



SEASON CARDS 2020/21 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In the event that your Season Ticket is withdrawn or cancelled, the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying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. 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).
12. Under-11's must be 11 years of age or under on 1st August 2020. Junior Supporters are classed as those of 16 years of age and under on 1st August 2020. Senior Citizens are those aged 60 or over on 1st August 2020. Young Adults are those aged 17-22 on 1st August 2020.
13. 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.
14. 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.
15. All children of 13 years of age or under must be accompanied by a responsible adult.
16. 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.
17. 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.
18. 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.
19. If you change your address during the season you must notify the Club as soon as reasonably practicable.
20. 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.
24. Further terms and conditions apply to promotions associated with the season card product; these can be viewed at www.southendunited.co.uk

Season Card T& C - Updated JUNE 20

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

27. In the event that any home fixtures included as part of your Season Ticket are played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2020/21 season as a consequence of the COVID-19 pandemic, it will be our intention (subject to governing body permissions) that you will be provided, free of any charge, a streaming voucher to view the fixture.

Whilst we appreciate that not all supporters may wish (or be able to make use off) streaming services, it is at the discretion of the club whether a reduction or refund to a season ticket available in the event a fixture must be played behind closed doors.