

**Please read this document carefully. The terms below apply to use of your Match Ticket.**

**In particular, we ask you to note the following:**

- **The date and kick-off time of each Match is subject to change. The Club shall have no liability to you if a Match is re-arranged, save that you shall be entitled to use your Ticket to attend the re-arranged Match.**
- **Tickets are personal to Ticket Holders, are not transferable and shall not be transferred under any circumstances, save where expressly permitted by the Club in its absolute discretion.**

**The terms and conditions below contain further details on each of these points.**

### **Match Ticket Terms and Conditions – Season 2011/12**

1. In these terms and conditions:

“Club” means Manchester United Football Club Limited;

“Match” means the specific match at the Stadium for which a Ticket is valid;

“Stadium” means the Club’s ground at Sir Matt Busby Way, Old Trafford, Manchester M16 0RA;

“Ticket” means a printed paper ticket or other form of ticket for admission to a Match; and

“Ticket Holder” means the registered holder of a Ticket.

2. The purchaser of a Ticket is required to agree to these terms and conditions at the point of purchase. Any individual purchasing a Ticket for a third party shall be deemed to be acting with the consent of each Ticket Holder for whom they are making that purchase, including acting with the authority of each such Ticket Holder to agree to these terms and conditions on their behalf. Following the purchase of a Ticket the Club shall only communicate with the Ticket Holder (regardless of whether such a Ticket was bought on their behalf or otherwise).
3. Tickets are for the use of supporters of the Club only. By purchasing or using a Ticket the Ticket Holder is representing that they are a supporter of the Club.
4. The Ground Regulations issued from time to time by the Premier League and the Football League and which are part of the General Safety Certificate for the Stadium issued by Trafford MBC (copies of which are exhibited at the Stadium and which can also be obtained from the Club on request) shall form part of these terms and conditions. Particular attention is drawn to the regulation which states “...nobody may stand in any seating area whilst play is in progress”. The issue of the Ticket and subsequent access to the Stadium is subject to the rules and regulations of FIFA, UEFA, the F.A., the Premier League and the Football League.
5. Save in exceptional circumstances, subject to these terms and conditions, upon presentation of the Ticket the Ticket Holder (and no additional persons) will be permitted access to the Match to watch the relevant match from the seat allocated to their Ticket.
6. The Ticket Holder (or any person purporting to be the Ticket Holder) may be required at any time to deliver up the relevant Ticket for inspection by the Club and to prove that they are the Ticket Holder. To access the Stadium, the Ticket must be presented at the turnstile reader as directed by the turnstile operator. Admission will be refused to any person who attempts to use the same Ticket on more than one occasion at the same match, or use a Ticket which has been cancelled.
7. If a Ticket Holder damages, loses or misplaces their Ticket, or has the same stolen, they should report this to the Club as soon as possible. If a Ticket is stolen, the Police should also be contacted immediately by the Ticket Holder and the relevant crime number should be quoted in all correspondence with the Club. The Club shall issue a replacement Ticket to the Ticket Holder of a damaged, lost or stolen Ticket (subject to paragraph 8 below), unless the Club reasonably believes that a Ticket Holder is, or has been, acting in a

fraudulent or illegal manner and/or in breach of any of these terms and conditions (including without limitation paragraphs 10 and 11 below).

8. The issue of a replacement Ticket by the Club to a Ticket Holder shall be subject to; (i) (in certain circumstances and at the Club's discretion) the requirement that the Ticket Holder of a damaged or lost Ticket attends the Club Ticket Office in person to collect such replacement Ticket and provides the Club with satisfactory evidence of their identity; and (ii) payment of a fee to the Club (unless the Club in its absolute discretion decides to waive such fee). The level of such fee shall be communicated to the relevant Ticket Holder at the relevant time and may vary depending on the specific circumstances. The current fee to reissue a lost or stolen Ticket is £10.00.
9. Once a Ticket is purchased the Ticket Holder shall not be entitled to cancel their Ticket and no refunds shall be given by the Club for any matches unattended. In particular, the following should be noted:
  - (a) The dates and times of all of the Club's matches are subject to alteration on a regular basis and the Club shall have no liability whatsoever to Ticket Holders in respect of any such alterations. The Club shall however make reasonable endeavours to publicise any fixture changes as far in advance as possible (including via the Club website) and the Club recommends that Ticket Holders visit the Club website on a regular basis in order to check the latest dates and times of matches.
  - (b) Matches can be abandoned or postponed (for example, due to weather conditions or unforeseen events) and the Club shall have no liability whatsoever to a Ticket Holder if the Match is abandoned or postponed. Ticket Holders shall however be entitled to attend any re-arranged version of such Match.
  - (c) In the extremely unlikely event that the Match is cancelled and not subsequently re-arranged, the Ticket Holder will be entitled to a refund (not exceeding the price of the Ticket).
10. Tickets are personal to Ticket Holders, are not transferable and shall not be transferred or resold under any circumstances, save where expressly permitted by the Club in its absolute discretion. In particular, Ticket Holders are expressly prohibited from using Tickets as gifts or prizes in any competitions or other promotional activities of whatever nature, except where the Club (in its absolute discretion) gives its prior written permission.
11. The unauthorised sale or disposal of tickets is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. If a Ticket Holder is convicted of a criminal offence related to the illegal sale of match tickets, or the Club reasonably suspects that they have committed such an offence, then: (i) the Club may notify Greater Manchester Police and/or the Premier League who in turn may notify the UK Football Policing Unit. Information that the Club may disclose includes contact details of the Ticket Holder, information about the offence (or suspected offence) and about any other ticket purchases; and/or (ii) this shall be deemed a breach of these terms and conditions and, for the avoidance of doubt, paragraph 13 shall apply.
12. Tickets will remain the property of the Club at all times (each Ticket Holder retaining a Ticket on behalf of the Club and being entitled to the benefits conferred by the Ticket subject to these terms and conditions). The Club reserves the right to require the immediate return of a Ticket at any time.
13. The Club reserves the right to suspend the use of a Ticket and all associated benefits for a period of time, withdraw its use and such benefits completely and/or terminate the Ticket Holder's contract for the purchase of the Ticket if: (i) the Ticket Holder (or any individual in possession of the Ticket) breaches any of these terms and conditions (or the Club has reasonable grounds to suspect such a breach) or otherwise misuses the Ticket; (ii) the Ticket Holder breaches any of the terms and conditions (or the Club has reasonable grounds to suspect such a breach) of any other Club related scheme in which he/she is participating (including without limitation any official membership scheme); or (iii) the Ticket Holder is prohibited (whether by law or otherwise) from attending any football ground (including the Stadium). Save as expressly set out in these terms and conditions, the Club shall not be obliged to make any refund to a Ticket Holder if their Ticket and associated benefits are suspended or withdrawn or if their contract for the purchase of a Ticket is terminated.
14. In the event of cancellation or withdrawal of a Ticket, no refund will be paid. In particular the Club may remove a Ticket Holder (or the person purporting to be the Ticket Holder) from the Match if the Club has reasonable cause to believe that they are in breach of any of these terms and conditions. If the club has

cause to remove a Ticket Holder from the Stadium pursuant to this clause 14 then it may inform Greater Manchester Police. Information that the Club may disclose includes contact details of the Ticket Holder, information about the breach of the terms and conditions (or suspected breach) and the nature of or outcome of any measures taken against a Ticket Holder following their ejection from the Stadium.

15. The Club may at any time in its reasonable discretion substitute a Ticket Holder's allocated seat with an alternative seat of at least an equal price.
16. Ticket Holders are not entitled to re-enter the Stadium if they leave the Stadium at any time on a Match day, except where the Club expressly approves such re-entry. The Club will only give such approval where a Ticket Holder had a compelling reason to leave the Stadium in the first instance (for example, reasons of medical emergency).
17. Ticket Holders should be aware that access to the Stadium's North, East and West stands' second tier (including quadrants) and the North stand's third tier involves a substantial amount of climbing. Ticket Holders who have difficulty climbing or who suffer from vertigo are advised accordingly. Ticket Holders should also be aware that Tickets for certain seats situated in the lower stands of the Stadium may be affected by adverse weather conditions.
18. The Club may from time to time create images and/or audio-visual video footage of Ticket Holders attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use the same for the purpose of: (i) promoting the Club and its commercial partners; and (ii) any other commercial activity, provided such use does not harm the reputation of the relevant individual whose image is used.
19. In the absence of negligence or other breach of duty by the Club or its servants or agents, a Ticket Holder will be responsible for any loss, theft, injury or damage to any of their articles left or displayed in or set at the Stadium.
20. Ticket Holders shall not bring into, use or display within the Stadium any sponsorship, promotional or marketing materials provided that this paragraph will not prevent the Ticket Holder wearing any standard items of clothing.
21. Ticket Holders shall not bring into (or use within) the Stadium any equipment which is capable of recording footage of a match, save in respect of mobile phones used only for the purpose of making telephone calls or sending messages or emails in text form.
22. The Ticket Holder shall not offer or distribute (either free or for sale by any person) within the Stadium any consumer article or commercial product of any nature.
23. The Club reserves the right to carry out bag and/or other security checks in respect of Ticket Holders, including at the Stadium.
24. The Club shall not have any liability to a Ticket Holder in respect of any failure to carry out or delay in carrying out any of the Club's obligations under these terms and conditions, including: (i) admitting a Ticket Holder (or any individual in possession of a Ticket) to the Stadium for a particular match; or (ii) making a Ticket Holder's allocated seat available to them for a particular match; which is caused by circumstances outside its reasonable control.
25. The Club shall not have any liability to a Ticket Holder for any late delivery or non-delivery of any Ticket, documents or other materials resulting from the actions or omissions of any postal service provider.
26. **IF YOU CLAIM THAT THE CLUB HAS BEEN NEGLIGENT OR HAS BREACHED THESE TERMS AND CONDITIONS IN SOME WAY, THE CLUB SHALL ONLY BE LIABLE FOR ANY LOSS, DAMAGE, COST OR OTHER EXPENSE YOU INCUR, OR IN RESPECT OF DEATH OR PERSONAL INJURY SUFFERED, THAT IS A FORESEEABLE CONSEQUENCE OF THE CLAIMED NEGLIGENCE OR BREACH.**
27. The Club reserves the right to change these terms and conditions from time to time, and shall publicise such changes on its website.
28. These terms and conditions, together with (as appropriate): (i) any associated online application form/process; (ii) any scripted information read out to callers to the call centre; or (iii) any information

provided to an individual attending the ticket office; comprise the entire agreement between the Club and a Ticket Holder in relation to the purchase and use of a Ticket.

29. The Club and its group companies shall be entitled to enforce these terms and conditions against each Ticket Holder. The Club shall at any time be entitled to assign, transfer or novate the benefit and/or burden of (and any right or obligation of the Club under) these terms and conditions to any of its group companies.
30. If any of these terms and conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, they shall, to that extent, be severed from the remaining terms and conditions which shall continue to be valid to the fullest extent permitted by applicable laws.
31. The failure by the Club to exercise or a delay by the Club in exercising a right or remedy provided by these terms and conditions does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. A waiver of a breach of any of these terms and conditions does not constitute a waiver of any other breach and shall not affect the other terms and conditions.
32. These terms and conditions shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.