



# CAMBRIDGE UNITED FOOTBALL CLUB

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## **Cambridge United 2021/22 Season Ticket Terms & Conditions**

### **Fixtures**

Season Tickets provide admission to all 23 Sky Bet League Two home matches. For avoidance of doubt, Season Tickets are not valid for away matches, cup matches or play-off matches, but by being a Season Ticket Holder you will have ticket priority for any aforementioned fixtures.

The Club reserve the right to amend the date, time and venue of any publicised fixture for any reason without prior notification or reimbursement of any such costs. Additionally, the Club shall not be responsible for the reimbursement of any additional costs supporters incur including but not limited to travel, accommodation or employment leave etc.

### **Limited Capacity**

If capacity at The Abbey Stadium is limited for any reason and the number of Season Ticket Holders outweighs the allowed capacity, the Club will run a random ballot process for Season Ticket Holders in advance of the relevant fixture/s. If a Season Ticket Holder is unsuccessful in the ballot, then they shall be treated under the terms of the 'Behind Closed Door Fixtures' criteria contained in these terms and conditions.

### **Behind Closed Door Fixtures**

In the event that a fixture is to be played Behind Closed Doors, each individual Season Ticket Holder shall be entitled to receive an iFollow streaming Match Pass for the relevant fixture/s. If accepted, a pro-rata refund subject to the value of the Streaming Pass will be provided to Season Ticket Holders. Alternatively, the Season Ticket Holder shall be entitled to receive a pro-rata refund. The Club will provide Season Ticket Holders with the option to receive a pro-rata Club Credit (redeemable against tickets and merchandise) which may be accepted or declined for a refund.

### **Fixture Postponements**

In the event that a qualifying fixture is postponed or abandoned, Season Ticket Holders shall automatically be entitled to attend the re-arranged fixture. No refunds will be provided in the event that you are unable to attend the re-arranged fixture.

### **Cancellations**

In the event that a fixture is cancelled by the EFL and removed from the league's official fixture list, Season Ticket Holders shall be entitled to receive a pro-rata refund. The Club will provide Season Ticket Holders with the option to receive a pro-rata Club Credit (redeemable against tickets and merchandise) which may be accepted or declined for a refund.

### **Seat Allocation**

Season Ticket Holder seats are allocated at the time of purchase and are non-transferable. The Club reserves the right to relocate Season Ticket Holder seats to another equivalent area of the stadium, for any such fixture as it requires. Where possible seats will be reallocated in purchase groups.

### **Acceptance of Terms**

By purchasing a Season Ticket you are indicating that you have read, understood, accepted and agreed to abide by the Ground Rules and Regulations, as well as the Cambridge United Supporter Code of Conduct. Additionally, if you are buying on behalf of someone else your purchase will include their acceptance to the aforementioned regulations.

In line with the Club's Code of Conduct, by attending fixtures you acknowledge that you do not have any symptoms of, have tested positive for, or are isolating/self-isolating from COVID-19 or any such variants.

In the event that a Season Ticket Holder sustains a ban from the stadium for breaching ground regulations or the Code of Conduct, no refund will be given.

All Season Tickets are sold to the named individual on the Season Ticket Card and are non-transferrable. Any such refunds or credits will be issued to the lead booker and it shall be their responsibility to distribute such reimbursements.

### **Inclusion Policy**

Cambridge United is an inclusive club which welcomes people from all backgrounds. We have a zero tolerance policy on abusive and discriminatory behaviour. By becoming a Season Ticket Holder, you agree to comply with our Customer Charter & Ground Regulations. See [www.cambridge-united.co.uk](http://www.cambridge-united.co.uk) for details.

### **References**

These terms and conditions have been compiled in conjunction with the EFL's Season Ticket T&C's and Consumer Rights Guide 2021, as well as in line with the Consumer Rights Acts 2015 and the Unfair Contract Terms Act 1977.



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