



## **AFC Bournemouth**

### **Matchday Hospitality Terms and Conditions**

#### **Season 2018/2019**

#### **1. Purchase of Facilities**

- 1.1 The Purchaser of the Facilities is required to agree to these terms and conditions at the point of purchase. If an individual is purchasing Facilities for a third party they shall be deemed to be acting with the consent for each Ticket Holder for whom they are making that purchase.
- 1.2 It is the responsibility of a Ticket Holder to check that the Entry Materials are complete when they arrive by post. If any items are missing from the Entry Materials, the Ticket Holder should contact the Club as soon as possible. There shall be a fee charged to the Ticket Holder for the issue of any such duplicate.
- 1.3 The Facilities may cancel tickets in whole or part by the Club at any time without providing any reason; a proportionate refund will be given to you.
- 1.4 Facilities are located in the home section of the Club. The Club may eject from the stadium anyone who is visibly supporting the opposition team and/or whose behaviour may create and/or increase potential crowd trouble and/or result in a reaction from other Ticket Holders.
- 1.5 One person per match will be admitted to the Stadium in respect of each seat connected to the Facilities. Under the age of 18 must be accompanied by an adult over the age of 18 to use the Facilities. The Club reserves the right to refuse to admit to the Stadium or eject from the Stadium any Ticket Holders or their Authorised Representative if found breaching those term and conditions.
- 1.6 All Ticket Holders including children must have a valid ticket when entering the Stadium. The Club does not allow children to be carried or to sit on guests laps. The Club stewards have strict instructions to and will refuse admission to any Ticket Holder who cannot show a valid ticket.
- 1.7 Ticket Payment will need to be paid immediately to secure the Ticket Holders booking

- 1.8 The Club tries to ensure that pricing and ticketing information on the Website is correct at all time, errors may occasionally occur. If the Club discovers an error in the price or nature of the ticket the Club has ordered, the Club will inform you as soon as possible and give you the option of reconfirming your order at the correct price.
- 1.9 If the Club is unable to contact you, it will be unfortunately treated the order as cancelled. The Club will provide the Ticket Holder a full refund.

## **2. Use of Facilities**

- 2.1 No Ticket Holder or Authorised Representative will be permitted access to the Stadium unless they comply with the relevant dress code (As by directed by the club) which applies to the Facilities. Whether any Ticket Holders or Authorised Representative complies with the dress code shall be at the sole discretion and judgement of the club.
- 2.2 Smoking is not permitted in any part of the stadium and the club take a serious view of any individual breaching this policy. The Club reserves the right to eject form the Stadium any Ticket Holder or Authorised Representative smoking anywhere in the Stadium. This is including imitation cigarettes, personal vaporizer and/or any other forms or electronic or e-cigarette.
- 2.3 The Ticket Holder will be permitted to fill in a Pre-order Form, which indicates food choices and dietary requirements. If for any reasons the Club have not received the choice in on time the Club will make your choices for you and the Ticket Holder will not be able to change the Orders once processed.
- 2.4 The Ticket Holder shall pay for any additional food and drink order by the Ticket Holder or Authorised Representative. Any food or drink provided to the Ticket Holder or Authorised Representative must not be taken out of the Stadium.
- 2.5 The only refreshments which may be consumed in the Facilities are those supplied by AFC Bournemouth. The Ticket Holder and/or Authorised Representative shall not bring any food, drink or other refreshments into the Facilities for Consumption by any person or for any other reason.
- 2.6 The Facilities sales alcohol up until 15 minutes prior to the kick-off, our Facilities bars will then re-open at half time and full time. The Facilities will close 1hr and 30mins after the final whistle; times may vary due to private functions.
- 2.7 The Club shall have the right to charge a Ticket Holder for the cost of any repairs, cleaning, maintenance and/or replacement for any facilities in the Stadium resulting from any act or omissions of the Ticket Holders and/or any Authorised Representative.

- 2.8 If Ticket Holders or Authorised Representative has any complaints in respect of the catering or refreshments service provide by the Club, the Ticket Holder or Authorised Representative should take up the complaints with the Club in the first instance.

### **3. Cancellation and Refunds**

- 3.1 The dates and time of all of the Club's fixtures for the season are subject to alterations. Although the Club shall make reasonable endeavours to publicise any fixture change as far in advance as possible. It is the responsibility of a Ticket Holder to check whether the date and/ or time of any of the Club's fixture has changed.
- 3.2 Ticket Holder has Booked and/or purchased Facilities for a match after the Announcement of the date which is relevant match is due to be held and the date on which is to be held is subsequently; rearranged by more than two calendar days or match being changed in order to be broadcasted on live television. The match being required to change in order to accommodate change to the fixture list for the season (cups). Following the Announcement the Ticket Holder shall be entitled to be able to cancel the booking or purchased for the Facilities and obtain a refund of the price paid for the Facilities. Transfer the booking or purchase to an alternative match to be held during the then current season (subject to availability) The Club will need to be informed within 1 week of the announcement was made.
- 3.3 If the match has been cancelled, abandoned, postponed or re-arranged, the club shall have no liability whatsoever to any Ticket Holders or their Authorised Representative in respect of any such event except that a Ticket Holder or Authorised Representative shall be entitled to attend the rearranged match.
- 3.4 Any hospitality tickets purchased are non-refundable, except where the below is applicable;
- (a) Where the ticket is returned less than 14 days prior to the matchday fixture, AFC Bournemouth shall be entitled to the full fee
  - (b) Where the ticket is returned between 14 and 21 days prior to the matchday fixture, AFC Bournemouth shall be entitled to 50% of the fee
  - (c) Where the ticket is returned more than 21 days prior to the matchday fixture, AFC Bournemouth shall be entitled to 25% of the fee

### **4. General Information**

- 4.1 Ticket Holders or Authorised Representative shall not use the Facilities as gifts or prizes in any competitions or other promotional activities of whatever nature, nor shall Ticket

Holders or Authorised Representative make any public statement, announcement or declaration or carry out or be associated with any promotional activity without the Club written permission.

- 4.2 Ticket Holders or Authorised Representative was to breach those term and conditions, the Club have the right to: Suspend access to the Facilities and/or any other tickets or hospitality Facilities held in the name of the Ticket Holders. The Ticket Holder will also be immediately ejected from the Stadium and will be called for a meeting to discuss the contract between the Club and Ticket Holders.
- 4.3 If Facilities are suspended or the contract for the Facilities is terminated, the Ticket Holder is not entitled to any refund expect to the extent that the club resell the facilities. If the Club does resell the Facilities the level of refund shall be equal to the sum actually received by the Club.
- 4.4 Ticket Holders and Authorised Representative shall not bring into (or use within) the Stadium any equipment which is capable of recording footage of a match, save in respect of mobile phones which may be used only for the purpose of making telephone calls or sending messages or emails in text form.
- 4.5 For Ticket holders and Authorised Representative the Club determines that all or any relevant part if the ground, is unavailable for a match due to health and safety requirement.

## **5. Definitions**

- 5.1 **Club** means AFC Bournemouth Ltd
- 5.2 **Authorised Representative** means a person authorised by a Ticket Holder to use that Ticket Holder's Facilities for a Specific home Match pursuant to these terms and conditions.
- 5.3 **Entry Materials** means the welcome packs the Ticket Holder receives in the post which includes all information, menus and tickets to be able to access the Facilities.
- 5.4 **Facilities** mean a seat (or seats) and associated facilities at the Stadium as such seats and/or Facilities are identified in the booking process.
- 5.5 **Stadium** Means the club's ground at Vitality Stadium, Dean Court, Bournemouth, Dorset, BH7 7AF
- 5.6 **Ticket Holder** means the registered holder of the facilities

