



SEASON CARDS 2019/20 TERMS & CONDITIONS

1. Season Cards are issued subject to the rules and regulations of FIFA, UEFA and the Football Association, The FA Premier League and the English Football League in respect of the relevant competition and Southend United Ground Regulations which are displayed around the ground. Copies of which are available on request. For the avoidance of doubt, Season Cards are only valid for first team home league matches. This excludes play-off matches.
2. Use of Season Cards to enter the ground constitutes acceptance of these Rules & Regulations and Southend United reserve the right to eject from the ground and withdraw or cancel Season Cards (which remain the property of Southend United) from any person who fails to comply with the rules.
In the event that your Season Ticket is withdrawn or cancelled, the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any Match ticket or season ticket at its discretion
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. E.g. mobiles, laptops.
4. Mobile telephones are permitted, provided that they are used for personal and private use only and not for the recording of the match.
5. Southend United accepts no responsibility whatsoever if the seat to which this Season Card refers to is affected by adverse weather conditions.
6. Southend United accepts no responsibility to replace lost, damaged or stolen Season Cards. An administration charge of £15.00 will be made for replacement Cards.
7. Season Cards are only valid if the bearer sits in their allocated seat, Roots Hall is an all-seater stadium and as such the Football League ground regulations stipulate that persons issued with a Season Card for a specific seat must occupy that seat unless instructed otherwise by a steward or authorised agent. Persistent standing in seated areas during a game is strictly forbidden and could result in ejection and lead to possible further action from the Club.
8. Season Cards are strictly non-transferable and non-refundable.
9. Southend United reserve the right to charge the full ticket price in the event that an attempt is made to use a season card more than once for the same fixture.

10. Southend United reserve the right to charge the full ticket price in the event that an attempt is made to use a season card that has been relocated for the same fixture.

11. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match or, if necessary, play the Match out of view of the public, without notice and without any liability whatsoever. Your Season Ticket will, unless the Match is required to be played out of view of the public, enable you to attend the re-arranged Match. The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage including (but not limited to) loss of enjoyment or travel or accommodation costs.

12. If a Southend United fixture is cancelled during the season you hold a season card, and the reasoning for the cancellation is out of the club's control then, unfortunately, you will not be liable for a refund.

However, the club will endeavour to offer alternative solutions, exclusively for use by season card holders only.

The above offers will be at the discretion of Southend United Football Club.

13. In the event of a Season Card holder being unable to produce their Card, the Club reserves the right to refuse admission or charge an administration fee of £4 (provided the person can show suitable ID).

14. Renewals: The Box Office will reserve your 2018-19 seats until 16/06/2019.

15. Under-9's must be 8 years of age or under on 1st August 2019. Junior Supporters are classed as those of 16 years of age and under on 1st August 2019. Senior Citizens are those aged 60 or over on 1st August 2019. Young Adults are those aged 17-22 on 1st August 2019.

16. Proof of age must be provided for all concessionary Season Cards. Students: applicants must be in full-time education, and on purchase must produce valid student ID or letter from college/university/school with a photo signed by the teacher/lecturer.

17. The Family Enclosure in the West Stand offers reduced priced Season Cards for the exclusive use of family groups and junior fans. All adults must be accompanied by a child. Birth certificates and/or passports must be produced for all children on purchasing Family Season Cards. Zero tolerance on unsuitable behaviour will be applied in this area as we are a family club.

18. All children of 13 years of age or under must be accompanied by a responsible adult.

19. In the Family Stand it is a maximum ratio of two adults to one child. Adult only purchases will not be permitted in the Family Stand.

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

21. With regards to any supporter found using a ticket in the incorrect price band which he/she is not entitled to, the Club reserves the right to confiscate the Season Card until such time that the difference in price has been paid in full.

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22. If you change your address during the season you must notify the Club as soon as reasonably practicable.

23. Direct Debit Payments – If your account falls into arrears through either non-payment or payments that become overdue, this will result in your season card being disabled. The season card will not be reinstated until all outstanding amounts are settled in full. Southend United reserve the right to reject any application.

24. 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.

25. Complimentary tickets associated with the 2019/2020 season card product when bought before 9th April 2019 can only be used for home League fixtures within the 2019/2020 season, with the exception of category A fixtures, a list of which is provided on the Club website. The Club reserve the right to withdraw this offer and to refuse the benefit in the event of a dispute. No complimentary tickets will be issued for any season cards bought or renewed after 9th April 2019. All complimentary tickets need to be requested in advance of the match, these will not be issued on any matchday, even if the ticket is not for the fixture that day.

26. Further terms and conditions apply to promotions associated with the season card product; these can be viewed at www.southendunited.co.uk

27. The club reserves the right to offer discounted tickets and incentives for ticket buyers.

28. Further terms and conditions apply to those season cards purchased through Zebra Finance's monthly payment option.

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