Finance Limited)). If you fail to provide the Club with a valid payment method for the renewal of your General Admission Season Ticket by the deadline notified to you by the Club, then your General Admission Season Ticket will not be renewed and will be cancelled and may be made available for re-sale.
- 2.5 If your General Admission Season Ticket is renewed at the end of a Season, the Club cannot guarantee that you will be allocated the same Seat as for the previous Season.
- 2.6 Notwithstanding the provisions of this paragraph 2, the Club may, in its absolute discretion, amend the renewal process provided that any such amendment will be communicated to the affected General Admission Season Ticket Holders sufficiently in advance.



SECTION 2

General Admission Match-by-Match Ticket Special Terms

1. Ticket allocation, pricing and Ballots

- 1.1 Entitlement for Members to purchase General Admission Match-by-Match Tickets and the priority, manner or system by which General Admission Match-by-Match Tickets are sold shall be determined in accordance with the terms and conditions of your Club Membership Scheme which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-membership>.
- 1.2 The Club reserves the right to vary the priority, manner and/or system by which General Admission Match-by-Match Tickets are allocated and/or sold to Members. The Club will use reasonable endeavours to provide reasonable notice to Members through the Website and/or by email, to the email address registered to your Membership account, of any changes to the priority, manner or system by which General Admission Match-by-Match Tickets are allocated and/or sold.
- 1.3 The Club may, in its absolute discretion, elect to allocate General Admission Match-by-Match Tickets for a particular Match by Ballot. Full details of any such Ballot, including how to enter, will be published on the Website or communicated to Members by email. For the avoidance of doubt, the Club shall be entitled to determine the priority, manner or system by which General Admission Match-by-Match Tickets are allocated and/or sold via any Ballot.
- 1.4 In the event that General Admission Match-by-Match Tickets are allocated for a particular Match by Ballot, the Club shall provide pricing details to indicate the applicable price ranges for categories of tickets and, if applicable, will provide full details of how you can express a preference for, or select a particular price range. By entering the Ballot and authorising a payment card for this purpose, you agree to pay the price of the General Admission Match-by-Match Ticket which is allocated to you in accordance with the Ballot details provided by the Club on the Website or as communicated to Members by email. If you win a Ticket in a Ballot but **fail to use the Ticket on 2 (two) occasions, you will not be eligible to enter any further Ballots for the remainder of the Season.**

For the purposes of this paragraph 1.4, a Ticket is considered 'used' if:

- (A) you (or a Guest) attends the Match in person;
 - (B) you post your Ticket for resale via 'Ticket Exchange':
 - (i) by midnight before the relevant matchday, regardless of whether your Ticket sells; or
 - (ii) on matchday, provided the Ticket is successfully resold.
- 1.5 **Please note that it is your responsibility to check the relevant ticket delivery method and the relevant booking and/or delivery fees (if any), as these may change on a match-by-match basis.**
- 1.6 Whilst the Club will make every effort to notify both successful and unsuccessful Members via email after a Ballot, it remains your responsibility to check your purchase history for Ballot results. Results can be found in the booking history section of your Online Box Office account. The Ballot dates and result announcement timelines for each fixture are published on the corresponding ticket page on the Club's Website



SECTION 3

Club Level Special Terms

PART A

PART A IS APPLICABLE TO PLATINUM MEMBERS ONLY AND DOES NOT APPLY TO CLUB LEVEL MATCH-BY-MATCH TICKET HOLDERS

1. Benefits

1.1 Subject to your payment of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) and subject to your ongoing compliance with the Terms and Conditions of Entry, you will be entitled to the following benefits for the duration of the Club Level Licence Period:

- (A) you will automatically become a Platinum Member for the Club Level Licence Period (subject to the terms and conditions from time to time of the Membership Scheme for the relevant Season, as available at <https://www.arsenal.com/ticket-terms-conditions-membership>);
- (B) you will be entitled to use the Club Seat for each match played by the Men's First Team at the Ground in any of the Competitions during the Club Level Licence Period unless expressly provided otherwise in these Terms and Conditions; and
- (C) for each Match you are entitled to attend, you will be entitled to the benefits set out in [Section 3, Part B](#) below.

1.2 Your Club Level Season Ticket does not include access to any of the following matches for which the Men's First Team may qualify during the Club Level Licence Period:

- (A) the FA Cup Semi Final or Final;
- (B) the Final of the EFL Cup; or
- (C) the Final of a UEFA Competition.

However, information on the process for purchasing a Ticket for any such matches which the Men's First Team qualifies for, including priority windows for Platinum Members, will be emailed to you or be made available by the Club on the Website. Priority access for Platinum Members to purchase tickets for these matches will be based on a combination of seat utilisation and away game attendance.

1.3 If you are a WM Member, you will be entitled to receive the additional WM Benefits for each match you are entitled to attend (subject to the additional terms and conditions set out in Part C).

2. Renewal

(Paragraphs 2.1 & 2.2 of this Section 3, Part A, are applicable to all Platinum Members excluding WM Members)

2.1 If you use your Club Seat for at least **22 (twenty-two) Matches** from the total Matches included with your Club Level Season Ticket during the 2025-2026 Season, the Club would expect, in normal circumstances, to be able to permit you to renew your licensing arrangements in respect of the Club



Seat at the end of the Club Level Licence Period on such terms, including the amount of the Season Ticket Fee, as may be determined by the Club in its discretion.

For the purposes of this paragraph 2.1, a Ticket is considered 'used' if:

- (A) you (or a Guest) attend the Match in person;
- (B) you transfer your Ticket via 'Ticket Transfer', and the recipient attends the relevant Match; and/or
- (C) you post your Ticket for resale via 'Ticket Exchange':
 - (i) by midnight before the relevant matchday, regardless of whether your Ticket sells; or
 - (ii) on matchday, provided the Ticket is successfully resold.

When such renewal is available, the Club will email you using the email address registered to your Membership account and you should ensure that your contact details held by the Club are kept up to date. Ordinarily, the Club would expect such renewal offers to be made by the Club prior to the end of the then current Season. However, these Terms and Conditions do not constitute any guarantee by the Club whatsoever of any renewal or give you any rights to renew these Terms and Conditions or any other rights in respect of the Club Seat after the end of the Club Level Licence Period.

- 2.2 If you fail to use your Club Level Season Ticket for 22 (twenty-two) Matches, your Club Level Season Ticket and Platinum Membership will not be renewed; you will not be charged the relevant Season Ticket Fee for the following Season and you will cease to be a Platinum Member at the end of the then Club Level Licence Period. In those circumstances, should you wish to be a Platinum Member for the following Season, you would need to re-apply to join the Platinum Membership Scheme, which is subject to the Club Level Priority Waiting List terms and conditions (available at <https://www.arsenal.com/ticket-terms-conditions-waiting-list>). If you have already made your initial renewal payment for your Club Level Season Ticket but do not meet the seat utilisation threshold set out in paragraph 2.1 of this Section 3, your Club Seat will be cancelled, and you will be refunded in full.
- 2.3 If you are eligible for the renewal of your Club Level Season Ticket, you will be requested to manually pay the Season Ticket Fee for your Club Level Season Ticket using a debit or credit card, BACS or season ticket loan (provided by any season ticket loan provider appointed by the Club from time to time (currently V12 Retail Finance Limited)). If you fail to provide the Club with a valid payment method for the renewal of your Club Level Season Ticket (including for any portion of the Season Ticket Fee) by the deadline notified to you by the Club, then your Club Level Season Ticket will not be renewed and will be cancelled and may be made available for re-sale. If you have already paid the initial renewal amount included in the Season Ticket Fee for your Club Level Season Ticket, but you fail to pay any additional fee required due to the Men's First Team qualifying for a UEFA competition during the Season, your Club Level Season Ticket will be cancelled and you will receive a full refund.
- 2.4 If you are a WM Member and you do not renew your membership of the WM Club, you will also no longer be entitled to the benefits set out at Part C. In those circumstances, if you wish to continue to be a Platinum Member, without the additional benefits that are available as set out in Part C, you must submit a written request to the Club to this effect. On receipt of this request and subject to availability, we will use reasonable endeavours to offer you the use of an alternative Club Seat for the following Season. If you decline to take up the option of an alternative Club Seat, or if alternative Club Seats are unavailable, you will cease to be a Platinum Member at the end of the Club Level Licence Period. In



those circumstances, should you wish to be a Platinum Member for the following Season, you would need to re-apply to join the Platinum Membership Scheme.

Part B

UNLESS THE PARAGRAPH SPECIFICALLY STATES OTHERWISE, PART B IS APPLICABLE TO ALL CLUB LEVEL TICKET HOLDERS AND WM CLUB TICKET HOLDERS

1. Catering

- 1.1 Subject to any restrictions and requirements of Applicable Law and/or Applicable Football Regulations from time to time, the Club shall ensure that a refreshments service is provided in the Club Area or the WM Club (as applicable) by a catering supplier appointed by the Club at its sole discretion for this purpose (the “**Catering Supplier**”). This service will be available 2 (two) hours before the scheduled kick off time and 1 (one) hour after the final whistle for each Match (the “**Relevant Times**”), excluding the times when play is in progress.
- 1.2 You may use such refreshments service on an ad-hoc basis, as detailed in paragraphs 1.3 to 1.8 of Part B. Alternatively, Platinum Members without a dining package included in their Season Ticket can make a Match-by-Match Dining Booking for themselves or their Guests through our Hospitality Portal at <https://hospitality.arsenal.com/>. Supporters who are not Platinum Members but wish to visit the Club Level Area can purchase a variety of match-by-match hospitality options via the Hospitality Portal. Bookings are subject to availability and accepted on a first come first served basis. Each Match-by-Match Dining Booking will be subject to the Hospitality Booking Terms and Conditions, available at <https://www.arsenal.com/ticket-terms-conditions-hospitality>.

Refreshments

- 1.3 Subject to any restrictions and requirements of Applicable Law and/or Applicable Football Regulation from time to time, you will be entitled to a complimentary drink (house red or white wine, beer, tea, coffee or a selection of soft drinks) at Half-Time of each Match.
- 1.4 The Club may, at its discretion, provide or arrange for refreshments in the Club Area or WM Club (as applicable) at other times other than the Relevant Times, but it is under no obligation to do so.
- 1.5 The costs of all refreshments ordered by you, other than the complimentary drinks described in [paragraph 1.3](#) above, shall be paid by you to the Catering Supplier. The Catering Supplier shall provide the details about the cost of each refreshment in the Club Area or WM Club (as applicable). The Catering Supplier may change the costs of refreshments from time to time.
- 1.6 The provision of any refreshments (including alcoholic beverages) to any persons in the Club Area or WM Club (as applicable) shall be subject to all legal restrictions applicable to the Club, any other Club Group Company or the Catering Supplier (including all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any other Ticket Holder shall, consume all alcoholic drinks within the interior of the Club Area or WM Club (as applicable) and not within sight of the pitch.



- 1.7 The only refreshments which may be consumed in the Club Area or WM Club (as applicable) are those supplied by the Catering Supplier pursuant to the provisions of this [Section 3 Part B](#). You shall not, and will procure that any other Ticket Holder shall not, bring any food, drink or other refreshments into the Club Area or WM Club (as applicable) for consumption by any person or for any other reason.
- 1.8 If you (or any other Ticket Holder) have any complaints in respect of the catering or refreshments service provided in the Club Area or WM Club (as applicable), you (or that Ticket Holder) should take up such complaints with the Club in the first instance.

Part C

PART C IS APPLICABLE TO ALL WM MEMBERS

1. **WM Benefits** (Paragraph 1(A) applies to all WM Ticket Holders, while all sections of Paragraph 1 apply to WM Members).

If you are a WM Member, subject to your ongoing compliance with the Terms and Conditions of Entry and the Dress Code, you and any WM Ticket Holders will be entitled to the following WM Benefits:

- (A) Exclusive access to the WM Club for every Match including:

- a private table or booth for the day;
- a five course a la carte menu (please note that, where you or WM Ticket Holders have special dietary requirements, a supplementary fee may be payable at the Club's discretion);
- complimentary house wines and beers, and soft drinks before the Match, at Half-Time and also after the Match; and
- occasional pre- or post-Match appearances by Club 'Legends'.

The WM Club will be open up to 2.5 (two and a half) hours prior to the scheduled kick off time for each Match and up to 2 (two) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its discretion.

- (B) The opportunity to acquire general admission tickets for semi-final and final matches in domestic Competitions involving the Men's First Team (in line with the Club's away match loyalty scheme), subject to availability.
- (C) Invitations to exclusive WM Member-only events, including an end-of-season pitch tournament, away match screenings, on-pitch experiences and a golf day, subject to availability or equivalent alternative experiences.
- (D) A dedicated account manager.
- (E) Priority to purchase dining packages in the WM Club for other events at the Ground (subject to contract and availability of events in the WM Club).



- (F) A discount of 10% (ten per cent) on the price charged by the Club for use of the WM Club, whether for business meetings or the hosting of social functions on non-match or other non-event days at the Ground. Any such use will be subject to availability.
- (G) For each Match, each WM Member, who has a booth for 4 (four) to 6 (six) people included as part of their Seasonal Match Dining Membership, is entitled to 1 (one) car parking space, reserved solely for their use, in a designated area of the Car Park as determined by the ASMCL at its discretion. Entry to the Car Park requires a valid Car Park pass and must occur no later than 1 (one) hour before kick-off, or earlier if required by the Club, ASMCL, police or other safety authorities. ASMCL may deny entry to any vehicle, even with a Car Park pass, if it deems it reasonable to do so, such as if the vehicle is too large to fit comfortably. All vehicles are parked at the owner's risk, and neither the Club nor ASMCL accepts liability for any loss or damage to vehicles or their contents. Each WM Member given a Car Park pass shall not, and shall procure that any WM Ticket Holder shall not, sell, or offer to sell, any Car Park pass, or any right in respect of the foregoing, to any other person. Any unauthorised sale or offer for sale of any Car Park pass is considered a serious breach pursuant to clause 10.2 of these Terms and Conditions.

2. Use of the WM Club and WM Benefits

- 2.1 To receive the WM Benefits you and/or WM Ticket Holders are entitled to, you and/or the WM Ticket Holders must each present a valid Season Ticket (which includes the Seasonal Match Dining Membership) for inspection by the Club or its representatives.



SECTION 4

Avenell Club Special Terms

Part A

PART A IS APPLICABLE TO AVENELL CLUB MEMBERS ONLY AND DOES NOT APPLY TO AVENELL CLUB MATCH-BY-MATCH TICKET HOLDERS

1. Benefits

1.1 Subject to your payment of the Season Ticket Fee (including, for the avoidance of doubt, any additional fee payable if the Men's First Team qualify to participate in a UEFA Competition in the Season) and your ongoing compliance with the Terms and Conditions of Entry, you will be entitled to the following benefits for the Season:

- (A) you will automatically become an Avenell Club Member for the Season subject to these Terms and Conditions;
- (B) you will be entitled to use the Avenell Club and the Seat associated with your Avenell Club Ticket for each Match during the Season save as expressly provided otherwise in these Terms and Conditions; and
- (C) for each Match you are entitled to attend, you will be entitled to the benefits set out in Part B below.

1.2 Your Season Ticket does not include access to any of the following matches for which the Men's First Team may qualify during the Season:

- (A) the FA Cup Semi-Final or Final;
- (B) the Semi-Final (Away Leg) or Final of the EFL Cup; or
- (C) the Semi-Final (Away Leg) or Final of a UEFA Competition,

however, we will make available for purchase by you (at face value) 1 (one) ticket per Avenell Club Membership held by you for each semi-final or any final (including any replay thereof) played by the Men's First Team in any of the following competitions: the FA Cup, and the Football League Cup. Any such tickets will be subject to availability and in such area of the relevant stadium as the Club, the host club and/or the relevant football authorities organising such football match shall determine and, for the avoidance of doubt, if any such matches are played at the Emirates Stadium, such tickets may not be for seats in the Avenell Club Area.

1.3 If you are eligible for the renewal of your Avenell Club Season Ticket, you will be requested to manually pay for your Avenell Club Season Ticket using a debit or credit card, BACS or season ticket loan (provided by any season ticket loan provider appointed by the Club from time to time (currently V12 Retail Finance Limited)). If you fail to provide the Club with a valid payment method for the renewal of your Club Level Season Ticket by the deadline notified to you by the Club, then your Avenell Club Season Ticket will not be renewed and will be cancelled and may be made available for re-sale.



Part B

1. Avenell Club Benefits

If you are an Avenell Club Member, subject to your ongoing compliance with the Terms and Conditions of Entry and the Dress Code, you and any Avenell Club Ticket Holder will be entitled to the following Avenell Club Benefits:

(A) Exclusive access to the Avenell Club for every Match including:

- Four course buffet;
- An inclusive drinks package (including, subject to availability, champagne, house spirits, beer, wine and soft drinks) before each Match, at Half-Time and post-Match; and
- Occasional pre- or post-Match appearances by Club 'legends'.

The Avenell Club will open up to 2.5 (two and a half) hours prior to the scheduled kick off time for each Match and up to 2 (two) hours after the final whistle for each Match.

The Club reserves the right to alter the opening hours set out above, at its sole discretion.

Both Avenell Club Members and match-by-match Avenell Club Ticket Holders are entitled to the benefits outlined in this paragraph 1(H).

- (B) Invitations to exclusive Avenell Member-only events, including an exclusive cocktail party, an end-of-season pitch tournament, away match screenings, on-pitch experiences and a golf day, subject to availability or equivalent alternative experiences.
- (C) A dedicated account manager.
- (D) For each of your Avenell Club seats, 1 (one) complimentary Club Level ticket to any Match played in the Emirates Cup in the relevant Season.
- (E) The opportunity to acquire General Admission Match-by-Match Tickets for semi-final and final matches in domestic Competitions involving the Men's First Team (in line with the Club's away match loyalty scheme), subject to availability.
- (F) The opportunity to acquire additional Tickets on Club Level on a match-by-match basis in domestic Competitions involving the Men's First Team (subject to availability).
- (G) Complimentary meetings and events use of the Avenell Club on 1 (one) occasion in the Season, subject to availability. For the avoidance of any doubt, the Avenell Club Members shall be responsible for any other operational costs associated with the use of the Avenell Club (including any catering, cleaning and stewarding costs).
- (H) A discount of 10% (ten per cent) on official Club merchandise to be used in the Club's Armoury and Highbury retail stores, as well as any of the Club's 10 (ten) matchday kiosks at the Ground.



- (I) A discount of ten per cent (10%) on the price charged by the Club to hire the Avenell Club, whether for meetings and events use on non-match or other non-event days at the Ground. Any such use will be subject to availability. For the avoidance of any doubt, this discount will not apply to any other operational costs associated with the use of the Avenell Club (including any catering, cleaning and stewarding costs). The Avenell Club Member shall remain liable for all such costs.

2. Use of the Avenell Club and Avenell Club Benefits (applicable to both Avenell Club Members and match-by-match Avenell Club Ticket Holders)

- 2.1 To receive the Avenell Club Benefits you and/or Avenell Ticket Holders are entitled to, you and/or the Avenell Ticket Holders must each present a valid Avenell Club Ticket for inspection by the Club or its representatives.

3. Catering in the Avenell Club (applicable to both Avenell Club Members and match-by-match Avenell Club Ticket Holders)

- 3.1 Subject to any restrictions and requirements of Applicable Law and/or Applicable Football Regulations from time to time, the Club shall ensure that a refreshment service is provided in the Avenell Club by a Catering Supplier. This service will be available during the hours referred to in [paragraph 1\(H\) of this Section 4, Part B](#), excluding the times when play is in progress during that period.
- 3.2 The costs of all refreshments (including alcoholic beverages) ordered or consumed by you and/or any Avenell Club Ticket Holders in the Avenell Club, other than the food and drinks described in [paragraph 1\(H\) of this Section 4, Part B](#), shall be paid by you to the Catering Supplier. The Catering Supplier shall provide the details about the costs of each refreshment available in the Avenell Club. The Catering Supplier may change the costs of any refreshments from time to time.
- 3.3 The provision of any refreshments (including alcoholic beverages) to any persons in the Avenell Club shall be subject to all relevant legal restrictions applicable to the Club, any other Club Group Company, the Catering Supplier and/or the Ground (including all restrictions imposed by, and any regulation of, any relevant licensing or other governing body or authority) and the grant of any necessary licences. You shall, and shall procure that any Avenell Club Ticket Holders shall, consume all alcoholic drinks within the interior of the Avenell Club.
- 3.4 The only refreshments which may be consumed in the Avenell Club are those supplied by the Avenell Catering Supplier pursuant to the provisions of this Part B. You shall not, and shall procure that any Avenell Ticket Holders shall not, bring any food, drink or other refreshments into the Avenell Club for consumption or for any other reason.
- 3.5 If you or any Avenell Ticket Holders have any complaints in respect of the catering or refreshments service provided in the Avenell Club, you or they should, at first instance, refer such complaints to your personal account manager.



SECTION 5

Diamond Club Special Terms

1. Terms of use

- 1.1 Subject to your payment of the relevant Diamond Club Season Fee in respect of your Diamond Club Tickets and your ongoing compliance with the Terms and Conditions of Entry, the Diamond Club Membership Agreement and the smart casual dress code, you will be entitled to use the Diamond Club Area and the Seats associated with your Diamond Club Tickets for each Match during the Season save as expressly provided otherwise in these Terms and Conditions.
- 1.2 You may offer for sale, sell, or resell to another Diamond Club Member the Diamond Club Ticket or any benefit of it for a Match through such mechanism for the resale, gift or transfer of Diamond Club Tickets that the Club may put in place from time to time.
- 1.3 Your use of Diamond Club Tickets shall always be subject to the terms of the Diamond Club Membership Agreement.



SECTION 6

Box Level Special Terms

1. Terms of use

- 1.1 Your use of Box Level Tickets shall always be subject to the terms of the Box Licence Agreement.

2. Refunds and credits

- 2.1 In respect of Box Licensees who are Club Commercial Partners, any refund due to the Box Licensee as a result of Behind Closed Doors Matches and/or Reduced Capacity Matches during the Season will be calculated and paid in accordance with that Box Licensee's partnership agreement.
- 2.2 In respect of Box Licensees who are not Club Commercial Partners, any refund due to the Box Licensee as a result of Behind Closed Doors Matches and/or Reduced Capacity Matches during the Season will be calculated in accordance with such pricing schedule as notified to the Box Licensee by the Club and such amounts shall be credited against the Box Licensee's account. Credited amounts may be withdrawn by the Box Licensee periodically during such cashback windows as notified by the Club or (at the Box Licensee's discretion) set-off against any future instalment of the Licence Fee due under the relevant Box Licence Agreement or any renewal thereof.