



## **SOUTHEND UNITED CUSTOMER CHARTER**

### **TICKET CONDITIONS**

1. Tickets are issued subject to the Rules and Regulations of FIFA, UEFA, The Football Association, The FA Premier League and the EFL in respect of the relevant competition, the Southend United FC Ground Regulations and these Ticket Conditions, which are displayed around the ground, copies of which are available upon request.
2. Use of matchday or season tickets to enter the ground constitutes acceptance of the Rules and Regulations, Ground Regulations and Ticket Conditions and Southend United FC reserves the right to eject from the ground and withdraw or cancel tickets (which remain the property of Southend United FC) from any person who fails to comply with such Rules and Regulations. No refund will be given in the event of such withdrawal or cancellation.
3. By purchasing a ticket supporters are required to agree and shall be deemed to have agreed to these Conditions and the Terms & Conditions of Entry at the point of purchase. For the avoidance of doubt, any person who purchases a ticket on behalf of another shall be deemed to be acting with the full authority of the other person and with authority to agree to these Conditions and the Terms & Conditions of Entry on their behalf.
4. No person may bring into the ground or use within the ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to any match, or the ground, e.g., laptop computers, mobile telephones.
5. Mobile telephones are permitted, provided that they are used for personal and private use only, and not for the recording of the match.
6. Southend United FC accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
7. Southend United FC accepts no responsibility to replace lost, damaged or stolen tickets.
8. Tickets are strictly non-transferable.
9. Tickets remain the property of the Club at all times and must be produced together with evidence of identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the ticket at any time.
10. Tickets are only valid if the bearer sits in the allocated seat. Roots Hall is an all seater stadium and as such the EFL ground regulations stipulate that persons issued with a ticket for a specific seat must occupy that seat unless instructed otherwise by a steward or other authorised agent of the Club. Persistent standing in seated areas whilst play is in progress is strictly forbidden and could result in ejection from the ground and lead to possible further action by the Club.
11. Duplicate tickets will only be issued up to 48 hours before kick off of the relevant match and an administration charge of £4 will be made. All requests must be accompanied by proof of identity.
12. In the event of a season ticket holder being unable to produce his ticket at any game, then the Club reserves the right to refuse admission or charge a non-refundable administration fee of £5.00 for the issue of a day ticket for entrance to the match (provided proof of identify can be produced). The Club may refuse to issue a day ticket if a season ticket holder fails to produce his season card for more than 2 matches in succession.
13. A £15.00 administration charge will be made for replacement season tickets.
14. Roots Hall is a non smoking stadium, as such, any person caught smoking may be subject to ejection and/or a ban.

15. Tickets purchased over the telephone are subject to a £1.50 per transaction booking fee. There are no booking fees for tickets purchased on-line through the Club's website. Fees are non-refundable and may be subject to change or variation in accordance with the terms and conditions agreed with the operator.
16. Concessionary prices are available to Under 8's, junior supporters, young persons, full time students, senior citizens and disabled supporters. Under 8's are those of 8 years of age and under, junior supporters are classed as those of 9 to 16 years of age inclusive as long as they are still in full time compulsory education, young persons are those aged 17 to 21 inclusive, and senior citizens are those of 60 years of age and over. Proof of age or confirmation of status will be requested for all concessionary tickets: students will need to produce a valid student ID or letter from their college / university with a photo signed by the teacher / lecturer. Relevant documentation regarding the nature of disability may also be required. The clarification date is 1 August before the commencement of the season. Tickets will need to be purchased for all Under 8's where a seat is required, if the junior is 2 years old or under and does not require their own seat a ticket does not need to be purchased.
17. The Family Enclosure in the West Stand offers reduced priced tickets for the exclusive use of family groups and junior supporters. All adults must be accompanied by a child. Birth certificates and / or passports must be produced for all children on purchasing family season card. Southend United is a family club and has a zero tolerance policy on unsuitable behavior in this area.
- In the Family Stand there is a maximum ratio of 2 adults to 1 child
  - Adult only purchases will not be permitted in this area
18. All children of 13 years of age and under must be accompanied by a responsible adult.
19. The maximum ratio allowable of adult to junior tickets is 1:4.
20. If a supporter is found using a ticket in the incorrect price band to that which she/he is entitled, then the Club reserves the right to either confiscate the ticket until such time as the difference in price has been paid in full or eject the supporter.
21. The Club's ticketing policy with regard to disabled supporters will relate to:-
- Designated viewing areas in the stadium such as wheelchair spaces.
  - The need for personal assistance support in order to attend the match.
  - The need for the provision of auxiliary aids or services such as access to a match commentary system or the provision, where possible, of special seating for ambulant disabled.
  - Supporters with learning difficulties or progressive conditions who require personal assistance support. In both cases supporters will be encouraged to bring with them a personal assistant.

Clearly, where the Club is unsure that a person requesting a concession is disabled, then the Club will be entitled to seek written evidence.

The provision of disabled facilities is like all other seating in the ground in that it is available on a first come first served basis. In this regard, ticket purchases can be made at the ticket office in person, or via the phone.

Disabled supporters are able to buy a ticket at a concessionary rate whilst no charge is made for their personal assistant **providing certain criteria is met, this criteria can be found at <http://www.southendunited.co.uk/fans/customer-charter/>.**

22. The Club's policy for the reduction in prices of restricted view seats is as follows:
- all relevant tickets are stamped "restricted view"
  - all stamped restricted view tickets will be sold at £1 discount per adult ticket.
23. The Club's policy on the return and distribution of unwanted matchday tickets is as follows and at the club's sole discretion. (this clause does not apply to season or half season tickets):
- if the ticket is returned up until 24 hours before the match indicated on the ticket, then a credit / exchange ticket may be given. It is not the Club's policy to offer credits / exchange tickets after this time under any circumstances. Any booking fees paid are non-refundable.

24. Except in accordance with Clause 23 above (which relates to matchday tickets only and not season or half season tickets), tickets are not refundable except under exceptional circumstances and upon written request.
25. No guarantee can be given by the Club that a match will take place at a particular time or on a particular date, especially if any match is selected for a live television transmission. The Club reserves the right to abandon, postpone or reschedule any match without notice.

26. The Club's policy on postponed and abandoned games is as follows:

- On the day of the game if the game is postponed before kick off then ticket holders in the ground will be entitled to a full refund / credit, less any booking fee, or free admission to the rearranged fixture.
- If the game is abandoned after kick off, but before the whistle goes for the commencement of the second half, the ticket holders in the ground will be entitled to a 50% refund / credit on the face value of their ticket or 50% off the admission cost to the rearranged fixture.
- If the game is abandoned after the whistle has gone for the commencement of the second half of the game then ticket holders in the ground will not be entitled to any concessions in respect of the rearranged fixture.

It is imperative that ticket holders keep possession of their ticket to the original fixture if they wish to claim either a refund / credit or admission to the rearranged match.

27. The Club's policy on cancelled games is as follows:

- If the game is cancelled then full details regarding refunds / credits on tickets will be announced to supporters as widely as possible. Refunds / credits need to be claimed by the date advertised. It is not the Club's policy to offer refunds / credits after this time and any booking fees paid are non-refundable.

It is imperative that ticket holders keep possession of their ticket to the original fixture if they wish to claim a refund / credit.

28. The Club's policy on posting tickets for home matches is as follows:

- Tickets purchased at least 3 working days before a match will be posted out via First Class Royal Mail at a cost of £1.00. If tickets are purchased within 3 working days of a match then they will be collected from the Ticket Office at Roots Hall.
- Alternatively, tickets can be posted Special Delivery at a charge of £6.20, or sent via Recorded Delivery at a cost of £2.00.

29. The Club's policy on posting tickets for away matches is as follows:

- Tickets will be posted out via Special Delivery at a charge of £6.20. Should the customer not wish to pay the £6.20 charge, then they can request that the tickets are sent by Recorded Delivery at a charge of £2.00. However, should this delivery method be chosen, then it is at the customer's risk and the Club cannot be held responsible should the tickets not be received / go missing and will be unable to either replace the tickets, request duplicates or offer a refund.
- Tickets can also be collected from either the Ticket Office at Roots Hall or from the away club (where the away club provides this facility).

30. Southend United FC excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground.

31. Ticket Office hotline telephone number: 08444 770077

32. Southend United is committed to inclusion and anti-discrimination and expects all fans to share this commitment. The use of foul, obscene, abusive and/or racist language and/or gestures, or indecent, racial, homophobic or discriminatory abuse, chanting or harassment will constitute a serious breach of the Terms & Conditions of Entry and is strictly forbidden. This also includes the possession or display of a banner or flag that bears material or

slogans that are offensive, obscene, abusive or racist. Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the above to cancel or withdraw any ticket issued. In the event of such cancellation or withdrawal no refund will be paid.

33. All supporters attending a match at Roots Hall agree to accept and abide by the Fans Code of Conduct.

Southend United FC reserves the right to amend these terms and conditions at any time, and use of the tickets indicates your acceptance of such a change.