



MEN'S AWAY MATCH TICKET T&Cs
2026-2027

KEY TERMS

These Key Terms are a summary only and do not replace the full Terms and Conditions below. Please familiarise yourself with these Terms and Conditions before attending an Away Match. In particular:

- The issue of an Away Match Ticket and subsequent access to the ground at which the Away Match is played is subject to the Terms and Conditions of Entry (as updated from time to time), including the Ground Regulations of the Hosting Club.
- The Terms and Conditions of Entry incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>.
- By using an Away Match Ticket, you agree not to engage in discriminatory, abusive, threatening or offensive behaviour towards Club staff, supporters, Hosting Club staff or supporters, match officials, Club partners or anyone else.
- The Club may refuse entry or eject anyone who breaches the Terms and Conditions of Entry, including the Ground Regulations of the Hosting Club.
- Away Match Tickets are for the use of supporters of the Club only. By purchasing an Away Match Ticket, you warrant that you are a supporter of the Club.
- You are responsible for any breach of the Terms and Conditions of Entry by anyone using your Away Match Ticket.
- Away Match Tickets are for personal use only and may not be sold, transferred or otherwise dealt with except as permitted under the "Away Ticket Exchange" provisions in the Ticket Exchange and Ticket Transfer Terms and Conditions.
- The unauthorised sale or disposal of an Away Match Ticket may constitute a criminal offence and may lead to sanctions (including cancellation of Tickets and Memberships, loss of Away Credits, and police involvement).
- Automated methods or circumvention of ticketing processes are strictly prohibited and may result in cancellation of Away Match Tickets and Memberships.
- We may issue an indefinite ban and cancel or suspend future Tickets and Memberships if we have reasonable grounds to suspect you have touted your Away Match Ticket, or if we have reasonable grounds to suspect that a person to whom you have transferred your Away Match Ticket has committed such an offence.
- Eligibility to purchase Away Match Tickets depends on your Membership category for the 2026-2027 season. The Club reserves the right to allocate Away Match Tickets by Ballot and to award Away Credits. Full details are set out in clause 2.
- If you are selected for a spot check, you will be required to collect your Away Match Ticket in person on the day of the Away Match with original photographic ID.
- If you fail to collect an Away Match Ticket without reasonable cause, or fail to scan your Away Match Ticket at the turnstile, Away Credits may be deducted from your Membership. Repeated failures during the same season may result in further deductions or sanctions.
- No refunds are given if you are refused entry or removed from the ground, or if your Away Match Ticket is suspended or cancelled.
- Refunds are available in limited circumstances (postponement, abandonment, behind closed doors, or reduced capacity) as set out in clause 4.



- The Club does not guarantee that Away Matches will take place at a specific time or date, or that away fans will be permitted to attend.
- You must keep your Membership details up to date.
- The Club may amend these Terms and Conditions at any time, with updates posted on the Website.

The complete terms and conditions, with detailed information on each point mentioned, are provided in the Terms and Conditions below.

Definitions

In the Terms and Conditions, the following words and phrases shall have the following meanings:

"Applicable Football Regulation" means in respect of any Football Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or the Hosting Club and/or you and/or a User is required to comply with from time to time in respect of the Away Match.

"Applicable Law" means all laws, statutes, regulations, edicts, byelaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or the Hosting Club and/or you and/or any User is subject in respect of the Away Match and/or which is relevant to the Club and/or you and/or the User's rights or obligations under these Terms and Conditions (as the case may be).

"Away Match" means a match played by the Club's Men's First Team at a ground other than Emirates Stadium.

"Away Match Ticket" means the physical or digital ticket for admission to an Away Match of the Club's Men's First Team.

"Ticket Exchange and Ticket Transfer Terms and Conditions" means the terms and conditions governing the exchange of Away Match Tickets via Ticket Exchange, available at <https://www.arsenal.com/ticket-terms-conditions-mens>.

"Club" means The Arsenal Football Club Limited, a company registered in England and Wales under company number 109244 and with its registered office and main trading address at Highbury House, 75 Drayton Park, London, N5 1BU. VAT number: 769 4067 87 GB.

"Club Group Company" means, in respect of The Arsenal Football Club Limited, its holding companies and subsidiaries of its holding companies, and "holding company" and "subsidiary" have the meanings given to them in section 1159 of the Companies Act 2006 and "Club Group Companies" shall be construed accordingly.

"Commitment" means the Premier League's Commitment Regarding Abusive and Discriminatory Conduct, which can be accessed either through the Club's Website at <https://www.arsenal.com/ticket-terms-conditions-other> or via the Premier League's website at <https://www.premierleague.com/publications> or can be provided upon written request to the Club.

"Football Authority" means the Premier League, the Football Association, the Football Association of Wales, FIFA, UEFA, the Football League, the IFR and/or any other relevant governing body of association football, and **"Football Authorities"** shall be construed accordingly.

"Free Account Member" means a supporter of the Club who has registered a valid email address through the Club's Single Sign On process and who has completed the Club's free



membership registration (including registration via eticketing.co.uk/arsenal to obtain a membership number). For the avoidance of doubt, a Free Account Member does not pay a membership fee and is not entitled to any retail discount or other benefits associated with paid Membership Schemes.

"Ground Regulations" means those ground regulations issued by the Hosting Club from time to time that set out the terms and conditions upon which spectators are granted entry to the ground at which the Away Match is to be played (copies of which can be obtained upon request from the Hosting Club).

"Hosting Club" means the football club at whose ground the Away Match is to be played.

"IFR" means the independent football regulatory body in the UK established under the Football Governance Act 2025.

"Member" means a person registered through "The Arsenal", the Club's official membership scheme, who holds one of the membership categories listed in paragraph 2.1 (as defined in the Home Ticket Terms and Conditions available at <https://www.arsenal.com/ticket-terms-conditions-mens>), and "Membership" shall be construed accordingly.

"Men's First Team" means the Club's men's first XI.

"Premier League" means the Football Association Premier League.

"Reduced Capacity Match" means an Away Match held with reduced spectator capacity.

"Sanctions Policy" means the Club's policy on determining sanctions for offences committed online or in/around the ground at which the Away Match is played, which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other>

"Terms and Conditions of Entry" means each of the rules and regulations from time to time of FIFA, UEFA, the Football Association, the Premier League and the Football League; the Ground Regulations; any conditions of issue of the Hosting Club from time to time; any guidelines and/or spectator codes of conduct issued by the Hosting Club from time to time; and these Terms and Conditions, each as may be amended from time to time. Any amendments to the Terms and Conditions of Entry will be notified to you either through the relevant organisation's website or through the Website.

"User" means: (i) you, as the person in whose name the Away Match Ticket has been purchased or to whom it has been issued or transferred by the Club or via the Away Ticket Exchange; (ii) any person whom you have expressly authorised to use or present your Away Match Ticket on your behalf; or (iii) any person who is at any time present at the Away Match using your Away Match Ticket, whether or not authorised by you to do so.

"Website" means the Club's website, currently www.arsenal.com.

References made to clauses shall be understood as references to clauses contained within these Terms and Conditions.

Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

Any words following terms such as "including", "include", "in particular", "for example" or any other similar expression shall be interpreted as illustrative and shall not limit the sense of the words preceding those terms.

A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).



1. Issue of an Away Match Ticket

- 1.1 The issue of an Away Match Ticket is subject to the Ground Regulations and the Terms and Conditions of Entry (as may be amended from time to time), including, without limitation, any requirements stipulated by Applicable Law, Applicable Football Regulation and/or the Hosting Club. These Terms and Conditions incorporate the Premier League's Commitment Regarding Abusive and Discriminatory Conduct (the "Commitment"), which can be accessed via the Website at <https://www.arsenal.com/ticket-terms-conditions-other> or via the Premier League's website at <https://www.premierleague.com/publications> or can be provided upon written request to the Club.
- 1.2 The Club, as selling agent for and on behalf of the Hosting Club, licenses you to use the Away Match Tickets. As a result, the Hosting Club will have all of the rights and obligations of the Club under these Terms and Conditions and, save as expressly provided otherwise, your rights and obligations under these Terms and Conditions shall lie against the Hosting Club only.
- 1.3 If you are a consumer, references in these Terms and Conditions to "you" are to the individual using their Away Match Ticket for private and non-commercial purposes.
- 1.4 If you are NOT a consumer, references in these Terms and Conditions to "you" are to the business on whose behalf you are purchasing the Away Match Ticket(s) and you confirm that you have authority to bind that business in respect of the purchase and use of the Away Match Ticket(s).
- 1.5 These Terms and Conditions, including all rights granted to you and the obligations of the Club hereunder, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Football Regulation. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Applicable Football Regulation, the relevant Applicable Law or Applicable Football Regulation shall prevail. Neither the Club nor any Club Group Company shall be in breach of these Terms and Conditions by virtue of any action which it, any Club Group Company or the Hosting Club takes or omits to take as a consequence of any such Applicable Law or Applicable Football Regulation.

2. Eligibility to purchase Away Match Tickets

- 2.1 Subject to satisfying the Club's eligibility criteria from time to time for the purchase of Away Match Tickets and any identity verification requirements imposed by the Club in its discretion, you may be eligible to purchase an Away Match Ticket (subject to availability) if you are registered in one of the following Membership categories for the 2026/2027 season:
- (A) a Platinum Member;
 - (B) a Gold Member;
 - (C) a Travel Club Member; or
 - (D) a Box Licensee or a Diamond Club Member;
 - (E) a Silver, Red or Free Account Member.
- 2.2 The price and number of Away Match Tickets available for purchase is determined by the Hosting Club.
- 2.3 The eligibility criteria for the purchase of Away Match Tickets and the allocation of Away Match Tickets are determined by the Club in its absolute discretion and, without prejudice to the foregoing, the Club reserves the right to allocate Away Match Tickets by ballot. The Club also reserves the right, in its absolute discretion, to allocate and award Away Credits to your Membership account for relevant Away Matches.

3. Use of Away Match Ticket

- 3.1 Away Match Tickets may be delivered either by post, email or via the Ticket Hub (as applicable),



to either the Member who made the booking or the Member assigned to the relevant seat within the booking, as determined by the Club. You may notify the Club of a permanent change to your address or contact details; however, you may be restricted from making such changes for a limited period. This is a security measure to ensure that Away Match Tickets are delivered to the correct person.

- 3.2 If you do not receive your Away Match Ticket(s) for any relevant Away Match it is your responsibility to contact Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000) prior to the fixture. Our office hours are Monday to Friday, 9:30am -5pm.
- 3.3 The Club is not responsible for any Away Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed. If this does occur, it is your responsibility to contact Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000) as soon as possible. A duplicate ticket or digital pass may be issued to the original purchaser by the Hosting Club, at the Hosting Club's discretion. The Hosting Club may charge you an administrative fee for the issue of a duplicate ticket or digital pass. Please check the relevant digital wallet on your device (such as Apple Wallet). If you cannot see your pass, click 'View Expired Passes', select your pass and unhide it to return it to your wallet. If you are using an Android device, please re-download the Club's app.
- 3.4 The following actions are strictly prohibited when searching for, reserving, managing, or purchasing Tickets:
- (A) using any automated software, computer systems, bots, scripts, scraping tools, browser automation tools or similar technologies, or any process designed to circumvent, manipulate or interfere with the Club's ticketing systems;
 - (B) generating multiple email addresses, including through the use of plus-addressing, sub-addressing, "alias" email address software or "hide my email" tools;
 - (C) accessing any ticketing platform using multiple IP addresses, virtual private networks (VPNs), proxy services or similar technologies;
 - (D) manipulating, decoding, reproducing, duplicating, altering or otherwise interfering with any digital Away Match Ticket, barcode or Near Field Communication (NFC) string, including any static or rotating component;
 - (E) creating, reproducing, distributing or using replica, counterfeit or unofficial Away Match Tickets; or
 - (F) engaging in or facilitating any activity (including via third-party websites, digital wallets or cryptocurrency or digital asset transactions) that enables or encourages the unauthorised reproduction, sale, sharing or use of Away Match Tickets.

The use of any software or methods described in this clause to search for, reserve, buy or otherwise obtain Away Match Tickets may amount to a criminal offence under the Computer Misuse Act 1990 or the Breaching of Limits on Ticket Sales Regulations 2018 and the Club reserves the right to inform the police where it reasonably believes such methods have been used. Any Away Match Ticket obtained, used or distributed in breach of this clause shall be automatically void. The Club may cancel the Away Match Ticket without payment of any refund, remove any Away Credits allocated in connection with the Match, suspend or cancel your Membership and exclude you from applying for future Away Match Tickets.

- 3.5 Where the Club has reasonable grounds to suspect ticket touting or that an account has been implicated in ticket touting, the Club may notify the police, the Premier League, other football clubs and/or any Football Authority and may temporarily suspend your Membership and any Away Match Tickets while an investigation is conducted. Following its investigation, if the Club determines that there are sufficient grounds, such conduct shall be deemed a serious breach of these Terms and Conditions and the Club reserves the right, through its Sanctions Policy, to issue an indefinite ban and to cancel or suspend any Away Match Tickets and any Tickets at Emirates Stadium purchased for future Matches, without payment of any refund.
- 3.6 For the purposes of clause 3.4, the Club may commence an investigation where it identifies any



of the following circumstances:

- (A) an account or booking group is linked to suspected ticket touts;
- (B) multiple accounts are used to obtain Away Match Tickets for the same Match;
- (C) an account is linked to known touting activity;
- (D) unauthorised access to a Membership account is detected; or
- (E) false or misleading payment or personal information is provided.

- 3.7 Save as expressly provided under the “Away Ticket Exchange” provisions in the Ticket Exchange and Ticket Transfer Terms and Conditions, the Away Match Ticket is issued for your personal use and you shall not and you shall not attempt and/or take preparatory steps to sell, dispose of, assign, transfer, lend or otherwise deal with the Away Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Furthermore, you shall not use the Away Match Ticket for any commercial purpose. The reference to selling the Away Match Ticket includes where, in the Club’s reasonable opinion, you:

- (A) offer, attempt or take preparatory steps to offer, to sell an Away Match Ticket (including, without limitation, via any website or online auction site);
- (B) expose, attempt or take preparatory steps to expose, an Away Match Ticket for sale;
- (C) make, attempt or take preparatory steps to make, an Away Match Ticket available for sale by another person; and/or
- (D) advertise that an Away Match Ticket is available for purchase.

- 3.8 Where the Club discovers that you have sold or have attempted and/or taken preparatory steps to sell, dispose of, assign, transfer, lend or otherwise deal with the Away Match Ticket or the benefit of it to any other person in breach of these Terms and Conditions, the Club reserves the right to deduct all of your Away Credits for the 2026/2027 season and cancel your Membership in accordance with clause 5. Such conduct shall be deemed a serious breach of these Terms and Conditions and the Club reserves the right, through its Sanctions Policy, to issue an indefinite ban. The Club also reserves the right to cancel your Away Match Ticket(s) and any subsequent Away Match Ticket(s) or ticket(s) at Emirates Stadium purchased by you. If you meet the eligibility requirements outlined in the “Away Ticket Exchange” provisions in the Ticket Exchange and Ticket Transfer Terms and Conditions, the Club may, in its sole discretion, permit you to place your Away Match Ticket on the Club’s ticket exchange platform. You shall not be permitted to re-apply for Membership (whether using the same or different contact details, email address or payment card details) during any period in which you are banned from attending Matches.

- 3.9 The Club reserves the right to carry out (or for the Hosting Club to carry out) individual spot checks on Away Match Tickets. If you are issued with a spot check, you will be required to collect your Away Match Ticket(s) for the relevant Away Match from a designated collection point, which will be notified to you by the Club or the Hosting Club, on the day of the Away Match and you will be required to produce an original proof of identity document (i.e. driver’s licence, passport etc. noting a photographic copy of your identity document will not be accepted), in order to collect your Away Match Ticket(s).

- 3.10 If you fail to collect an Away Match Ticket during a season, without reasonable cause as determined by the Club, or someone other than yourself attempts to collect your Away Match Ticket, the Club may deduct one (1) Away Credit from your Membership. Should you fail to collect an Away Match Ticket on a second occasion during the same season (without reasonable cause as determined by the Club), then the Club may deduct an additional ten (10) Away Credits from your Membership. Should you fail to collect an Away Match Ticket on a third occasion during the same season (without reasonable cause as determined by the Club), then the Club may deduct all of the remaining Away Credits from your Membership or consider further sanctions, at the Club’s discretion. This clause 3.10 shall apply to all supporters who have purchased an Away Match Ticket through the ticket exchange pursuant to the “Away Ticket Exchange” provisions in the Ticket Exchange and Ticket Transfer Terms and Conditions and have failed to collect an Away Match Ticket if such Away Match Ticket is designated as being “for collection”. If you fail to successfully scan the relevant Away Match Ticket at the turnstile of the Hosting Club’s ground, resulting in the Away Match Ticket not being used, the Club will remove any Away Credits that have been



credited to your Membership account for the relevant Away Match. Should you fail to successfully scan the relevant Away Match Ticket at the turnstile of the Hosting Club's ground on a second or third occasion during the same season (without reasonable cause as determined by the Club), the same point deductions will apply as for non-collection as set out in this clause 3.10.

- 3.11 If you suspect that ticket touting is taking place in connection with Away Match Tickets, the Club requests that you report this promptly to the Club here: <https://help.arsenal.com/support/tickets/new> and, where appropriate, to the police.
- 3.12 When attending an Away Match, travelling to or from an Away Match, or otherwise in connection with an Away Match, you must not engage in, encourage, or participate in any conduct (whether in person or remotely, including via social media or other electronic communication) which is abusive, insulting, threatening, discriminatory, offensive or otherwise brings the Club, the Hosting Club, the competition or association football into disrepute. This includes (without limitation) any conduct which breaches the Premier League's Commitment Regarding Abusive and Discriminatory Conduct, the Ground Regulations, the Hosting Club's conditions of entry or any Applicable Football Regulation, whether such conduct occurs inside or outside the ground. Any breach of this clause shall constitute a serious breach of these Terms and Conditions and may result in sanctions being imposed under the Sanctions Policy, including (without limitation) suspension or cancellation of your Membership, withdrawal of Away Match Tickets, loss of Away Credits, bans from applying for future Away Match Tickets and notification to relevant Football Authorities or the Hosting Club.
- 3.13 Where any Away Credits are deducted from your Membership, you may submit an appeal to the Club. Any such appeal must be submitted during the season in which the relevant deduction occurred via the Club's enquiry portal at: <https://arsenalfc.freshdesk.com/support/tickets/new>. The Club reserves the right to reject any appeal submitted after the end of the relevant season.
- 3.14 Without limiting any other provisions in this clause 3, the following actions shall each constitute a serious breach of these Terms and Conditions when attending or travelling to or from an Away Match:
- (A) smoking (including e-cigarettes or vaporisers);
 - (B) being or appearing to be drunk or intoxicated or drinking alcohol in view of the pitch;
 - (C) persistent standing in seated areas;
 - (D) possession of banners, flags or symbols that are offensive, obscene, racist, sexist, homophobic, transphobic, politically motivated or otherwise discriminatory;
 - (E) throwing any object within the ground;
 - (F) bringing into the ground any alcohol, illegal drugs, fireworks, flares, smoke canisters, laser devices, drones, glass bottles or weapons or any item prohibited by the Hosting Club's ground regulations or Applicable Law;
 - (G) entering the playing area or any area not generally accessible to spectators;
 - (H) supplying misleading or incorrect information in any application for an Away Match Ticket;
 - (I) breaching clause 3.4;
 - (J) failing to comply with the lawful instructions of the police, the Hosting Club or any authorised official; or
 - (K) failing to pay any sums owed to the Club in connection with Away Match Tickets.
- 3.15 If your conduct, acting alone or with others, or the conduct of any User, acting alone or with others, results in disciplinary action being taken against the Club by any Football Authority and/or any relevant law enforcement authorities, you shall be individually and collectively responsible and liable with any Users to the Club for any loss the Club thereby suffers. You shall also be individually and collectively responsible and liable with any Users to the Club for any loss the Club suffers as a result of the behaviour of a third party gaining access to an Away Match using the Away Match Ticket with your or the User's permission. The Club shall use its cancellation and suspension rights in clause 5 on you or any User of your Away Match Ticket in the event that any



User breaches these Terms and Conditions.

- 3.16 If you are a Disability Access Member attending an Away Match with a personal assistant, the personal assistant must:
- (A) be at least 10 (ten) years old if you are 18 (eighteen) or older;
 - (B) be at least 18 (eighteen) years old if you are under 18 (eighteen);
 - (C) provide the necessary support to you during the Away Match; and
 - (D) not attend the Away Match alone or with a non-disabled supporter.

Any abuse of the concessionary scheme will result in the loss of your Away Match Ticket, may lead to further sanctions under the Sanctions Policy and could result in criminal prosecution.

- 3.17 If you are a consumer, you shall be responsible for any breach by you and/or a User of the Terms and Conditions of Entry. In the event that you and/or the User breaches any Terms and Conditions of Entry, you and that User shall each be held responsible and liable for such breach.

OR

If you are NOT a consumer, you shall indemnify the Club against all costs, charges, claims, expenses, demands and liabilities suffered or incurred by it as a result of any breach by you and/or a User of the Terms and Conditions of Entry. In the event that you and/or the User breaches any Terms and Conditions of Entry, you and that User shall each be held liable for such breach.

4. Changes to Dates, Refunds and Exchanges

- 4.1 The Club does not guarantee that any Away Match will take place at a particular time or on a particular date, or with away fans present, or at a particular spectator capacity. The dates and kick-off times of all Away Matches are subject to revision and change due to broadcast coverage or other circumstances. It is your responsibility to ascertain the date and kick-off time of any Away Match. Without limitation to the foregoing, the Hosting Club may be required by Applicable Law or Applicable Football Regulation, or may decide, to hold the Away Match behind closed doors, or without away fans present, or at a reduced capacity. Subject to clause 4.2 below, the Club will have no liability to you or any other User in the event of the postponement or cancellation of the Away Match, or if the Away Match is played behind closed doors or without away fans present, or if the spectator capacity for the Away Match is reduced and your Away Match Ticket is cancelled.

- 4.2 In the event of:

- (A) the postponement of the Away Match, you will be entitled to receive a full refund (including any booking and administration fee) on your Away Match Ticket(s) purchased direct from the Club or receive the equivalent ticket for the subsequent re-arranged Away Match (if any) via such application procedure as the Club stipulates, subject to any and all applicable terms and conditions;
- (B) the abandonment of the Away Match, or if, for any reason, the Away Match has to be played behind closed doors or without away fans present, you will be entitled to receive a full refund (including any booking and administration fee) on your Away Match Ticket(s) purchased directly from the Club; or
- (C) the spectator capacity for the Away Match being reduced for any reason, the Club reserves the right to cancel your Away Match Ticket(s) in which case you will be entitled to receive a full refund (including any booking and administration fee) on your Away Match Ticket(s) purchased directly from the Club.

- 4.3 In the event the Club charts a transport service for supporters which is delayed or cancelled for reasons outside of the Club's control, the Club will not be liable to refund you for the price of your Away Match Ticket.

- 4.4 Any refund due in respect of your Away Match Ticket(s) in accordance with clause 4.2 above, shall be credited to the payment card used to purchase your Away Match Ticket(s).



- 4.5 The Club does not guarantee that the team for any particular Away Match will necessarily only be selected from the Club's regular men's first team players. The men's first team manager may consider it desirable on occasions to omit regular men's first team players and select the team from the full playing squad.

5. Cancellation and Termination

- 5.1 Without prejudice to the Club's other rights and remedies, your Membership may be suspended, withdrawn and/or cancelled without the payment of any refund, in the event that any User:

- (A) breaches any of these Terms and Conditions (including, without limitation, the Commitment), or the Terms and Conditions of Entry, or any other agreement or terms and conditions between you and the Club;
- (B) is ejected and/or banned from the ground at which the Away Match is played;
- (C) does anything that brings the name of the Club into disrepute; or
- (D) has used any rude, foul, obscene, threatening, abusive, racial, homophobic, sexist, transphobic, or otherwise discriminatory language, gestures or behaviour towards any contractor, employee or agent of the Club, or any other spectator or official, in-person or remotely, via any electronic communication, social media or otherwise. This includes any language, gesture or behaviour relating to an individual's or group's race, nationality, ethnic or national origins, gender, sexual orientation, marital status, religion, age or disability and/or so-called "tragedy chanting" that reference disasters and/or fatalities).

- 5.2 In the event of any cancellation, suspension and/or withdrawal in accordance with this clause 5, no refund shall be payable to you and/or to the User in respect of any unexpired portion of your Membership. The Club further reserves its right to take any legal and/or disciplinary action against any persons as it sees fit in connection with such matters.

- 5.3 In the event that your Membership is withdrawn, suspended or cancelled, the Club reserves the right also to exclude you from any other scheme maintained or organised by the Club and/or to disqualify you from applying for (including joining any waiting list in respect of) any match ticket or season ticket at its discretion.

- 5.4 If your Membership is withdrawn, suspended or cancelled following a determination that you engaged in prohibited activity under the Commitment, the Club will also notify the Premier League and all other football clubs in the Premier League competition to ensure that the applicable sanction is enforced by all such clubs.

6. Exclusion of liability

- 6.1 If you are a consumer, the following terms apply subject to clause **Error! Reference source not found.** below:

- (A) Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by applicable law, neither the Club nor any Club Group Company shall have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions caused by any circumstances outside the Club's reasonable control including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation; and/or (ii) the exercise of any discretion by the Club in respect of the allocation of Away Match Tickets available in respect of any Reduced Capacity Match(es).
- (B) If the Club fails to comply with these Terms and Conditions, the Club is responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms and Conditions or the Club's negligence, but neither the Club nor any Club Group Company is responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you entered into a contract with



- (C) the Club to purchase the Away Match Ticket(s). Neither the Premier League, the Hosting Club, the Club nor any Club Group Company shall be responsible for any interruptions and/or restrictions to the view of the Away Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

6.2 If you are NOT a consumer, the following terms apply subject to clause **Error! Reference source not found.** below:

- (A) Except as otherwise set out in these Terms and Conditions, and to the fullest extent permitted by applicable law, neither the Club nor any Club Group Company shall have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Terms and Conditions caused by any circumstances outside the Club's reasonable control including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Football Regulation; and/or (ii) the exercise of any discretion by the Club in respect of the allocation of Away Match Tickets available in respect of any Reduced Capacity Match(es).
- (B) The total liability of the Club and any Club Group Company in respect of your use of any Away Match Ticket(s) or any breach of these Terms and Conditions, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed the amount you have paid to purchase the Away Match Ticket(s).
- (C) Neither the Premier League, the Hosting Club, the Club nor any Club Group Company shall be liable to you for any loss of profit, loss of business, business interruption, loss of business opportunity, or any indirect or consequential loss or damage, whether or not such losses were foreseeable or the Club had been advised of their possibility.
- (D) Neither the Premier League, the Hosting Club, the Club, nor any Club Group Company shall be responsible for any interruptions and/or restrictions to the view of the Away Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

6.3 Notwithstanding any provision in these Terms and Conditions, the Club does not seek to exclude or limit liability (for itself and any Club Group Company): (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by the Club's negligence or the negligence of any of its officers, employees or agents; (c) under section 2(3) of the Consumer Protection Act 1987 (if you are a consumer); (d) for any other matter for which it is not possible to exclude or limit liability by law; or (e) for any rights you have as a consumer under the Consumer Rights Act 2015.

7. Miscellaneous Provisions

- 7.1 The Club reserves the right to make changes to any of these Terms and Conditions. Such changes will be notified to you by being put on display on the Website.
- 7.2 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these Terms and Conditions, which shall continue in full force and effect. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 7.3 You acknowledge that the Club may fulfil any of its obligations under these Terms and Conditions by procuring such fulfilment from another Club Group Company. Each Club Group Company may benefit from the rights granted to the Club under these Terms and Conditions.
- 7.4 Other than as mentioned in clause 7.3, and with the exception of each Football Authority and the Hosting Club, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these Terms and Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of that Act.



- 7.5 If an Away Match Ticket holder is under 16 (sixteen) years old, their parent(s) and/or guardian(s) are also responsible for the Away Match Ticket holder's actions, conduct and compliance with these Terms and Conditions (including, without limitation, the Commitment) and may face sanctions for any breach or non-compliance of these Terms and Conditions.
- 7.6 The Terms and Conditions of Entry (including the Commitment) together with (i) any information provided as part of any online or telephone ticket purchase process; and/or (ii) information provided to an individual attending the box office constitute the entire agreement between the Club and you in respect of Away Match Tickets and neither the Club nor you shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the subject matter which is not set out therein. You and the Club agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in these Terms and Conditions.
- 7.7 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Terms and Conditions, the documents referenced herein or by law shall not constitute a waiver of that right, power or remedy.
- 7.8 You do not have a right to cancel your Away Match Ticket under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. However, if you are a consumer, you have legal rights if the Club does not comply with its obligations in these Terms and Conditions with reasonable care and skill. Advice about your legal rights is available from your local Citizens' Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect your statutory rights as a consumer.
- 7.9 If you are a consumer, please note that these Terms and Conditions are governed by English law meaning that your use of an Away Match Ticket and any dispute or claim arising out of or in connection with it (including in relation to any non-contractual disputes or claims) will be governed by English law. You and the Club both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

OR

If you are NOT a consumer, these Terms and Conditions and any contractual or non-contractual dispute or claim arising out of or in connection with them, shall be governed by and construed in accordance with English law. The parties hereby submit to the exclusive jurisdiction of the courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Terms and Conditions (including non-contractual disputes or claims).

- 7.10 If you have any problems with your Away Match Ticket, please telephone Arsenal Supporter Services (Tel: +44 (0) 20 7619 5000). In addition, if you are a consumer, you can obtain further guidance and advice from Citizens Advice (www.adviceguide.co.uk). Alternatively, you can contact The Independent Football Ombudsman at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.

8. Data Protection

- 8.1 Each User acknowledges that the Club will hold and process data relating to them, which may include personal data, for administrative, health and safety, and legal purposes and the Club may be required to share their personal data with the Hosting Club for such purposes. In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other football clubs, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including sexist, racial, homophobic, transphobic or other discriminatory abuse, chanting or harassment (including, without limitation, any language or behaviour relating to an individual's or group's nationality, ethnic or national origins, marital status, religion, age or disability) and with enforcing sanctions under the Commitment. We may also share your data in



order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. The personal data that each User provides to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available on the Website (at <https://www.arsenal.com/privacy>). Any personal data of a User processed by the Hosting Club shall be subject to the Hosting Club's privacy policy.

- 8.2 By attending the Away Match, all persons 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 him/her/them and may be published and used by the Club. The Club, any other Club Group Company and/or any Football Authority or others (including Club commercial partners and accredited media organisations) may use the Images, by way of example only in televised coverage of matches and for marketing, editorial, training, or promotional purposes or for any other purpose deemed reasonable by the Club in perpetuity, by way of any present or future media. All persons further acknowledge that Images may be used (by the Club or a third party, such as a law enforcement body) to identify him/her/them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions of Entry. All persons attending matches accept and acknowledge that it is in the Club's legitimate interests to use and publish the Images (including any personal data contained therein) as the Club requires the ability to: (i) publish, display, sell and distribute the Away Matches and Images by means of film, television, radio, digital, print media and internet (or any other media now known or hereafter invented); and (ii) use the Images for safety and security, promotional, training, editorial or marketing purposes by Club, the Premier League, The Football Association, UEFA and/or others as determined in the Club's sole discretion (including Club commercial partners and accredited media organisations). For more information about how we handle personal data and your rights you can refer to our Privacy Policy (available on the Website (at <https://www.arsenal.com/privacy>) or contact our Data Protection Officer at dpo@arsenal.co.uk.
- 8.3 All persons attending Away Matches acknowledge that the Away Matches are public events. The appearance and actions of the persons attending inside and in the perimeter of the Ground are public in nature and all persons attending agree that they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Away Matches.
- 8.4 The Club and/or any person authorised by the Club may from time to time create Images and/or audio-visual video footage of any User and/or any other person attending the Away Match (as part of the crowd or otherwise). The Club owns all rights in such images and footage and the Club shall be entitled to use them (and to allow others to use them) for any purpose whatsoever (provided that such use does not harm the reputation of the relevant individual whose image is used).
- 8.5 Further to clauses 8.2 and 8.3, above, if such person is under 18 (eighteen) years of age, the parent, guardian, or responsible adult who is accompanying them into the Hosting Club's ground shall be deemed to have agreed to these Terms and Conditions on their behalf.
- 8.6 The Club may receive information from the police, the Premier League and other football clubs relating to ticket touting activities elsewhere in the UK. The information that may be collected and shared by the Club and the above third parties could include personal data such as your name, contact details, image, data relating to criminal offences and your past ticket activity and purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@arsenal.co.uk.