

Ticketing Policy 2021/22

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1. This Policy

This Policy explains how Chelsea FC Limited (the “Chelsea FC”) sells tickets to matches taking place at Stamford Bridge and at other places where its 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

FA Premier League

Match Tickets will usually go on sale approximately 42 days before the fixture as follows:

- Members can purchase one Match Ticket per person
- Season Ticket Holders and Members will be able to purchase an extra two Match Tickets (maximum of three Match Tickets in total per person)
- Any remaining tickets will go on general sale (maximum of four Match Tickets per person)

Domestic Cup Matches

Season Ticket Holders will usually have a period in which they can reserve their usual seat before all domestic cup Home Matches.

On sale dates will vary depending on the number of days Chelsea FC has to sell Match Tickets, but sales will normally follow the following pattern:

- There will be an initial selling period for Season Ticket Holders to purchase their usual seat. Season Ticket Holders who have not purchased within this reservation period or have been moved from the Shed End (where Chelsea FC is required to make these seats available to the Away club) will be able to purchase the seats that are not taken by fellow Season Ticket Holders in the reservation period.
- Members can purchase one Match ticket per person
- Season Ticket Holders and Members can purchase an extra two Match Tickets (maximum of three Match Tickets in total per person)
- Any remaining tickets will go on general sale (maximum of four Match Tickets per person)

Any discounted pricing structure for domestic cup Home Matches is subject to agreement prior to each Home Match with the visiting club, as per competition rules.

Domestic Cup Semi-Final/Final

Match Tickets for domestic cup finals (and FA cup semi-finals) will go on sale as follows:

- Supporters on the UK Away Match scheme will initially be able to purchase one Match Ticket per person.
- Season Ticket Holders will then have priority depending on how many loyalty points they have. Match Tickets will go on sale to Season Ticket Holders with the highest number of loyalty points first. This process will continue until all the Match Tickets are sold or all Season Ticket Holders have had reasonable opportunity to apply for a Match Ticket.
- Once the Season Ticket Holder sales period is complete, Members will be invited to apply based on the loyalty point method.

UEFA Competition Home Matches

In the event of the club qualifying for European competition, tickets for UEFA Home Matches will go on sale as follows:

- Initial selling period for Season Ticket Holders to purchase their usual seat
- Members can purchase one Match Ticket per person
- Season Ticket Holders and Members can purchase an extra two Match Tickets (maximum of three Match Tickets per person)
- Any remaining tickets will go on general sale (maximum of four Match Tickets per person)

Juvenile and Senior Citizen Season Ticket Holders may purchase their usual seat at a 50 per cent concession for UEFA Champions League knockout stage Matches only (excluding the East Stand). This discount will only apply in the reservation period for supporters whose seats are not affected by the outside broadcasting areas. Season Ticket Holders who have to move seats due to the outside broadcasting area will be able to apply for the discount in the reservation period or on the final Season Ticket Holder day where the reservation period has been removed.

3. Away Matches

FA Premier League

Match Tickets for FA Premier League Away Matches will go on sale approximately 28 days before the Match.

Away Match Ticket allocation will be split between **Season Ticket Holders (60 per cent) and Members (40 per cent)** after the allocation for hospitality sales (up to 20 per cent), Platinum Supporters Clubs (150 tickets) and supporters who are Members of the FA Premier League Away Match Ticket scheme have each been removed from the overall allocation available.

Match Tickets will be sold as follows:

- Supporters who are part of the FA Premier League Away Match Ticket scheme will have their Match Tickets sent out automatically approximately 28 days before the Match.
- Season Ticket Holders can purchase one Match Ticket per person
- Members can purchase one Match Ticket per person
- Season Ticket Holders and Members can purchase an extra two Match Tickets (maximum of three Match Tickets per person)
- Away Matches will NOT go on general sale unless otherwise stated by Chelsea FC acting in its sole discretion

Away Match FA Premier League Ticket scheme

Existing supporters in the 2019/20 FA Premier League Away Match Ticket Scheme will be given an opportunity to renew for the coming season. The scheme will have a capacity of 650 Season Ticket Holders and 150 Members, together with 21 spaces for disabled supporters.

No new applications will be accepted for the 2021/22 FA Premier League Away Match Ticket Scheme.

Away Domestic Cup Matches (excluding FA Cup Final/League Cup Finals and FA Cup Semi-Finals)

Subject to availability, first priority on domestic cup Away Match Tickets will be given to those in the FA Premier League Away Match Ticket Scheme. Supporters on this scheme will be given a priority period where they can purchase a Match Ticket.

Remaining Match Tickets will be split between **Season Ticket Holders (60 per cent) and Members (40 per cent)** after the allocation for hospitality sales (up to 20 per cent), an allocation for Platinum Supporters (as determined in accordance with the Supporters Club Policy) and supporters who are members of the FA Premier League Away Match Ticket Scheme have been removed from the overall allocation available.

If demand for a UK Away Match outweighs supply, tickets will be sold to supporters on the UK away scheme on a loyalty point basis.

The sale of Match Tickets for League Cup Semi-Finals will follow the procedure set out above.

UEFA Competition

Existing supporters of the 2019/20 UEFA Away Match Scheme will be given an opportunity to renew their place on the scheme. The scheme will have a capacity of 250 Season Ticket Holders and 80 Members, together with 21 spaces for disabled supporters.

Supporters on the UEFA Away Match Scheme will be given a priority period where they can purchase a Match Ticket for UEFA Away Matches. Failure to purchase within this reservation period will not result in removal from the Scheme, however a seat will no longer be guaranteed for that Match.

Supporters will be removed from the scheme if they do not collect the Match Tickets they have purchased from the ticket office or fail to purchase Match Tickets for two or more Matches.

If demand for a UEFA Away Match outweighs supply, tickets will be sold to supporters on the UEFA Away Scheme on a loyalty points basis.

All UEFA Away Match Tickets go on sale approximately 28 days before the Match.

UEFA Away Match Tickets will be split between **Season Ticket Holders (60 per cent) and Members (40 per cent)** after the allocation for hospitality sales (up to 20 per cent), an allocation for Platinum Supporters (as determined in accordance with the Supporters Club

Policy) and supporters of the UEFA Away Match scheme have been removed from the overall allocation available.

Match Tickets will be sold as follows:

- Initial selling period during which members of the UEFA Away Match scheme can purchase a Match Ticket.
- Season Ticket Holders can purchase one Match Ticket per person.
- Members can purchase one Match Ticket per person.

UEFA Competition Semi-Final (Away leg) and Final

Match Tickets for UEFA competition Semi-Final (Away Leg) and Final will go on sale to Season Ticket Holders first with Members able to purchase any remaining Match Tickets on a loyalty point basis.

Match Tickets for these Matches will go on sale as follows:

- Supporters on the UEFA Away Match scheme will be able to purchase one Match Ticket per person
- Match Tickets will then be sold to Season Ticket Holders on a loyalty point basis. Match Tickets will go on sale to Season Ticket Holders with the highest number of loyalty points. This process will continue until all the Match Tickets are sold or all Season Ticket Holders have had a reasonable opportunity to apply for a Match Ticket
- Any remaining Match Tickets will be sold to Members on a loyalty point basis. Match Tickets will go on sale to Members with the highest number of loyalty points. This process will continue until all the Match Tickets are sold

Community Shield

Match Tickets for this Match will go on sale as follows:

- Supporters on the UK Away Match scheme will be able to purchase one Match Ticket per person
- Match Tickets will then be sold to Season Ticket Holders on a loyalty point basis. Match Tickets will go on sale to Season Ticket Holders with the highest number of loyalty points from the previous season first. This process will continue until all the Match Tickets are sold or all Season Ticket Holders have had a reasonable opportunity to apply for a Match Ticket
- Any remaining Match Tickets will be sold to Members on a loyalty point basis. Match Tickets will go on sale to Members with the highest number of loyalty points from the previous season first. This process will continue until all the Match Tickets are sold

4. General

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

Chelsea FC reserves the right to review the number of Match Tickets Members/Season Ticket Holders can purchase on a match-by-match basis.

There will be no upgrades or downgrades on Season TeamCards or Match Tickets.

All ticket sales are subject to availability.

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

Any Season Ticket Holders who are displaced in the Ground due to outside broadcast/UEFA requirements will be able to purchase an available seat elsewhere in a non-hospitality area within the Ground at their current seat price.

Season Ticket Holders' seats will be held for a period whereby they will be able to purchase their own seat. Season Ticket Holders who have not purchased within this reservation period or have been moved for outside broadcasting reasons will be able to purchase the seats that are not taken by fellow Season Ticket Holders in the reservation period.

Chelsea FC may (at its sole discretion and on a game by game basis as it sees fit):

- (a) post Match Tickets for Away Matches out to supporters at an extra cost;
- (b) require supporters to provide additional information, including by way of a ticket declaration form; and/or
- (c) require supporters to collect Match Tickets for Away Matches either from the Chelsea FC ticket office with the fully completed declaration form or from a designated location in the location where the Away Match is due to take place.

Supporters who request to have their Match Tickets sent out by post should note these tickets are sent at their own risk. Chelsea FC will not be liable in the event that the Match Tickets do not arrive, in which case such Match Tickets cannot be duplicated or refunded. This will also apply to any friends and family purchases made online.

Supporters collecting Match Tickets from a designated location in the country where the Away Match is due to take place may need to provide photographic identification, proof of address and/or any ticket collection voucher sent out by Chelsea FC in advance, at the point of collection in order to collect their Match Ticket(s).

All supporters completing the declaration form may be asked to provide proof of transport booking (non-UK matches only).

In order to ensure that Away Match Tickets have not been transferred, supporters may be subject to a ticket check at the turnstiles by Chelsea FC employees and/or officers. Therefore, all supporters will be required to be in possession of their Away Match Ticket and photographic ID when attending Away Matches.

Season Ticket Holders who hold two or more Season Tickets in one name can only purchase one UEFA Away ticket.

Match Tickets for UEFA Away Matches are non-transferable, and the Season Ticket Holder/Member must be the supporter who travels to the Match.

Season Tickets held in a business name (as determined by the Club) cannot purchase tickets for UEFA Away Matches.

5. Concessions

Senior citizens

To qualify as a Senior Citizen you must be 65 or over as of the 31 July 2021.

Supporters who turn 65 during the 2021/22 season will be able to call telesales during the reservation period and reserve their seat for Home cup or Home UEFA competition Matches at the reduced concession price.

Juveniles

To qualify as a juvenile, you must be under 20 as of the 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.

East Stand Family Centre

The East Stand Family Centre will operate in the East Stand Lower and will offer concessionary seating to juveniles and Senior Citizens.

- Adult tickets in the East Lower must be accompanied by a juvenile at all matches (at a ratio of no more than two adult seats per juvenile seat).
- Individual adult Match Tickets are not available for purchase within the East Stand Family Centre.
- Senior Citizens who wish to sit in the East Stand Family Centre can purchase one adult Match Ticket as a guest. If the concession Match Ticket is purchased in the Member's period, then the adult must be a Member.

6. Ticketing Loyalty Scheme

The loyalty scheme will continue to operate for all Chelsea FC Home and Away Matches for both Season Ticket Holders and Members.

Loyalty points will be used to determine eligibility for Match Tickets to various Matches, as set out above. Points earned leading up to these Matches will be activated, giving priority on Match Tickets, subject to availability.

Points will be awarded dependent on opposition/competition.

1 point: Arsenal

Liverpool
Manchester City
Manchester United
Tottenham

UEFA competition Home Matches in the knockout stages

3 points: All remaining Home and Away Matches in the FA Premier League.

5 points: FA Cup matches (excluding the semi-final and final), League Cup Home and Away Matches (excluding the final), UEFA competition group stage Home Matches, all UEFA competition Away Matches (excluding for the avoidance of doubt the UEFA competition Finals), the Community Shield the UEFA Super Cup Final and the FIFA Club World Cup.

Match Tickets for the Arsenal, Liverpool, Manchester City, Manchester United and Tottenham Home and Away Matches will be sold on a loyalty point basis where possible.

Away matches at Crystal Palace, Fulham and West Ham United will also be sold on a loyalty point basis, where possible. In the event that any of these Matches take place in the first month of the season, the previous season's loyalty points will be taken into account. If any of these matches occur outside of the first month of the season, the previous season's points will not be taken into account and will be considered to have expired.

The Final Home and Away matches of the season will also be sold on a loyalty point basis.

Chelsea FC reserves the right to allow Season Ticket Holders a further opportunity to apply for the Members' Away Match Ticket allocation should they not sell out in adequate time.

Points will not be awarded for attendance at the League Cup Final, UEFA competition Finals, FA Cup Semi-Final and Final or purchases made through the ticket exchange.

Loyalty points will only apply to Match Tickets purchased from the ticket office/hospitality sales department and via our travel partner for UEFA competition Away Matches.

Supporters who purchase tickets with the Chelsea FC hospitality department will receive the loyalty points after the match has been played.

Points will be issued per Match and not per Match Ticket.

A five-point bonus will also be awarded to any Member who renews their Membership/enrols before 5pm on 23 July 2021. Further point bonuses may be attached to specific Matches during the season.

Loyalty points take a minimum of 48 hours to be added to a Season TeamCard/Membership card once a sale has been processed.

The loyalty point scheme may also be used to assess eligibility for future season tickets.

7. Disabled Supporters Application Process

Chelsea FC reserves the right to request proof of disability before issuing a Season TeamCard or Membership for disabled supporters for the coming season. All applicants (including disabled Season Ticket Holders and Members renewing) must include proof of disability valid within the last year from the date of application with their completed application form.

Proof of disability must 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.

All existing disabled Members or disabled Season Ticket Holders will be required to produce proof of disability.

Chelsea FC requires all Season TeamCard and membership applications (including Season TeamCard membership renewal applications) to specify the applicant's full home address. For the avoidance of any doubt, Chelsea FC will not accept membership applications, which specify a mail ticket address.

8. Duplicate Tickets

Home matches

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 essential and only the Season Ticket Holder can collect a duplicate Match Ticket.

Supporters who DO NOT bring their Match Tickets with them or where the Match Tickets have not been received 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 essential.

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

Away matches

Supporters who have purchased but not received Match Tickets for an Away Match must contact the Chelsea FC no earlier than 48 hours before the Match in order to request a duplicate Away Match Ticket. A request will be sent to the home club and a duplicate Away Match Ticket will be made available for collection at the home stadium's ticket office. All supporters must attend the relevant home club's ticket office on the day of the Match with photographic proof of ID to collect the replacement Away Match Ticket(s). We regret that duplicate Away Match Tickets for UEFA Away Matches cannot be provided unless otherwise stated.

Supporters who have not received or have lost their Away Match Tickets and have not reported this to the Chelsea FC ticket office during the normal opening times should visit the home club's ticket office with the Season TeamCard/Membership card and proof of purchase. The home club will then contact the Chelsea FC ticket office staff who will be available to assist them with provision of duplicate Match Tickets.

Duplicate Season TeamCards/Membership cards

Season Ticket Holders who have lost or damaged their Season TeamCard/Membership Card must contact the ticket office. A duplicate Season TeamCard/Membership Card may be issued by Chelsea FC acting in its sole discretion. A charge may be applied. The replacement Season TeamCard/Membership Card 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 TeamCard.

9. Seat Moves/Name Changes

Season Ticket Holders will be able to send in their completed Season TeamCard application form stating where they wish to move. Chelsea FC will accommodate seat moves on a first come first served basis subject to availability. No seat move is guaranteed, and the best available seat will be allocated according to the options stated on the application form.

Season Ticket Holders can change the name on their Season TeamCard by sending a letter from the original Season Ticket Holder confirming that they wish to relinquish the seat and who they wish to transfer it to. A new account including supporter number will be created for the new supporter unless they are already a Member. It is important to note that the new account will not have a record of the Loyalty Points previously earned. Should the name be changed before the Season TeamCard is renewed this will be free of charge. However, should a name change take place once the Season TeamCard has been renewed there will be a charge of £25.00.

Season Tickets held in a business name must be in the name of a company or partnership 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.

All seat moves and name changes are at the absolute discretion of Chelsea FC.

10. General Sale of Match Tickets

Match Tickets sold on general sale for all Chelsea FC FA Premier League Home Matches or UEFA competition knock out Home Matches will be sold for an additional £5 for adults and £2.50 for juveniles/Senior Citizens as compared to the Members' admission price, subject to availability.

Should Match Tickets go on general sale for UEFA competition Matches, Match Tickets **WILL NOT** be sold to non-Members who appear to be supporters of the opposing club.

Photographic identification will be required for all Match Tickets sold on general sale. General sale Match Tickets may also be retained at the Chelsea FC ticket office for collection on matchday only. Photographic identification will be required to collect the Match Tickets. For the avoidance of doubt, Match Tickets can only be collected by the Ticket Holder who placed the Match Ticket order and to whom such Match Tickets are issued.

Disabled supporters purchasing tickets on general sale who are not Season Ticket Holders or Members will be required to submit proof of disability on application.

11. Accessible Car Parking on Match Days

Chelsea FC has up to nine disabled parking bays. Allocation is on a first come first served basis, please call 0371 811 2012 or +44 207 915 1950 to book. Chelsea FC also has an allocated drop off and pick up point for its disabled supporters. This is situated by the main entrance of Stamford Gate. This facility is controlled by stewards on Match days.

Ticket Fees

A £2.00 (Inc. VAT) administration fee will be added to each transaction.

12. Purchasing of Tickets

Match Tickets may be purchased via telesales or online at www.chelseafc.com.

All Home and Away 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).

13. Disabled supporters Match Ticket applications

A disabled supporters Match Ticket application form will be available to download from the Chelsea FC website or sent out with the Membership acknowledgment. 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

14. 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 part of the same booking
- Match in which the tickets are being returned
- Last four digits of the card used to purchase tickets
- Number of tickets being returned
- Block, row and seat numbers being returned

We regret to inform supporters that tickets cannot be refunded for UEFA Matches, League Cup Final, FA Cup Semi Final and Final, Community Shield and the Super Cup.

Where the full allocation has been taken for FA Premier League Matches and Domestic Cup Matches (excluding those listed above) tickets cannot be refunded.

15. Membership purchases

Supporters purchasing Membership should note that once a Membership is processed Match Tickets cannot be purchased until the Membership is active. Membership takes a minimum of 48 hours to become active before supporters can purchase Match Tickets. It may take up to 28 days for Members to receive their Membership cards following registration.

Names cannot be changed on a Membership unless it is for legal reasons. Proof of the name change will be required.

Memberships cannot be held in a business name.

Supporters cannot hold both Season TeamCard and Membership.

Membership will expire on 31 May 2022.

16. Match Ticket exchange

Season Ticket Holders and Members will be able to purchase Home FA Premier League Match Tickets through the Ticket Exchange. Terms and conditions apply – see the Chelsea FC website for details.

All tickets made available for sale on the Chelsea FC Ticket Exchange are priced at face value (i.e. the price at which the same ticket would be available from the Chelsea FC website). Season Ticket Holders selling their seats via the Chelsea FC Ticket Exchange will receive the unit cost for their seats.

Season ticket holders who sell their tickets via the Chelsea FC Ticket Exchange will receive their money within seven working days of the match-taking place.

Tickets sold or purchased on the Chelsea FC Ticket Exchange are final and cannot be refunded.

The Chelsea FC Ticket Exchange will stop ticket sales at 3pm on the last working day (Monday to Friday excluding bank holidays) before the relevant match.

No loyalty points will be rewarded for tickets purchased on the exchange.

17. Delivery of Match Tickets

Chelsea FC's responsibility for Match Tickets ends from the moment the Match Tickets are dispatched. Chelsea FC 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.

18. 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. The unauthorised sale of football tickets is a criminal offence under UK law. 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.

19. Ticket prices

All match ticket prices can be found at chelseafc.com

20. Supporters' Segregation

Home Match Tickets and Season TeamCards are for the use of supporters of Chelsea FC only. By applying for these and/or using the same, a supporter warrants and represents that they are a supporter of Chelsea FC and, in particular, that they are not supporters of the opposing team at any given Match. Any Ticket Holder who breaches this warranty and representation is liable to be ejected from the Ground with no refund or other compensation.