

SOUTHEND UNITED CUSTOMER CHARTER

APPENDIX 2

TICKET CONDITIONS

1. Tickets are issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and the Football League in respect of the relevant competition and Southend United Football Club Ground Regulations 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 these Rules and Regulations 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.
3. 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, eg, laptop computers, mobile telephones.
4. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only, but must be switched off during the match.
5. Southend United Football Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
6. Southend United Football Club accepts no responsibility to replace lost, damaged or stolen tickets.
7. Tickets are not transferable.
8. Tickets are only valid if the bearer sits in the allocated seat. Roots Hall is an all seater stadium and as such the Football League 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.
9. Duplicate tickets will only be issued up to 48 hours before kick off of the relevant match and an administration charge of £2 will be made. All requests must be accompanied by proof of identity.
10. In the event of a season ticket holder being unable to produce his ticket at any game, then upon production proof of identity a replacement ticket will be issued at face value plus an administration charge of £2 once the relevant match has

kicked off. However, a full refund will be given, less the administration charge, upon production of the relevant season ticket and purchased ticket stub.

11. A £50.00 administration charge will be made for replacement season tickets.
12. Roots Hall is a non smoking stadium, as such, any person caught smoking may be subject to ejection and/or a ban.
13. Tickets purchased over the telephone are subject to a £1.50 per transaction booking fee. Tickets purchased on-line through the Club's website are subject to a £1 per ticket booking fee. Both fees are non-refundable and may be subject to change or variation in accordance with the terms and conditions agreed with the operator.
14. Concessionary prices are available to junior supporters, young persons, full time students, senior citizens and disabled supporters. Junior supporters are classed as those of 16 years of age and under as long as they are still in full time compulsory education, young persons are those aged 17 to 20 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. Relevant documentation regarding the nature of disability may also be required.
15. The Family Enclosure offers reduced priced tickets for the exclusive use of family groups and junior supporters. All adults must be accompanied by a child.
16. All children of 13 years of age and under must be accompanied by a responsible adult.
17. The maximum ratio allowable of adult to junior tickets is 1:4.
18. The Club's ticketing policy with regard to disabled supporters will relate to:-
 - Designated viewing areas in the stadium such as wheelchair platforms or viewing areas.
 - 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 reservations can be made at the box office in person, via the phone or over the internet.

Disabled supporters are able to buy a ticket at a concessionary rate whilst no charge is made for their personal assistant

19. 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.

20. The Club's policy on the return and distribution of unwanted tickets is as follows:

- if the ticket is returned up until 12.00 noon on the day of the match indicated on the ticket, or 10 am if the kick off is before 3 pm, then a credit / exchange ticket will be given. It is not the Club's policy to offer credits / exchange tickets after this time. Any booking fees paid are non-refundable.

21. 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.

22. 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.

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

24. Ticket Office hotline telephone number: 08444 770077

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