

## Terms & Conditions - Season Ticket Access Card 24/25 Season

1. Season tickets are available in three categories: there is a renewal period for existing holders only, an early buy rate for new applications and a standard rate.
2. The following benefits apply:
  - a. Renewal price for 23/24 season ticket holders
  - b. Guaranteed seat / place in the Stadium for all league matches at Brunton Park for the 24/25 season.
  - c. If drawn at home in first round of FA Cup or EFL League Cup you will get your match ticket for half price (excludes EFL Trophy matches)
  - d. First priority ticket purchases for cup matches
  - e. Ticket purchase priority for away games where allocation is less than the number of season ticket holders we have
  - f. 10% discount in the Blues Store on full price merchandise (not in conjunction with any other offer)
  - g. Opportunity to purchase a discounted 24/25 season ticket parking pass
  - h. Under 7's can also receive a free shirt on their 7<sup>th</sup> birthday (must be registered appropriately)
  - i. Exclusive kit launch event.

### Olga's Army

- \* Chance of being chosen to be match guard of honour (ages 5-10)
- \* A signed Christmas & Birthday card (ages 0 -10)
- \* Invite to exclusive events
- \* Discount on mascot packages
- \* 10% discount in the Blues Store on full price merchandise (not in conjunction with any other offer)

3. Season tickets are not valid for cup matches (apart from point 2. c) or friendly games. In the event of a home cup fixture for which tickets are sold in advance, you will be offered the opportunity to purchase one ticket provided an application is made in time.

4. No application form is needed to renew season tickets; however, payment must be received by the deadlines.

5. 23/24 season ticket holders must apply before Sunday 2<sup>nd</sup> June 2024 to retain their **seats** for the 24/25 season.

6. For all senior, young person, junior and child applications the qualifying date is 1<sup>st</sup> August 2024 and applications for new holders will only be accepted if accompanied by proof of age at point of sale. U14's must be purchased with an adult, senior or young adult ticket.

7. Carlisle United Association Football Club (1921) Limited is registered under the Data Protection Act 2018 and as such information provided by you may be held in its database. For further information on how we hold your private data please visit; <https://www.carlisleunited.co.uk/website-privacy-policy/> or <https://www.gov.uk/data-protection>.

8. The Club does not accept responsibility for the replacement of lost, damaged or stolen season tickets. In the event of a season ticket holder misplacing or losing their season ticket the Club will only issue a duplicate season ticket upon payment of £5.00. Season tickets are issued subject to the rules and regulations of FIFA, UEFA, The Football Association and The EFL in respect of the relevant competition and Carlisle United's Ground Regulations.

9. Payment for season tickets may be received in the form of Cash, Debit/Credit Card or interest free direct debit over 10 monthly instalments. In the event of payment of direct debit not being received, court action will be taken. We reserve the right to decline anyone a direct debit option.

10. Holders should be aware of the Supporter Code of Conduct and Ground Regulations (on view at the stadium and in the Club Charter) which must be adhered to at all times. Failure to comply with any such regulations could result in confiscation of season ticket and ultimately in banning orders being made against a holder in accordance with our Supporter Sanctioning Policy.

11. Racial abuse, homophobic abuse, foul and abusive language, chanting or harassment is strictly forbidden and will result in arrest and / or ejection from the ground. The Club may impose a ban for one or more matches in accordance with our Supporter Sanctioning Policy.

12. Season tickets are none-refundable. Season tickets can be transferred to different sections of the ground, they can also be upgraded or downgraded on a match by match basis however this must be done prior to the match day. Please note an extra charge will apply for this transaction.

13. Ambulant disabled supporters will be charged the age relevant price class and will be entitled to a free carer ticket should correct proof of disability be provided (must be dated within the last 12 months).

14. Entry into any game is not guaranteed and should the Club be advised or instructed to play any game behind closed doors for any reason, any pro rata refund or credit is entirely at the Club's discretion. This will be detailed at the time.

15. If capacity is limited for any reason, the Club will determine priority order of attendance, but season ticket holders will have priority over non-season ticket holders.

16. The Club reserves the right to move your season ticket to another seat, row or stand for nominated matches, as directed by the police, for tv requirements or for any other reason.

17. The Club reserve the right to amend the date, time and venue of any publicised fixture for any reason without prior notification.

18. Season tickets must be available for inspection at any time. season tickets may not be resold or lent for value by season ticket holders under any circumstances. You may be asked to prove your identity at any time.

19. The following definitions apply: Adult 23 – 64 years, Senior 65 years & over, Young Person 18 – 22 years, Junior (U18), Junior (U14), Child U11, Child U7

20. By applying for a season ticket(s) you are indicating that you have read, understand, accept and agree to the terms and conditions stated above and that you will abide by them.