

CHELSEA FOOTBALL CLUB LIMITED
COVID-19 – RETURN OF SPECTATORS
STAMFORD BRIDGE TICKETING POLICY

This Ticketing Policy (the “Policy”) applies to the application for and purchase of tickets to matches played at Stamford Bridge 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 9), you are entering into a contract with Chelsea Football Club Limited (“Chelsea FC”). Chelsea FC is registered in England and Wales under company number 01965149 and has its registered office at Stamford Bridge Ground, Fulham Road, London, SW6 1HS. Chelsea FC’s VAT Registration number is GB726 0650 49.

All Match Tickets are sold subject to this Policy and to the following additional terms (which are hereby incorporated into this Policy):

- (a) The Covid-19 Return of Spectators Match Ticket Conditions of Issue (the “Conditions of Issue”)
- (b) Ground Regulations which are available for inspection at Chelsea FC’s offices and at www.chelseafc.com/tickets/conditionsofissue, and are displayed at all entrances to and elsewhere in the Ground;
- (c) Ticket Terms and Conditions;
- (d) Privacy Policy.

(collectively, “Chelsea FC Ticketing Policies”, as applicable). Copies of all Chelsea FC Ticketing Policies are available at www.chelseafc.com. In the event of any conflict, inconsistency or ambiguity between this Policy and the Conditions of Issue, the 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 9 (Definitions) to understand the meaning of capitalised terms used in this Policy.

1 Availability of Match Tickets and Eligibility for Ballot

- 1.1 Chelsea FC shall make available such numbers of tickets for each Match as it shall determine in its absolute discretion.
- 1.2 The allocation of Match Tickets for each Match shall be determined via a random ballot system.
- 1.3 The ballot for each Match shall, subject to paragraph 2.10, be open to Eligible Applicants only.

2 Operation of Ballot

- 2.1 The ballot for each Match shall open and close at the time/date specified by Chelsea FC on its website at www.chelseafc.com/tickets.

- 2.2 Eligible Applicants may enter the ballot for a particular Match by making an online application at www.chelseafc.com/tickets.
- 2.3 Each applicant may apply for a single Match Ticket (if they were previously a single season ticket holder in the 2019/20 season) or a pair of Match Tickets (if they were the holder of two or more linked season tickets in the 2019/20 season).
- 2.4 Any ballot entry for a particular Match received after the stipulated closing time/date shall not be valid and will not be entered into the ballot.
- 2.5 Each applicant may only enter the ballot for a particular Match once.
- 2.6 Any person who makes more than one application in relation to a particular Match will, without notice, be excluded from the ballot for that Match.
- 2.7 Successful applicants will be selected at random, by such process as Chelsea FC deems fair and reasonable in the circumstances, and notified by email. The ballot draw will also provide a waiting list. Those on the waiting list will receive an offer of Match Tickets for the applicable Match if and when they become available, following offer to all initially successful applicants.
- 2.8 Successful applicants holding sufficient credit with Chelsea FC in respect of unused portions of 2019/20 season tickets will be automatically issued with Match Tickets and have their credit deducted on a pro-rated basis.
- 2.9 Successful applicants holding insufficient/no credit will be directed to the Chelsea FC ticketing website in order to complete their purchase within a specified timeframe. Failure to complete the purchase within the timeframe will lead to the Match Tickets being offered to an alternative successful applicant.
- 2.10 When an Eligible Applicant has made a successful application for a Match Ticket through the ballot (whether or not they ultimately purchased the Match Ticket), they shall not be permitted to enter a subsequent ballot or make any purchase of a Match Ticket until further notice from Chelsea FC.

3 Match Tickets

- 3.1 Match Tickets shall be provided by email and must be printed in hard copy and brought to the Ground by each Ticket Holder. Ticket Holders who do not bring their hard copy printed ticket with them will not be permitted to enter the Ground and will not be offered any refund.
- 3.2 Each Match Ticket will bear the name of the Supporter who purchased it and may only be used by that supporter.
- 3.3 Tickets will be available in the following areas only and will be priced as follows:

Premier League		
Non-disabled supporters		
Type/Stand	Shed Lower	West Lower
Adults	£40.00	£75.00
Juniors	£20.00	£37.50
Seniors	£20.00	£37.50

Champions League Group Stage		
Non-disabled supporters		
Type/Stand	Shed Lower	West Lower
Adults	£35.00	£35.00
Juniors	£17.50	£17.50
Seniors	£17.50	£17.50

Premier League		
Disabled supporters		
Type/Stand	Shed Lower	West Lower
Adults	£20.00	£37.50
Juniors	£10.00	£18.75
Seniors	£10.00	£18.75

Champions League Group Stage		
Disabled supporters		
Type/Stand	Shed Lower	West Lower
Adults	£17.50	£17.50
Juniors	£8.75	£8.75
Seniors	£8.75	£8.75

3.4 A £2 transaction fee will apply to all ticket purchases.

4 Disabled Supporters

Wheelchair and ambulant disabled tickets will be sold online via www.chelseafc.com/tickets to disabled Eligible Applicants only on a first come, first served basis. In the event that demand outstrips supply, the Club will operate a ballot system in the same manner set out at paragraph 2 above.

5 Loyalty points

Loyalty points will not be awarded in relation to reduced capacity matches.

6 Ticket Exchange

The Ticket Exchange will not be in operation for Match Tickets to reduced capacity matches until further notice.

7 Methods of payment

We currently accept card payments only via Visa, MasterCard and American Express.

8 General

Chelsea FC reserves the right in its absolute discretion to amend or replace this Policy at any time.

9 Definitions

9.1 In this Policy, words and phrases shall mean as follows:

- (a) **"Eligible Applicants"** means Supporters who held a valid Chelsea FC season ticket for the 2019/20 Season as at 30 March 2020, but excluding any Supporter who held their season ticket(s) in the name of a corporate entity or business (to be determined at the absolute discretion of Chelsea FC);
- (b) **"Ground"** means the Stamford Bridge stadium and its environs;
- (c) **"his", "him" and "he"** includes a reference to other genders.
- (d) **"Junior"** means an individual aged under 20 as of the 31 July 2020.
- (e) **"Match(es)"** means any football match in which Chelsea FC participates and that takes place at the Ground including the period immediately prior to or following such match.

- (f) **"Match Ticket"** means a print at home ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Match involving Chelsea Football Club at a Ground.
- (g) **"Privacy Policy"** means Chelsea FC's privacy policy, available at <https://www.chelseafc.com/en/footer/privacy-policy>, as amended from time to time.
- (h) **"Season"** means each English association football season which commences on 1 July and ends on the following 30 June (or such other dates as may apply) and the term **"Seasonal"** shall be construed accordingly.
- (i) **"Senior"** means any person over the age of 65 in July in the year of commencement of the Season to which the Match Ticket, Membership or Season TeamCard application/purchase relates.
- (j) **"Supporter"** means a genuine supporter of Chelsea FC;
- (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.