

**Please read this document carefully. The terms below apply to use of your Match Ticket.**

In particular, we ask you to note that the Club shall **not** be liable for the following:

- The acts and/or omissions of any postal service provider.
- Any amount exceeding the purchase price of the Ticket (i.e. the Club shall not be liable for any travel or accommodation costs incurred by the Ticket Holder).
- The failure of any Ticket to function correctly.

The terms and conditions below contain further details on each of these points.

### **One-off Match Ticket Terms and Conditions**

1. In these terms and conditions:

“Club” means Manchester United Football Club Limited;

“Match” means the match at the Stadium for which a Ticket is valid;

“Organiser” means the club, organisation or company responsible for arranging the Match at the Stadium;

“Stadium” means the stadium at which the Match is played;

“Ticket” means a printed paper ticket or other form of ticket for admission to the Match; and

“Ticket Holder” means the registered holder of a Ticket.

2. The purchaser of a Ticket is required to agree to these terms and conditions at the point of purchase. Any individual purchasing a Ticket for a third party shall be deemed to be acting with the consent of each Ticket Holder for whom they are making that purchase, including acting with the authority of each such Ticket Holder to agree to these terms and conditions on their behalf.
3. Tickets are for the use of supporters of the Club only. By purchasing or using a Ticket the Ticket Holder is representing that they are a supporter of the Club.
4. All Tickets are sold: (i) by the Club as agent on behalf of the Organiser; and (ii) subject to the relevant terms and conditions of the Organiser and/or Stadium. All issues relating to admission to, crowd control and stewarding at the Stadium shall be the responsibility of the Organiser and not the Club (and the Club shall have no liability to the Ticket Holder or any third party in respect of such matters). If, when attending the Match at the Stadium, any Ticket Holder commits a breach of the terms and conditions of the Organiser and/or ground regulations applicable to the Stadium, it shall also be deemed to be a breach of these terms and conditions and paragraph 9 shall apply.
5. If a Ticket Holder loses or misplaces their Ticket, or has the same stolen, they should report this to the Club as soon as possible. If a Ticket is stolen, the Police should also be contacted immediately by the Ticket Holder and the relevant crime number should be quoted in all correspondence with the Club. The Club may be able to liaise with the Organiser in respect of the issue of a duplicate ticket, however this is outside of the Club's control and the Club shall not have any responsibility or liability to a Ticket Holder if a Ticket is lost or stolen (other than due to an act or omission by the Club).
6. The date and time of the Match is subject to alteration by the Organiser and the Club shall have no liability whatsoever to Ticket Holders in respect of any such alteration.
7. Tickets are personal to Ticket Holders, are not transferable and shall not be transferred under any circumstances, save where expressly permitted by the Club and/or the Organiser in its absolute discretion.

8. The unauthorised sale or disposal of tickets is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. If a Ticket Holder is convicted of a criminal offence related to the illegal sale of match tickets, or the Club reasonably suspects that they have committed such an offence, then: (i) the Club may notify the Premier League who in turn may notify the UK Football Policing Unit. Information that the Club may disclose includes contact details of the Ticket Holder, information about the offence (or suspected offence) and about any other ticket purchases; and/or (ii) this shall be deemed a breach of these terms and conditions and paragraph 9 shall apply.
9. Where a Ticket Holder has (or the Club reasonably suspects that a Ticket Holder has) breached these terms and conditions or acted in such a way as to bring the Club into disrepute, the Club shall be entitled in its absolute discretion to: (i) recommend to the Organiser that the Ticket(s) of that Ticket Holder be cancelled or withdrawn; (ii) without paying any refund, terminate or suspend any other rights, memberships or facilities which that Ticket Holder may have with the Club (including season tickets and/or seasonal hospitality); and/or (iii) impose a ban on that Ticket Holder from attending any Club matches (including without limitation any domestic away matches and/or foreign matches); in each case either indefinitely or for a period of time to be determined by the Club.
10. The Club shall sell all Tickets as an agent on behalf of the Organiser and the Ticket Holder is advised accordingly of the following implications:
  - (i) the Club does not produce the Tickets and as a result the Club is not liable for the functionality of any Ticket (i.e. if the Ticket fails to work);
  - (ii) the Club does not retain the proceeds of sale of the Tickets and in the event that the Ticket Holder requires a refund unless such Ticket does not work;
  - (iii) the only obligation of the Club to the Ticket Holder shall be to ensure that the Tickets are made available for collection by the Ticket Holder; and
  - (iv) the Club is not a postal service provider and where the Club agrees to send any Ticket(s) to the Ticket Holder by post, then such postal service shall be ordered by the Club on behalf of the Ticket Holder. The Club's responsibility (and liability) shall be limited to arranging the booking of the postal service and ensuring that any Ticket(s) are made available for collection by the postal service provider only.
11. **IF ANY TICKET HOLDER CLAIMS THAT THE CLUB HAS BEEN NEGLIGENT OR HAS BREACHED THESE TERMS AND CONDITIONS IN SOME WAY, THE CLUB SHALL ONLY BE LIABLE FOR ANY LOSS, DAMAGE, COST OR OTHER EXPENSE INCURRED BY THE TICKET HOLDER, OR IN RESPECT OF DEATH OR PERSONAL INJURY SUFFERED, THAT IS A FORESEEABLE CONSEQUENCE OF THE CLAIMED NEGLIGENCE OR BREACH.**
12. Notwithstanding paragraph 11, the Club expressly excludes all liability for:
  - (i) all ancillary costs, including without limitation any travel costs (i.e. in relation to travel to the Stadium or the country where the Match is played), any accommodation costs and any subsistence, incurred by the Ticket Holder;
  - (ii) any failure of a Ticket to function or work correctly (i.e. if the Ticket fails to allow the Ticket Holder access to the Match);
  - (iii) any failure by the Club to carry out or delay in carrying out any of its obligations under these terms and conditions which is caused by circumstances outside its reasonable control; and
  - (iv) any late delivery or non-delivery of any Ticket, documents or other materials resulting from the actions or omissions of any postal service provider.
13. These terms and conditions, together with (as appropriate): (i) any associated online application form/process; (ii) the scripted information read out to callers to the call centre; (iii) the information provided as part of the interactive voice recognition ticket purchase process; or (iv) information provided to an individual attending the ticket office; comprise the entire agreement between the Club and a Ticket Holder in relation to the purchase and use of a Ticket.

14. The Club and its group companies shall be entitled to enforce these terms and conditions against each Ticket Holder. The Club shall at any time be entitled to assign, transfer or novate the benefit and/or burden of (and any right or obligation of the Club under) these terms and conditions to any of its group companies.
15. If any of these terms and conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, they shall, to that extent, be severed from the remaining terms and conditions which shall continue to be valid to the fullest extent permitted by applicable laws.
16. The failure by the Club to exercise or a delay by the Club in exercising a right or remedy provided by these terms and conditions does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. A waiver of a breach of any of these terms and conditions does not constitute a waiver of any other breach and shall not affect the other terms and conditions.
17. These terms and conditions shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.