

Kingsmeadow Ticketing Policy 2021-22

1. This Policy

This Policy explains how Chelsea FC Limited (the “Chelsea FC”) sells tickets to matches involving Chelsea FC Women and Chelsea FC Academy teams taking place at Kingsmeadow and at other places where these teams may be playing.

This Policy is designed to assist supporters by explaining Chelsea FC’s Ticketing Policy. It is subject to change at any time at the sole discretion of Chelsea FC.

By purchasing, holding or using a Match Ticket, you are entering into a contract with Chelsea FC on the basis of the Season TeamCard, Membership and Match Ticket Conditions of Issue (the “Conditions of Issue”) which are available for inspection at www.chelseafc.com/tickets/conditionsofissue.

In the event of any conflict between this Ticketing Policy and the Conditions of Issue, the Conditions of Issue shall prevail.

Capitalised words and expressions used in this Ticketing Policy shall have the same meanings as those used in the Conditions of Issue.

2. Home matches

WSL/PL2

Match Tickets will go on sale approximately 30 days before each Match..

Match tickets will also be sold on the day of the Match.

Domestic cup matches

Match Tickets will go on sale approximately 30 days before the match.

For Chelsea FC Women Matches, Women’s Season TeamCard Holders can gain access to Home domestic cup Matches. For the avoidance of doubt this will not include FA Women’s Cup/FA WSL Cup semi-finals or finals (see below).

FA Women’s Cup/FA WSL Cup Final

In the event of qualification for the FA Women’s Cup Final and/or the FA WSL Cup Final, Match Tickets will go on sale to Chelsea FC Women Season Ticket Holders first with remaining tickets going on general sale.

3. General

All Match Ticket on sale dates and times are subject to change.

There will be no upgrades or downgrades on Chelsea FC Women Season Tickets or Match Tickets.

Supporters are reminded that adults cannot use concession Match Tickets or concession Chelsea FC Women Season Tickets to gain entry to the Ground.

All Match Ticket sales are subject to availability.

4. Concessions

Senior citizens

Any Chelsea FC Women Season Ticket Holder who became eligible for the Senior Citizen concession during the 2020/21 season will be able to renew their Season Ticket at the Senior Citizen concessional price. To qualify as a Senior Citizen, you must be 65 or over on 31 July 2021.

Juveniles

To qualify as a juvenile, you must be under 20 on 31 July 2021. Juveniles under the age of 14 will NOT be permitted entry to the Ground unless accompanied by a person over 18 years.

5. Disabled Supporters Application Process

Chelsea FC reserves the right to request proof of disability” before issuing a Chelsea FC Women Season Ticket for disabled supporters for the coming season. All applicants must include proof of disability valid within the last year from the date of application.

Such proof shall include proof of one of the following:

- receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);
- receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment;
- receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
- receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance; or
- a personal letter from a hospital to confirm that the person is in receipt of support services.
- a copy of a local authority blind & visually impaired person’s registration card or a CVI document.
- a copy of an entitlement to War Pensioners Mobility Supplement letter.

Please note that receipt of an Orange/Blue badge will not be considered sufficient proof of disability for a Match Ticket under the Ticketing Policy.

6. Duplicate Tickets

Season Ticket Holders who DO NOT bring their Season TeamCard with them on matchday must visit the ticket office on the day of the Match.

A duplicate Match Ticket may be issued at a cost of £5.00 per Match Ticket. Photographic proof of ID is required..

Supporters who DO NOT bring their Match Tickets with them or where the Match Tickets have not arrived must visit the ticket office on the day of the Match. A duplicate Match Ticket may be issued at a cost of £5 per Match Ticket (if lost or damaged). Photographic proof of ID is required.

Only the supporter in whose name the Season Ticket/Match Ticket was issued will be able to collect the replacement Match Ticket.

Duplicate Season Tickets

Season Ticket Holders who have lost or damaged their Season Ticket Pass must contact the ticket office. A duplicate Season Ticket Pass may be issued by Chelsea FC acting in its sole discretion. A charge may be applied. The replacement Season Ticket pass may only be collected from the ticket office and will not be sent out by post. It is important to note that only the relevant Season Ticket Holder will be able to collect the replacement Season Ticket Pass.

7. Name changes

Chelsea FC Women Season Ticket holders can change the name on their Season Ticket Pass by sending a letter from the original Chelsea FC Women Season Ticket Holder confirming that they wish to relinquish the ticket and who they wish to transfer it to. A new account including customer number will be created for the new customer unless they are already a Member. Should the name be changed before the Chelsea FC Women Season Ticket Pass is renewed this will be free of charge. However, should a name change take place once the Chelsea FC Women Season Ticket Pass has been renewed there will be a charge of £5.

Chelsea FC Women Season Tickets held in a business name must be in the name of a company registered at Companies House. If you wish to apply for a Season Ticket as a sole trader, you must hold the Season Ticket in your personal name, not in your trading name.

8. Purchasing of tickets

All Match Tickets will usually go on sale at 10am on the relevant date specified (in each case on the dates specified by Chelsea FC in accordance with this policy).

9. Disabled supporters Match Ticket applications

A disabled supporters Match Ticket application form will be available to download from the Chelsea FC website. Applications will be accepted by phone, post, email or in person. Chelsea FC accepts no responsibility for applications that are illegible, lost or delayed during delivery or by post, or not received by email. Proof of posting, delivery or emailing is not proof of receipt by Chelsea FC.

A disabled Season Ticket Holder or a disabled Member may not apply for non-disabled Match Tickets if their application for a disabled Season Ticket/disabled Membership is unsuccessful.

Disabled supporters will receive a free personal assistant's ticket with each Match Ticket purchased.

10. Refunds

Refunds will only be made in accordance with the Match Ticket Conditions of Issue.

Supporters who have purchased physical tickets should return them using Royal Mail Special Delivery no later than 48 hours prior to the match kick-off. Refunds can only be given if the physical tickets are received.

Supporters who have purchased tickets and received them via email should email tickets@chelseafc.com stating that a refund is required along with the following information:

- Name and supporter number of the lead booker
- Name and supporter numbers of any other supporters tickets who are being returned who form are part of the same booking
- Match in which the tickets being returned
- Last four digits of the card used to purchase tickets
- Number of tickets being returned
- Block, row and seat numbers being returned

11. Touting information

If you pay more than the face value of a Match Ticket or have bought a Match Ticket(s) from a tout or an online ticket agency or reselling platform, such ticket will be invalid and you will be refused entry or ejected from the stadium. Distribution of Match Tickets is only permitted in accordance with the Match Ticket Conditions of Issue.

Chelsea FC will only sell Match Tickets for Chelsea FC Matches at face value plus any administration charge.

12. Ticket prices

All match ticket prices can be found at chelseafc.com

13. Delivery of Match Tickets

Chelsea Football Club's responsibility for Match Tickets ends from the moment the Match Tickets are dispatched. Chelsea Football Club is therefore not responsible for any failings in the postal system.

Tickets will be dispatched for all Home Matches from approximately 18 days before the Match date.

Tickets dispatched via print@home will be emailed to the lead supporter who made the booking.