

CHELSEA FOOTBALL CLUB WOMEN LTD ("CHELSEA FC WOMEN")

COVID-19 – RETURN OF SPECTATORS

MATCH TICKET CONDITIONS OF ISSUE

These conditions of issue ("Conditions of Issue") apply to tickets for Matches played at Kingsmeadow Stadium with reduced capacity during the re-introduction of spectators to the stadium under social distancing guidelines during the COVID-19 pandemic.

By purchasing, holding or using a Match Ticket (as defined in paragraph 11), you are entering into a contract with Chelsea Football Club Women Ltd ("Chelsea FC Women") on the basis of these Conditions of Issue. Chelsea FC Women is registered in England and Wales under company number 07377729 and has its registered office at Stamford Bridge Ground, Fulham Road, London, SW6 1HS. Chelsea FC's VAT Registration number is GB726 0650 49.

These Conditions of Issue should be read in conjunction with the following additional terms (which are hereby incorporated into these Conditions of Issue):

- (a) Ground Regulations which are available for inspection at Chelsea FC Women's offices and at www.chelseafc.com/tickets/conditionsofissue, and are displayed at all entrances to and elsewhere in the Ground;
- (b) Ticket Terms and Conditions on the reverse of each Match Ticket;
- (c) The Chelsea FC Women's Ticketing Policy; and
- (d) Privacy Policy.

(collectively, "Chelsea FC Women Ticketing Policies", as applicable). Copies of all Chelsea FC Women Ticketing Policies are available at www.chelseafc.com. Unless expressly stated otherwise below, in the event of any conflict, inconsistency or ambiguity between these Conditions of Issue and any applicable ticketing policy (including, without limitation, the Chelsea FC Women Ticketing Policies), these Conditions of Issue shall prevail.

Headings used in these Conditions of Issue shall not affect the interpretation of the below terms and conditions.

Please refer to paragraph 11 (Definitions) to understand the meaning of capitalised terms used in these Conditions of Issue.

1 Application of Conditions of Issue

- 1.1 These Conditions of Issue apply to the purchase, holding and use of Chelsea FC Women Match Tickets;
- 1.2 Chelsea FC Women and/or its authorised distributors (if any) sells and issues tickets for events at the Ground only upon the following Conditions of Issue and by purchasing, holding or using a Match Ticket or entering the Ground, any person who has applied for, bought, accepted or holds a Match Ticket shall be deemed to have accepted these Conditions of Issue.
- 1.3 Match Tickets will be made available for sale as set out in the Chelsea FC Women Ticketing Policies.

- 1.4 The Football Regulations shall be incorporated into these Conditions of Issue. Where there is a conflict between these Conditions of Issue and the Football Regulations, the Football Regulations shall prevail.
- 1.5 Chelsea FC Women reserves the right, at its sole discretion, at any time and during the purchase of Match Tickets, whilst at the Ground or otherwise, to require any person, including without limitation any Ticket Holder to:
- (a) collect Match Tickets in person and from such place as specified by Chelsea FC Women in advance, including from the ticket office of Chelsea FC Women or third-party location (as applicable); and/or
 - (b) provide such proof of identification and/or address as required by Chelsea FC Women from time to time (which may include but not be limited to a valid passport or photo card driving licence), and any failure to provide such proof within the timeframe reasonably required by Chelsea FC Women shall constitute a breach of these Conditions of Issue and may result in refusal of entry or ejection from the Ground.
- 1.6 Chelsea FC Women will hold and process personal data relating to you in accordance with the terms of its Privacy Policy. The Privacy Policy contains more details about the processing of your personal data by Chelsea FC Women, but some of the key purposes for which Chelsea FC Women will process your personal data are:
- (a) where you provide consent to Chelsea FC Women to do so, to send marketing in respect of Chelsea FC Women, and Chelsea FC Women's commercial partners (a list of which is available at <http://www.chelseafc.com/the-club/sponsors>) offers, products or services;
 - (b) to comply with Chelsea FC Women's legal obligations;
 - (c) to assist with NHS track and trace requirements;
 - (d) to comply with requests made of Chelsea FC Women by any third party, including legal, statutory, or regulatory authorities and/or governing bodies or organisers of football events/tournaments (whether in the UK or otherwise);
 - (e) for record keeping and other administrative purposes; and/or
 - (f) to fulfil the Ticket Holder's order for any Match Tickets.

2 Issue of Match Tickets

- 2.1 Guidance on the application for and purchase of Match Tickets is set out in the Chelsea FC Women Ticketing Policy.
- 2.2 Match Tickets are issued at the absolute discretion of Chelsea FC Women and Chelsea FC Women reserves the right (acting reasonably) to refuse any application for Match Tickets at its sole discretion. Without prejudice to the foregoing, Chelsea FC Women is under no obligation to issue a Match Ticket to any person who has previously been a Ticket Holder.
- 2.3 Match Tickets are for the use of Chelsea FC Women Supporters only. By purchasing, holding or using a Match Ticket, you warrant and represent that you are a Supporter and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any applicable Match.**

- 2.4 If for any reason a card transaction fails or is declined by the card issuer, the relevant Match Ticket application(s) shall be deemed invalid. It is the applicant's responsibility to ensure that card details supplied to Chelsea FC Women are correct and that there are sufficient funds available in such card account. Chelsea FC Women shall not be required to contact an applicant who has supplied incorrect card details or where the transaction fails or is declined by the card issuer.
- 2.5 By purchasing, holding or using a Match Ticket, you warrant that you will comply with the COVID-19 - Spectators Code of Conduct which appears at Schedule 1 to these Conditions of Issue and any other COVID-19 rules, regulations or policies which Chelsea FC Women may implement from time to time.
- 2.6 When purchasing Match Tickets, Chelsea FC Women requires all Supporters to provide full address, email and telephone contact details. For the avoidance of any doubt, Chelsea FC Women will not accept Match Ticket applications which specify a mailbox or PO box address.
- 2.7 Chelsea FC Women reserves the right (acting reasonably) to cancel, suspend or withdraw any Match Tickets at any time in its sole discretion (and subject to appeal). Subject to paragraph 5, and save as otherwise provided in these Conditions of Issue, if Chelsea FC Women cancels, suspends or withdraws a Match Ticket, the Ticket Holder will be refunded (less any applicable admin fee). In respect of cancellation, suspension or withdrawal pursuant to paragraph 6 or otherwise following a breach of these Conditions of Issue, the Ticket Holder shall be entitled to a refund only as set out in paragraph 5).

3 Admission to the Ground

- 3.1 A Match Ticket permits the Ticket Holder to:
- (a) be admitted to the designated part of the Ground on the day of the Match shown on the Match Ticket and at the time specified by Chelsea FC Women; and
 - (b) occupy the seat indicated on the Match Ticket or such other alternative seat of similar price as Chelsea FC Women may allocate at its reasonable discretion. Chelsea FC Women will not be liable if the seat is exposed to the weather,
- in each case, subject to these Conditions of Issue.
- 3.2 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Match Ticket on any other occasion.
- 3.3 Notwithstanding paragraphs 3.1(b) and 3.2, Chelsea FC Women reserves the right to relocate the seats indicated on a Ticket Holder's Match Ticket at its reasonable discretion, including for health and safety-related reasons.
- 3.4 By using a Match Ticket in order to gain entry to the Ground and in attending the Match, each Ticket Holder warrants that they:
- (a) Are not suffering from any of the symptoms of COVID-19;
 - (b) Are not aware that they have been in contact with any person with COVID-19 symptoms in the 14 days prior to the Match;
 - (c) Are not currently required to self-isolate following travel to the UK from a foreign country in accordance with UK Government guidelines;

- (d) Are not prevented from travelling to the area in which the Ground is situated by the application of the UK Governments' tiered COVID-19 regulations;
 - (e) Are not in breach of any applicable COVID-19 legislation or guidance issued by the UK Government.
- 3.5 Admission to the Ground is subject to such further identity and COVID-19 medical checks and confirmations as Chelsea FC Women may require. In the event that a Ticket Holder fails or fails to complete any applicable identity or medical check(s) or fails to provide any confirmations required, they shall not be permitted to enter the Ground and shall be entitled to a refund in accordance with paragraph 5.7 or paragraph 5.8 (as applicable).
- 3.6 Save as set out in paragraph 3.8, the Ticket Holder shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match.
- 3.7 Without prejudice to paragraph 3.4, the Ticket Holder acknowledges that any audio, visual or audio-visual material, or any other information or data, that they produce at the Ground in relation to a Match, any players or other persons present in the Ground (including, without limitation, any captured in breach of paragraph 3.4 and/or 3.8) is hereby assigned to Chelsea FC Women, including all intellectual property rights and by way of present assignment of future copyright under Section 91 of the Copyright, Design and Patents Act 1988. The Ticket Holder agrees that it waives all moral rights in the same and that it will execute any further documents required by Chelsea FC Women to give full effect to this paragraph 3.7.
- 3.8 Use of mobile telephones within the Ground is permitted, provided that:
- (a) they must not inconvenience any other person in the Ground;
 - (b) they must not be used to capture, supply or transmit data for the purposes of betting or gambling (or assisting for these purposes);
 - (c) they are used for private personal 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, information or data for any commercial purposes); and
 - (d) no material, information or data that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties for commercial purposes, including, without limitation, publication for commercial gain on social networking sites.
- 3.9 The Ticket Holder shall not bring into (or wear at) the Ground any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing', including, without limitation, items or objects given away as part of a promotional or marketing campaign by the third parties near to the Ground.
- 3.10 A Ticket Holder shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature.
- 3.11 Individuals under the age of 14 years will not be permitted entry to the Ground unless they are in the possession of a Match Ticket and are accompanied by a Ticket Holder over the age of 18 years. Anyone accompanying a Ticket Holder under the age of 14

years is responsible for ensuring that Ticket Holder's compliance with these Conditions of Issue and shall be liable in the event of breach.

- 3.12 Chelsea FC Women reserves the right to refuse admission to the Ground to any unaccompanied individual under the age of 14 years at its sole discretion. Save in the event of a breach of these Conditions of Issue, an unaccompanied individual under the age of 14 years in possession of a Match Ticket and refused admission to the Ground without refund.
- 3.13 All persons, regardless of age, entering the Ground on a Match day must be in possession of a Match Ticket. Any adult over the age of 20 and under the age of 65 (on 31 July in the year of commencement of the Season to which the Match Ticket Relates) entering (or attempting to enter) the Ground with or otherwise using a Junior or Senior Match Ticket will be ejected from the Ground and Chelsea FC reserves the right to impose any of the sanctions detailed in paragraphs 6.3 to 6.6 (inclusive) including, without limitation, to refuse further entry with immediate effect and without refund.
- 3.14 All Ticket Holders must adhere to any relevant dress code designated from time to time by Chelsea FC Women.
- 3.15 All Ticket Holders who enter the Ground 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 them and may be published by Chelsea FC Women. All Ticket Holders accept and acknowledge that it is in Chelsea FC Women's legitimate interests to use and publish the Images in this manner (including, without limitation, any personal data contained therein) as it requires the ability to: (i) publish, display, sell and distribute the Matches by means of film, television, radio, print media, internet, publicity material (or any other media now known or in the future); and (ii) use the Images for safety and security, promotional, training, editorial or marketing purposes by Chelsea FC Women, the Women's Super League, The Football Association, UEFA and/or others as determined in Chelsea FC Women's sole discretion (including commercial partners and accredited media organisations). More information on how Chelsea FC Women processes personal data can be found in the Privacy Policy and at paragraph 1.6.

4 Use of Match Tickets

- 4.1 Match Tickets are issued for the Ticket Holder's personal use only and will be issued with the Ticket Holder's name printed on them. All Match Tickets are non-transferable.
- 4.2 Match Tickets will be issued by email and must be printed in hard copy and brought to the Ground by each Ticket Holder. Any Ticket Holder who does not have a printed hard copy of their Match Ticket will not be permitted to enter the Ground and no refund will be offered.
- 4.3 The Ticket Holder shall not resell, advertise for sale or assign or transfer the Match Ticket or the benefit of the same to any other person for any purpose without the prior consent of Chelsea FC Women. For the avoidance of doubt (and by way of example only) the Match Ticket may not be offered as a prize in any promotion or competition or for any other promotional or advertising purposes, transferred, lent or sold to any third party as part of a hospitality or travel package, given to a third party who agrees to buy another service or good, or used for any other commercial purpose, save in each case as expressly authorised in writing by Chelsea FC Women.
- 4.4 The unauthorised sale or disposal of a Match Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by

the Violent Crime Reduction Act 2006. Chelsea FC Women may inform the police when it becomes aware that Match Tickets are being sold or illegally disposed of and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or Chelsea FC Women reasonably suspects you have committed a ticketing offence, Chelsea FC Women may notify relevant football governing bodies who may in turn notify other football clubs (both domestic and international), event holders and/or the relevant law enforcement authorities. Chelsea FC may also share your data with other football clubs directly. The information that Chelsea FC Women shares in such circumstances may include your personal data (including your name, image and contact details), information about the offence and about ticket purchases (including payment details). Chelsea FC Women will use this information to identify and prevent ticketing offences and disorder at matches. Any queries can be addressed to toutinfo@chelseafc.com. More information on how Chelsea FC processes your personal data can be found in the Privacy Policy and at paragraph 1.6.

- 4.5 Match Tickets remain the property of Chelsea FC Women at all times and must be produced for inspection upon demand, together with evidence of the Ticket Holder's identity, if required to do so by any official, steward or employee of Chelsea FC Women or any police officer.

5 Changes to Dates, Refunds and Exchanges

- 5.1 All Matches are organised and staged in accordance with the Football Regulations, applicable laws, Government guidance in force from time to time and approvals from the Local Authority. No guarantee can be given by Chelsea FC Women that any Match will take place at a particular time or on a particular date, that spectators will be permitted to enter the Ground for any Match in any particular numbers, that capacities may not be further reduced after Match Tickets have been sold, or that any Match will take place at all. All information about times and dates of Matches is kept as up-to-date as possible but should be taken as a guide only and Chelsea FC Women reserves the right (acting reasonably) to reschedule any Match at any time, without notice and, subject to paragraph 5.3, without any liability whatsoever.
- 5.2 We take all reasonable care to ensure that the prices shown in advance are correct at the time when the relevant information was entered onto the system, but they are not always accurate and should be taken as a guide only.
- 5.3 In the event of rescheduling or postponement of a Match a Ticket Holder with a valid Match Ticket will be entitled to:
- (i) a full refund less any reasonable administration fee provided they comply with the process set out at paragraph 5.7; or
 - (ii) to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as Chelsea FC Women stipulates.
- 5.4 In the event of cancellation of a Match, or a decision being made (whether by Chelsea FC Women or any third party) that a Match must be played with reduced (or further reduced) capacity or without spectators, an impacted Ticket Holder will be entitled to a full refund less any reasonable administration fee, provided they comply with the process set out at paragraph 5.7.
- 5.5 In the event of abandonment of a Match after spectators have been admitted to the Ground but before the kick-off of the Match, Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after the spectators have

been admitted to the Ground and after the kick-off of the Match, the price of the Match Tickets for the rescheduled Match (if any) shall be reduced by 50%. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as Chelsea FC Women stipulates.

- 5.6 In the event of a Match rescheduling, postponement, abandonment or cancellation Chelsea FC Women will have no liability to Ticket Holders other than as set out in this paragraph 5, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs.
- 5.7 Subject to paragraph 5.8, in order to obtain a refund, a request must be submitted by email to tickets@chelseafc.com no later than 48 hours after the scheduled kick off time of the Match. For the avoidance of doubt, Chelsea FC Women shall not be responsible for any Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed.
- 5.8 No refunds will be given in accordance with this paragraph 5 where there has been a breach of the Conditions of Issue (in which case paragraph 6.5 will apply);

6 Breach of Conditions of Issue

- 6.1 By way of example only (and without limitation), the following shall constitute breaches of the Conditions of Issue:
- (a) Failure to comply with the COVID-19 Spectators Code of Conduct set out at Schedule 1 or any other COVID-19 rules or regulations which may apply;
 - (b) failure to observe the directions, instructions and/or requests of any steward, employees, or agents acting for or on behalf of Chelsea FC Women, or any police officer;
 - (c) smoking in any area within the Ground, including (without limitation) the seated areas, concourses and toilets;
 - (d) bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels, cans, poles, knives or any item that is or may be hazardous or dangerous or might be used as a weapon or compromise public safety;
 - (e) persistent standing in seated areas whilst a Match is in progress (though Chelsea FC Women makes no representation that supporters will not stand during periods of the Match or that views will not be obstructed by other supporters);
 - (f) straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;
 - (g) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - (h) sale (or advertising a sale) or transfer of a Match Ticket;
 - (i) providing any information to Chelsea FC Women at any point that is false, materially incomplete or misleading (or which the Chelsea FC Women has reasonable grounds to believe may be false, materially incomplete or misleading);

- (j) misrepresentation during the purchase of a Match Ticket (including the provision of personal information which is false or inaccurate);
- (k) constituting (or potentially constituting), in Chelsea FC Women's reasonable opinion, a source of danger, nuisance or annoyance to any other person while at the Ground;
- (l) failing (at Chelsea FC Women's sole discretion) and whether at the Ground, travelling to or from a Match or otherwise, to act at all times in an acceptable or civil manner, including (without limitation)
 - (i) using aggressive, threatening, foul, obscene, abusive, indecent or discriminatory language or behaviour;
 - (ii) chanting anything of an offensive, immoral, obscene, abusive, indecent, political or discriminatory nature;
 - (iii) fighting or engaging in and/or inciting violence; or
 - (iv) acting in a manner which in Chelsea FC Women's reasonable opinion is prejudicial to or offends Chelsea FC Women or its player(s), officer(s), employee(s), member(s), Supporter(s) or commercial partner(s) or any individual, group or corporate entity connected to or associated with Chelsea FC Women;
- (m) the throwing of any object within the Ground;
- (n) attempting to enter the Ground or being inside the Ground whilst being (or appearing to be) intoxicated by alcohol or drugs or being in possession of any intoxicating drug, liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the relevant event can be directly viewed;
- (o) carrying, holding, unfurling or presenting any banner, in whole or in part, at any time (whether acting on an individual or collective basis and whether at a Match, the Ground or otherwise) which is, or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive, indecent or political;
- (p) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at the Ground;
- (q) entering into any part of the Ground designated for the use of any group of supporters to which the Ticket Holder does not belong;
- (r) the supply of any misleading or incorrect information to Chelsea FC Women or any of its officers, employees or agents;
- (s) the failure to pay any sum owing to Chelsea FC Women (or any third party) including, without limitation, in respect of any Match Ticket;
- (t) any breach of the Chelsea FC Ticketing Policies;
- (u) any breach of the Football Regulations; and
- (v) any breach of the Ground Regulations.

6.2 Chelsea FC Women reserves the right, without liability, to conduct (either itself or via a third party) security searches of the person and possessions of any person where it

has reason to believe that a breach of these Conditions of Issue has occurred or may occur including (without limitation) those breaches set out in paragraph 6.1.

6.3 Chelsea FC Women reserves the right, without liability, to suspend any individual, including without limitation any Ticket Holder where it believes that such individual may have committed a breach of these Conditions of Issue, or that a breach of these Conditions of Issue may have been committed by a Ticket Holder associated with that individual, pending any investigation (whether by Chelsea FC Women and/or any third party) in respect of the same. Chelsea FC Women may take any of the steps set out at paragraph 6.4 in respect of any suspended individual until such time as all investigations have been concluded to Chelsea FC Women's satisfaction. For the avoidance of doubt, once such investigation against the suspended individual has been concluded, Chelsea FC Women may continue to enforce or take (as applicable) any of the steps set out at paragraphs 6.4 and/or 6.5 against such individual upon the terms set out therein.

6.4 Without prejudice to any other remedies it may have, in the event that Chelsea FC Women believes or determines (as applicable) that a breach of the Conditions of Issue has occurred or in the event of the cancellation of a Match Ticket, Chelsea FC Women reserves the right in its absolute discretion acting reasonably or otherwise to, without liability:

- (a) determine that any Match Ticket shall be automatically null and void;
- (b) withdraw all or some of the rights and benefits conferred by the Match Ticket for a particular period of time or permanently;
- (c) refuse entry to or eject the Ticket Holder from the Ground;
- (d) exclude the Ticket Holder from any membership scheme maintained or organised by Chelsea FC Women and/or disqualify the Ticket Holder from applying for or receiving any Match Ticket, membership and/or season ticket;
- (e) exclude the Ticket Holder from entering the Ground;
- (f) prevent the Ticket Holder from using any of the benefits or rights associated with being a Ticket Holder; and/or
- (g) exclude the Ticket Holder from entering the Ground as a guest of another Ticket Holder,

subject to such individual's right of appeal as detailed below, Chelsea FC Women will use its reasonable endeavours to inform the individual of any such action (and the grounds upon which it is based) within a reasonable period of implementation.

6.5 Subject to such individual's right of appeal as detailed in paragraph 8, in the event that Chelsea FC Women determines that a breach of these Conditions of Issue has taken place and/or takes any of the steps in paragraph 6.4 against a Ticket Holder:

- (a) any individual who is subjected to a withdrawal of the rights and benefits conferred by a Match Ticket may be provided with a pro-rated refund on request (at the absolute discretion of Chelsea FC Women in circumstances where Chelsea FC Women is unable to resell any unused Match Ticket);
- (b) Chelsea FC Women may commence court proceedings against the Ticket Holder for any loss or damage caused by such breach including, without limitation, any injunctive or equitable relief; and

(c) at Chelsea FC Women's discretion, it may notify any third parties (including, without limitation, other football clubs, event holders and law enforcement or football authorities) of any action taken against a Ticket Holders (together with the reason(s) for such action).

6.6 Without prejudice to paragraph 6.4, any Match Ticket obtained, held or used in breach of the applicable Conditions of Issue shall automatically be void for entry to the Ground and will result in the Ticket Holder being refused entry to or ejected from the Ground and/or the cancellation and withdrawal of the Match Ticket, without compensation.

7 Exclusion of Liability

7.1 Chelsea FC Women is responsible to you for foreseeable loss and damage caused by it. If Chelsea FC Women fails to comply with these Conditions of Issue, it is responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or Chelsea FC Women's failing to use reasonable care and skill, but Chelsea FC Women is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both Chelsea FC Women and you knew it might happen, for example, if you discussed it with Chelsea FC Women during the sales process.

7.2 In no event shall Chelsea FC Women be responsible for loss of enjoyment, loss of a chance, loss of time, travel costs, loss of business, business interruption, loss of business opportunity or accommodation costs and to the maximum extent permitted by law, Chelsea FC Women hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground. Chelsea FC Women does not exclude or limit in any way its liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.

7.3 Before using any Match Ticket and attending any Match, you shall be responsible for assessing the risk of contracting COVID-19 (and similar diseases) and whether it is appropriate for you to attend that Match, factoring in your age and any health conditions and vulnerability. You acknowledge and agree that, save as set out above, Chelsea FC Women shall not be liable to you whether in contract, tort (including negligence), breach of statutory duty or otherwise, if you contract COVID-19 (or similar diseases) whilst attending a Match.

7.4 Chelsea FC Women shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of the:

- (a) position of the seat; or
- (b) actions of other spectators.

8 Right of appeal

8.1 Any individual subject to any sanctions imposed in accordance with these Conditions of Issue and the Chelsea FC Women Ticketing Policies shall, ordinarily, have the right of appeal as follows:

- (a) Appeals must be lodged within 14 days of the date of the decision by email to cfcsecurityops@chelseafc.com.
- (b) Appeals should include full written grounds and make clear whether the appeal is against the decision to impose a sanction or the length of the sanction (or both).

- (c) Appeals will be dealt with on the papers and personal hearings will not be permitted. The appeals body will meet within 21 days of receipt of the appeal and a decision will be communicated in writing within a further 14 days. The decision of the appeals body is final and there is no further right of appeal.
- (d) Chelsea FC Women reserves its right (acting reasonably) to disapply or depart from this procedure at its absolute discretion.

9 Governing Law and jurisdiction

- 9.1 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales.
- 9.2 Any dispute or matter (including, without limitation, non-contractual disputes) under or in connection with these Conditions of Issue shall be subject to the exclusive jurisdiction of the English courts. Notwithstanding the foregoing, where an individual subject to these Conditions of Issue is a consumer and is resident in:
 - (a) Scotland then legal proceedings may be brought in either the Scottish or the English courts; or
 - (b) Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

10 General

- 10.1 Chelsea FC Women reserves the right in its absolute discretion to change these Conditions of Issue from time to time, and shall duly make notification of such changes in the event that they materially affect the consumer rights of any Ticket Holder.
- 10.2 The invalidity or partial invalidity of any provisions of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, which shall continue in full force and effect.
- 10.3 Chelsea FC Women may transfer this agreement to someone else. Chelsea FC Women may transfer its rights and obligations under these Conditions of Issue to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under these Conditions of Issue.
- 10.4 Nobody else has any rights under these Conditions of Issue. Any contract entered into pursuant to these Conditions of Issue is between you and Chelsea FC Women. No other person shall have any rights to enforce any of its terms.
- 10.5 Even if Chelsea FC Women delays in enforcing these Conditions of Issue, Chelsea FC Women can still enforce them later. If Chelsea FC Women does not insist immediately that you do anything you are required to do under these Conditions of Issue, or if Chelsea FC delays in taking steps against you in respect of your breaching these Conditions of Issue, that will not mean that you do not have to do those things and it will not prevent Chelsea FC Women taking steps against you at a later date.
- 10.6 If you have been in touch and are unhappy with Chelsea FC Women's resolution of any dispute with you, please let Chelsea FC Women know. If you remain unhappy with any final resolution, issues may then be escalated to the Independent Football Ombudsman. The Independent Football Ombudsman can be contacted at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.

11 Definitions

11.1 In these Conditions of Issue, words and phrases shall mean as follows:

- (a) **"Football Regulations"** means each of the rules and regulations of FIFA, UEFA, The Football Association, The F.A. Premier League Limited and The Football League Limited as may be applicable from time to time and from Match to Match;
- (b) **"Ground"** means the Kingsmeadow stadium and its environs or such other stadium in which Chelsea FC Women plays a home Match from time to time;
- (c) **"Ground Regulations"** means those ground regulations issued by Chelsea FC Women from time to time that set out the terms upon which spectators are granted entry to the Ground;
- (d) **"Match(es)"** means any football match in which Chelsea FC Women participates and that takes place at a Ground including the period immediately prior to or following such match.
- (e) **"Match Ticket"** means a print at home paper ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Match involving Chelsea FC Women at the Ground.
- (f) **"Privacy Policy"** means Chelsea FC's privacy policy, available at <https://www.chelseafc.com/en/footer/privacy-policy>, as amended from time to time.
- (g) **"Season"** means each English association football season which commences on 1 July and ends on the following 30 June and the term **"Seasonal"** shall be construed accordingly.
- (h) **"Senior"** means any person over the age of 65 in July in the year of commencement of the Season to which the Match Ticket purchase relates.
- (i) **"Supporter"** means a genuine supporter of Chelsea FC Women;
- (j) **"Ticketing Policy"** means Chelsea FC Women's COVID-19 Return of Spectators Stamford Bridge Ticketing Policy which can be accessed at www.chelseafc.com/tickets;
- (k) **"Ticket Terms and Conditions"** means those terms and condition printed on the specific Match Ticket
- (l) **"Ticket Holder"** means any holder of a Match Ticket.

SCHEDULE 1

COVID-19 – SPECTATORS CODE OF CONDUCT

1. Supporters must attend the Ground in compliance with all applicable laws and government guidance regarding COVID-19. By entering the Ground, you warrant that you are not breaching any such laws or guidance.
2. You must not attend the Ground if you are required to self-isolate following travel to the UK from a foreign country, or if you are prevented from attending as a result of any application of the UK Government's tiered COVID-19 restrictions.
3. You must not attend the ground if you are suffering from any symptoms of COVID-19 or if you have been in contact with any person with COVID-19 symptoms in the 14 days prior to the Match;
4. Supporters must complete the online Chelsea FC Matchday COVID-19 Declaration in advance of attending the Ground.
5. Supporters must bring with them to the Ground:
 - Their printed ticket (reprints will not be available at the Ground).
 - Printed evidence of the completion of their Chelsea FC Matchday COVID-19 Declaration.
 - Photo ID (only a provisional/full driving licence or a passport will be accepted).
 - A face covering.
6. At all times and in all parts of the Ground, supporters must observe social distancing and avoid close contact with others not in their household or support bubble.
7. Supporters should arrive in good time to go through all the necessary entry procedures.
8. Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time.
9. Be aware that your temperature might be taken before entry.
10. Be aware that all payments inside the Ground are contactless.
11. If you need to access any of the Ground's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly.
12. Remain in your seat at all times whenever possible.
13. Obey the instructions of Chelsea FC stewards and officials at all times.
14. NHS COVID-19 app users are encouraged to scan (check-in) via the displayed QR code posters as they enter the Ground.
15. If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs indicating which way to go.

16. If you are in a seated area, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators.
17. Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face whenever possible.
18. Wear a face covering at all times when within the ground, including whilst in your seat to watch the match. Face masks may only be removed whilst eating and drinking.
19. Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze.
20. Avoid hugs, high-fives and any close contact with people who are not within your social or support bubble.
21. Take extreme care when shouting, singing or celebrating.
22. If you are attending with other members of your household or support bubble, please make sure they have read and understood these guidelines too.
23. Thank you for your support and co-operation. Stay alert. Stay safe. Help us all – your fellow fans, your club, your sport, your community.