

Crystal Palace F.C. Season Tickets 2018/19 Terms & Conditions

1 Issue of Season Ticket

1.1 The issue of a Season Ticket and subsequent access to the Ground is subject to the Terms and Conditions of Entry.

1.2 Season Tickets are for the use of supporters of the Club only. By applying for the Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.

1.3 By purchasing, accepting, using, and/or holding a Season Ticket you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with, and (c) agree to bring to the attention of others as required below, the Terms & Conditions of Entry.

2 Admission to the Ground

2.1 A Season Ticket permits you to occupy at the Match the seat indicated on the Season Ticket. Operators at turnstiles will only permit access into the Ground on receipt of the correct Season Ticket. For the avoidance of doubt a Season Ticket does not permit you to occupy the seat indicated on the Season Ticket or entrance to the ground for any home football matches in the Football Association Cup, the EFL Cup, pre-season friendlies or any other domestic or European cup competitions.

2.2 Save as set out in clause 2.3 below, you shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may you bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Any person acting in breach of this provision may have such equipment or technology confiscated and/or will be required to deliver up any tapes, films, disks, memory cards, memory sticks or other recordings of the Material (and all copies thereof) in whatever form, to the Premier League or EFL (as applicable) and/or the Club and the copyright, database right and all other rights, title and interest in and to all Material is hereby assigned to the Premier League or EFL (as applicable), including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. You further agree (if and whenever required to do so by the Premier League or EFL (as applicable)) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Premier League or EFL (as applicable) absolutely and with full title guarantee. The use of such prohibited equipment may result in the cancellation of the Season Ticket without compensation as well as other legal remedies.

2.3 Mobile telephones are permitted within the Ground, PROVIDED THAT (a) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (b) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

2.4 Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials. No clothing should be worn that could in any way be seen to promote racial or any form of discrimination which could lead to offence to fellow members of the crowd.

2.5 You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature.

2.6 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry.

2.7 Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any Subsequent Season.

2.8 The Club may from time to time relocate a Season Ticket Holder from their usual allocated seat to an alternative seat within the Ground where this is required (a) for operational reasons (such as and not limited to assisting the redevelopment or refurbishment of any parts of the Ground),

(b) to comply with any requirements of any Football Authority in relation to any Match, or (c) the Club, the police or any other applicable authority considers a relocation is required for safety or public order.

2.9 Without prejudice to the representation at clause 1.2 above, and in light of the Season Ticket holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, replica shirts hats and/or scarves) that demonstrate support for the Away Club, may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.

3 Use of Season Ticket

3.1 Subject to clause 3.2, below, Season Tickets are issued for your sole use and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Season Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Season Ticket for any commercial purpose. The reference to selling the Season Ticket includes:

(a) offering to sell a Season Ticket (including, without limitation, via any website or online auction site); (b) exposing a Season Ticket for sale; (c) making a Season Ticket available for sale by another person; (d) advertising that a Season Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Season Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Season Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) a Season Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); all save as expressly authorised by the Premier League or EFL (as relevant) or the Club

3.2 You may only sell or transfer the Season Ticket:

3.2.1 to a Guest with the express written consent of the Club given at the Club's absolute discretion, provided that such sale or transfer is in respect of an individual Match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and provided further that such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business and where the Season Ticket is a concessionary one and the sale or transfer is requested to a Guest who does not qualify for the relevant concession the Season Ticket Holder must upgrade their Season Ticket to a full price with the Box Office prior to such sale or transfer; and/or

3.2.2 to any person without the express written consent of the Club, provided that such sale or transfer is in respect of an individual Match and is made via (and in accordance with the terms and conditions of) any Official Ticket Exchange,

each such resale or transfer is hereby provided to be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to and bind the recipient of the Season Ticket as if he/she was the original purchaser of the Season Ticket (and where the Season ticket is sold or transferred to a Guest pursuant to clause 3.2.1 you must inform them

of this).

3.3 The unauthorised sale or disposal of a Season Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police when it becomes aware that a Season Ticket has been or is being sold or disposed of illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the Premier League or EFL (as relevant) who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. The information that we share may include your personal data, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

3.4 The Season Ticket will remain the property of the Club at all times and must be produced together with evidence of your 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 Season Ticket at any time.

3.5 Any Season Ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match will be considered to be a trespasser and will be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her Season Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this clause 3.5, no refund shall be payable to the holder in respect of any unexpired portion of the Season Ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of the Season Ticket.

3.6 It is the responsibility of the Season Ticket Holder to check the date and time of all Matches, including any re-scheduled or postponed Matches. The Club will announce dates and times of kick off on the Website, in the match day programmes and in the press and these may be altered at our sole discretion at short notice.

4 Pricing and Concessions

4.1 Season Tickets may be purchased:

4.1.1 Via the Website;

4.1.2 In person at The Box Office, or

4.1.3 By phone on 08712 000071. Calls from a BT landline cost 10p per minute. Calls from a mobile may cost considerably more. Please note that calls may be recorded or monitored to ensure and improve the quality of our services.

4.2 From 26th March 2018, Season Tickets may also be purchased through our Season Ticket Instalment Plan which is an interest-free direct debit instalment option. You can apply for the

Season Ticket Instalment Plan:

4.2.1 Via the Website; or

4.2.2 in person from the Box Office.

4.3 Specific Terms and Conditions relating to the Season Ticket Instalment Plan can be found in paragraph 5 below.

4.4 The Club is unable to accept bookings, reservations, purchases and/or applications for the purchase of Season Tickets by email.

4.5 The Club only accepts payments for Season Tickets as follows:

4.5.1 By a valid credit card (we do not accept American Express or Diners). A £2.00 booking fee may be charged at the point of sale at the sole discretion of The Club. ;

4.5.2 By a valid debit card;

4.5.3 By Direct Debit; and

4.5.4 By cash in Pounds sterling.

4.6 Season Tickets purchased via the Season Ticket Instalment Plan are payable by monthly direct debit by up to a maximum of 12 payments on repayment dates to be confirmed to you in writing with one initial monthly payment and thereafter the monthly payments will be equally spread until April

2019. You will be required to complete and provide a direct debit mandate form via the Website or the Box Office.

4.7 The prices payable for Season Tickets are published on the Website or are as otherwise notified by the Club from time to time.

4.8 All prices for Season Tickets, unless otherwise stated, are inclusive of VAT.

4.9 The Club always seeks to ensure that pricing and ticketing information in our literature, on the Website and elsewhere in all our communications is correct at all times, but errors may sometimes occur. As soon as the Club becomes aware of any errors in any pricing or descriptions of the tickets and any benefits the Club will inform you as soon as reasonably practicable. The Club will give you the option of reconfirming your order at the correct price and specification or cancelling it. If after making reasonable attempts to do so the Club is unable to contact you it will treat the order as cancelled. If the order is cancelled the Club will provide you with a refund using the payment details you have provided.

4.10 Subject to clause 4.11, concessionary prices are available for Season Tickets based on the following eligibility:

4.10.1 SENIORS prices are available to supporters 65 years or older on 1st August 2018

4.10.2 UNDER 18 prices are available to supporters under 18 years on 1st August 2018

4.10.3 YOUNG ADULTS prices are available to supporters aged 18, 19, 20 or 21 years on 1st August 2018

4.10.4 STUDENT prices are available to supporters in full time education on 1st August 2018 and for the Season.

4.11 The Club reserves the right to request proof of age if applying for any age related concessionary pricing. In addition, the Club reserves the right to request proof of full time education if applying for Student concession pricing.

4.12 A Season Ticket is not refundable or cancellable by you during the course of the Season, either as a whole or on an individual game basis. The Club, in its absolute discretion, will consider on a case by case basis any requests for a refund on compassionate or exceptional grounds. To request a refund please write to Head of Ticketing, Crystal Palace Box Office, Selhurst Park, London SE25 6PU.

4.13 If you die the Club will take into account your wishes concerning a transfer of your Season Ticket but it is under no obligation to do so.

4.14 For the safety of infants and all supporters, Season Tickets are not available for infants under the age of 2 or babes in arms at any time during the Season and no infant under the age of 2 or babe in arms is allowed entry to the Ground to attend a Match.

4.15 Supporters who request to move their seat after 1 July 2018, may incur a £25.00 administration fee along with a £10.00 new season card charge.

5 Terms and Conditions relating to the Season Ticket Instalment Plan

5.1 In entering into the Season Ticket Instalment plan with us you agree that:

5.1.1 you accept these Terms and Conditions contained in this document and the Terms and Conditions of Entry.

5.1.2 you are over 18 years of age;

5.1.3 the details you have provided to us are true and complete;

5.1.4 you will inform us as soon as possible of any changes in your name, home address, email address, telephone number, mobile telephone number and bank details; and

5.1.5 you give consent for us to write to you giving you advance notice of your option to renew your season ticket for the following football season.

5.2 Repayments

5.2.1 You agree to make payments to us by direct debit on the repayment dates.

5.2.2 If the attempt to collect repayment by direct debit on a repayment date is unsuccessful we will contact you by phone, email and/or SMS message and find out why you have been unable to make your repayment and reschedule it or take payment by other means. If you instruct us to collect any amount outstanding by debit card we may do so using card details that you provide.

5.2.3 You can cancel the direct debit by contacting your bank directly. If you cancel your direct debit you must promptly notify our Finance Team at directdebitteam@cpfc.co.uk and ensure that you have made alternative payment arrangements prior to the repayment dates to avoid missing a repayment and breaching these Terms and Conditions. The direct debit is subject to the direct

debit guarantee.

5.3 If you fail to make repayment on a scheduled payment date we may suspend or withdraw your Season Ticket and/or membership in accordance with clause 11.2 below.

5.4 Supporters who miss payments due to the cancellation of their direct debit or a lack of funds will incur a charge of £10.00 per missed payment.

5.5 If you cancel your direct debit and your chosen bank cannot reinstate it, there will be a reinstatement charge from the Club of £20.00.

5.6 If you miss three or more direct debits in one season, the Club reserves the right to cancel the season ticket and resell it as an individual match ticket or as a season ticket. 5.7 Once your season ticket is cancelled for non-payment, you lose all rights and access to its seat.

5.8 In the event of a missed payment, your seat may be reallocated unless payment is received in full no later than two days prior to the next game.

5.9 The Season Ticket Instalment Plan is not a regulated consumer credit agreement. 5.10 The Season Ticket Instalment Plan shall commence on the date your first monthly direct debit payment is due for payment and the final instalment shall fall due no more than 12 months after that date.

5.11 The Season Ticket Instalment Plan is not included within the Auto Renewal Scheme (see clause 13).

6 Family Zone

The Club's Family Zones are located in the Main stand at Blocks A and J and in the Whitehorse

Lane stand.

7 Supporters with Disabilities.

7.1 The Club has a pricing policy for Supporters with Disabilities. A Supporter with Disabilities wishing to buy a Season Ticket and who can provide the Club with proof of their disability shall be able to apply to purchase a Season Ticket at the then rate available for Supporters with Disabilities. Please contact our Box Office or our Disabled Liaison Officer at 020 8768 6080 for full details.

7.2 Any supporter wishing to purchase a Season Ticket under this policy will need to provide proof of eligibility by providing one of the following:

7.2.1 A copy of a statement/award letter of receipt of Disabled Living Allowance at the high or medium rate for mobility of care; or

7.2.2 A copy of a statement of receipt of Enhanced Person Independent Payment (PIP) for mobility.

7.3 A Supporter with Disabilities can be accompanied to every Match by a Personal Assistant and the Club will use all reasonable efforts to provide the Personal Assistant with a seat next to the Supporter with Disabilities. If this is not possible the Club will provide the closest available seat to the Personal Assistant.

7.4 A Personal Assistant is not a Season Ticket Holder in their own right. The Personal Assistant is not able to attend a Match unless accompanied by the Supporter with Disabilities who is a Season Ticket Holder. When a Season Ticket Holder who is a Supporter with Disabilities is unable to attend a Match the Personal Assistant can only attend by purchasing a ticket for the applicable Match.

8 Lost or Stolen Season Tickets

8.1 In order to gain admission to the Ground the Season Ticket must be presented in its entirety at every Match.

8.2 The Club is not responsible for a lost, stolen, forgotten, damaged or destroyed Season Ticket. The Club will provide you with a duplicate Season Ticket subject to payment by you of a non-refundable administration fee of up to £20.00, which may be charged at the discretion of the Club, before issuing the duplicate Season Ticket.

8.3 Supporters who request a duplicate ticket for any fixture will be charged an admin fee of £3.00. Duplicate tickets can be produced free of charge.

8.4 The Club reserves the right to seek proof of identity and to call for all reasonable evidence of the need for a replacement Season Ticket before issuing any duplicate Season Ticket.

9 Change of Details

9.1 If you change your address, payment details, and/or contact details please notify the Club as soon as reasonably practicable via your account on the Website or by emailing the box office at boxoffice@cpfc.co.uk. Proof of identity and address may be required.

10 Changes to dates, refunds and exchanges

10.1 No guarantees can be given by the Club that any Match will take place at a particular time or on a particular date. The Club reserves the right to cancel or reschedule any Match without notice and without any liability whatsoever.

10.2 Your Season Ticket will enable you to attend any re-scheduled Match.

10.3 Season tickets, on a game-by-game basis, are non-refundable. Exceptions may be made in certain cases at the discretion of the Club.

10.4 Season tickets, as a whole, are non-refundable. Exceptions may be made in certain cases at the discretion of the Club.

11 Cancellation & Withdrawal of Season Ticket

11.1 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 Terms & Conditions of Entry to (a) cancel and withdraw any Season Ticket issued to you, and/or (b) refuse entry or eject the user of the Season Ticket at any Match. In the event of such cancellation, refusal or ejection no refund will be paid in respect of the unexpired portion of the Season Ticket and/or for any particular Match. Without prejudice to the general nature of the above the following actions shall constitute serious breach

of the Terms & Conditions of Entry:

11.1.1 smoking in designated non-smoking areas;

11.1.2 persistent standing in seated areas whilst the Match is in progress;

11.1.3 sale or transfer (save as permitted) of this Season Ticket to any person;

11.1.4 deliberate misuse of the Season Ticket;

11.1.5 any misrepresentation in relation to clause 1.2;

11.1.6 persistent swearing during the Match;

11.1.7 the throwing of any object within the Ground that may cause injury, damage, distress or annoyance to people or property without lawful authority or excuse;

11.1.8 being (or appearing to be) drunk or intoxicated;

11.1.9 whether at the Ground or, travelling to or from a Match:

(a) the use of foul, obscene, abusive, racist and/or discriminatory language and/or gestures; (b) the chanting of anything of an indecent, racist and/or discriminatory nature;

(c) fighting or engaging in and/or inciting violence;

11.1.10 the possession of a banner or flag that bears materials or slogans that are offensive, obscene, abusive, racist or discriminatory;

11.1.11 bringing the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels or any item that might be used as a weapon or compromise public safety;

11.1.12 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;

11.1.13 the supply of any misleading or incorrect information in any application;

11.1.14 any breach of clauses 2.2, 2.3 or 2.4; and

11.1.15 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Season Ticket.

11.2 In relation to Season Tickets obtained through the Season Ticket Instalment Plan and in addition to the Terms and Conditions of Entry, you will be in breach of the terms and conditions of the Season Ticket Instalment Plan, as set out in clause 5 above, if you fail to pay any repayments as specified under the Season Ticket Instalment Plan. In such circumstances we reserve the

right to:

11.2.1 suspend the use of your Season Ticket and the ability to purchase additional tickets until payment of any outstanding sums under the Season Ticket Instalment Plan agreement are received;

11.2.2 terminate the Season Ticket Instalment Plan;

11.2.3 permanently withdraw your Season Ticket; and/or

11.2.4 disqualify you from applying for any subsequent Season Ticket Instalment Plan organised by the

Club.

11.3 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 and to notify any Football Authority and/or other football clubs of such exclusion and/or disqualification and the reason for such exclusion and/or disqualification.

11.4 If a Season Ticket holder is not 18 years or older, his/her parents and/or guardians are responsible for his/her actions, conduct and compliance with the Terms and Conditions of Entry.

11.5 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 11.1 has either occurred or may occur.

12 Renewal

12.1 The Club has a scheme by which a Season Ticket Holder's Season Ticket may automatically renew for any subsequent football season as determined by the Premier League or the EFL as relevant ("Subsequent Season") ("Auto Renewal Scheme").

12.2 At the time of purchase of a Season Ticket the Season Ticket Holder will be given the option to join the Auto Renewal Scheme.

12.3 The Auto Renewal Scheme shall NOT apply to or be available to those Season Ticket Holders who purchase their Season Ticket via the Season Ticket Instalment Plan.

13 Auto Renewal Scheme

13.1 Where a Season Ticket Holder (i) has opted in to the Auto Renewal Scheme In accordance with clause 12.2; and (ii) a Season Ticket Holder does not inform the Club that it no longer wishes to be part of the Auto Renewal Scheme he/she has previously opted in to in accordance with clause 12.2 then the following provisions shall apply:

13.1.1 subject to clause 13.1.3 and clause 13.2, a Season Ticket Holder's Season Ticket shall automatically renew each Subsequent Season during the first selling phase of each Subsequent Season and the Club shall inform the Season Ticket Holder of the date on which their Season Ticket shall automatically renew (the "Renewal Date") within a reasonable timeframe which shall be no less than 14 days prior to such date;

13.1.2 at the same time as informing the Ticket Holder of the Renewal Date, the Club shall inform the Ticket Holder of the price payable in respect of that Season Ticket for that Subsequent Season

which shall be the price published for that Season Ticket in the Club's first selling phase for that Subsequent Season. The Club shall take payment in full for the renewal of the Season Ticket Holder's Season Ticket either: (i) by using the Direct Debit Mandate previously provided to the Club by the Season Ticket Holder, or (ii) by using the payment card details provided to the Club by the Season Ticket Holder for the purchase of the Season Ticket (or where a Season Ticket has previously been automatically renewed, the payment card details provided to the Club which were used to pay for such renewal);

13.1.3 if (despite being part of the Auto Renewal Scheme) a Season Ticket Holder does not wish to renew their Season Ticket for the Subsequent Season, the Season Ticket Holder shall provide the Club with confirmation that they do not wish to renew their Season Ticket prior to the Renewal Date in the manner specified by the Club. At the same time as informing the Season Ticket Holder of the Renewal Date, the Club shall inform the Season Ticket Holder of the methods by which a Season Ticket Holder may confirm to the Club that they do not wish to renew their Season Ticket for the Subsequent Season and the date by which they must confirm that they do not wish to renew which shall be at least 5 days before the Renewal Date; 13.1.4 prior to the conclusion of each Season, in addition to providing the Ticket Holder with

the information set out at paragraphs 13.1.1, 13.1.2 and 13.1.3 the Club shall also provide the Ticket Holder with the following information:

(i) the terms and conditions applicable to the Subsequent Season's Season Ticket; and

(ii) any other information which is relevant to the renewal and use of the Season Ticket Holder's Season Ticket for the Subsequent Season;

13.1.5 if the Club does not receive confirmation from the Season Ticket Holder that they do not wish to renew their Season Ticket for the subsequent Season (in accordance with methods and by the date communicated to the Season Ticket Holder by the Club pursuant to paragraph 13.1.3) then: (i) the Season Ticket Holder's Season Ticket shall automatically renew on the Renewal

Date for the Subsequent Season and the Season Ticket Holder shall have no right to choose not to renew their Season Ticket for the subsequent Season or to cancel their Season Ticket for the Subsequent Season following the Renewal Date;

and (ii) the Season Ticket Holder shall be deemed to have accepted the terms and conditions which apply to that Subsequent Season;

13.1.6 If the payment card for you is declined for payment of your Season Ticket we shall notify you and you will have 14 days to provide us a new payment card or a valid Direct Debit Mandate or your Season Ticket shall not be renewed (and therefore be deemed to be cancelled) and shall be made available for re-sale to the general public; and

13.1.7 If a Season Ticket Holder fails to provide the Club with a valid payment method for the renewal of their Season Ticket and the Club is therefore unable to process the renewal of the Season

Ticket Holder's Season Ticket then the Season Ticket Holder's Season Ticket shall not be renewed (and therefore be deemed to be cancelled) and shall be made available for re-sale to

the general public.

13.2 Notwithstanding clause 13.1 above, the Club shall be entitled (in its absolute discretion): (i) to withdraw a Season Ticket Holder's Season Ticket from the Auto Renewal Scheme; and/or (ii) amend such renewal process (for example by adopting an alternative renewal process to the Auto Renewal Scheme) provided that any such amendment to the renewal process will be communicated to Season Ticket Holders sufficiently in advance.

14 Data Protection and How we use Information about You

14.1 You acknowledge and agree that any personal data provided by you in the application, purchase and use of a Season Ticket shall be collected, stored and used by the Club in accordance with the Data Protection Act 1998, the General Data Protection Regulation (GDPR) when it comes into effect on 25 May 2018 and the Club's Privacy Policy which is available on the Website.

14.2 The Club may contact you from time to time regarding the running of your account.

14.3 All Season Ticket holders who enter the Ground acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or the EFL (as applicable), or others (including commercial partners and accredited media organisations), and use of a Season Ticket to enter the Ground constitutes consent to such use.

15 Exclusion of Liability

15.1 Neither the Club nor the Premier League nor the EFL (as applicable) shall have any liability to any Season Ticket Holder, or any Guest or Personal Assistant for (a) any interruptions and/or restrictions Authentic

to the view of any Match; and/or (b) any impact on their enjoyment of any Match; which in each case is caused by the position of the allocated seat, and/or other ticket holders or spectators in the Ground.

15.2 The Club shall have no liability for any non-delivery or late delivery of any Season Ticket resulting from the acts or omissions of any postal service supplier.

15.3 In the event of cancellation or re-schedule of any Match, the Club will have no liability whatsoever, including for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

15.4 The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

15.5 The Club hereby excludes any liability for any loss, injury, costs, expenses or damage of any kind connected to your use of any Official Ticket Exchange, including, without limitation, any liability relating to any problem with, suspension of or termination of an Official Ticket Exchange, in each case except in respect of death or personal injury resulting from any negligence of the Club or any other liability of the Club which cannot be excluded under applicable law.

16 Events Outside Our Control

16.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms and Conditions that is caused by an Event Outside Our Control.

16.2 An Event Outside Our Control means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, power failure, governmental or local authority or football authority regulations and requirements, or failure of public or private telecommunications networks.

16.3 If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms and Conditions:

16.3.1 We will contact you as soon as reasonably possible to notify you; and

16.3.2 Our obligations under these Terms and Conditions will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control.

17. General

17.1 If the Club fails to insist that you perform any of your obligations under these Terms and Conditions, or if the Club does not enforce its rights against you, or if the Club delays in doing so, that will not mean that the Club has waived its rights against you and will not mean that you do not have to comply with those obligations. If the Club does waive a default by you, the Club will only do so in writing, and that will not mean that the Club will automatically waive any later default by you.

17.2 Each of the paragraphs of these Terms and Conditions operates separately. 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.

17.3 The Club reserves the right to vary these Terms and Conditions from time to time, provided that the benefits received by any Season Ticket holder are not less than those already received, or are substantially similar to those already received by any Season Ticket before the variation is made.

17.4 If there is any conflict, ambiguity or inconsistency between any provision of these Terms and Conditions and any provision of the Ground Regulations, the relevant provision of these Terms and Conditions shall take precedence.

17.5 Notwithstanding any other provision in these Terms and Conditions and with the exception of any Football Authority, 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 of Conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

17.6 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the non-exclusive jurisdiction of the Courts of England and Wales (including in relation to any non-contractual disputes or claims).

18 Definitions

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

"Away Club" the football club playing against the Club. "Competitions"; the Premier League and the EFL Championship.

"Club/we/our/us" CPFC Limited (07270793) of Selhurst Park, Holmesdale Road, London SE25

6PU.

"Football Authority" each of the Premier League, The Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football.

"Football League or EFL" the Football League Limited and/or the league competitions organised by it, as appropriate.

"Ground" the football stadium at Selhurst Park, Holmesdale Road, London SE25 6PU.

"Ground Regulations" those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (copies of which are on display at the Ground and on the Website).

"Guest" means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Ticket under the Terms & Conditions of Entry.

"Match" any football match in any of the Competitions in which the Club's men's first XI participates and takes place at the Ground during the Season.

"Material" any audio, visual or audio-visual material or any information or data the Club participates and that takes place at the Ground during Season 2017/18.

"Member" a member of a Membership Scheme.

"Membership Scheme" each of the membership schemes of the Club available to fans, the terms and conditions of which are available on the Website.

"Official Ticket Exchange" means the Club's authorised ticket resale facility made available by the Club from time to time, which provides an online secure service for Season Ticket Holders to exchange tickets to games played by the Club with other Members of the Club and, where permitted by the Club from time to time, other supporters of the Club.

"Opening Times" at least 1.5 hours prior to the scheduled kick off time for each Match and up to at least one hour after the final whistle for each Match. The Club reserves the right to alter the foregoing times, at its discretion.

"Order" the application or order by you for a Season Ticket.

"Personal Assistant" an individual who is responsible for the care of a Supporter with Disabilities.

"Premier League" the Football Association Premier League.

"Season" the 2018/19 professional football season as determined by The Premier League or the EFL as relevant.

"Season Ticket" the electronic entry smart card or other form of ticket or card provided by the Club entitling admission to Matches.

"Season Ticket Holder" a holder of a Season Ticket.

"Season Ticket Instalment Plan" the interest free direct debit instalment plan under which a Season Ticket Holder can purchase their Season Ticket(s) subject to the terms and conditions contained in clause 5 above.

"Supporter with Disabilities" any supporter of the Club who has a physical or mental impairment that has a 'long term' or 'substantial' negative effect on their ability to carry out normal day to day activities.

"Terms and Conditions" these terms and conditions governing the issue and use of a Season Ticket.

"Terms and Conditions of Entry" each of the rules and regulations of FIFA, UEFA, The Football

Association Limited, the Football Association of Wales, the EFL and/or any other relevant governing body of association football, the Ground Regulations and these Terms and Conditions, as each may be amended from time to time.

"Website" means the Club's website at www.cpfc.co.uk.

Section B - Main Stand Benefits Terms and Conditions

In addition to the general terms and conditions set out in Section A of these Terms and Conditions, the terms and conditions set out in this section B shall apply to Season Ticket Holders who have purchased any of the following options:

1 Stephenson Lounge Benefits

1.1 If you are a Season Ticket Holder with seats in Blocks E & F in the Main Stand you shall be entitled to exclusive access to the Stephenson Lounge throughout the Opening Times.

1.2 The Club shall provide (itself or through a third party service provider engaged by the Club) a refreshment service in the Stephenson Lounge during the Opening Times (excluding those times in which a Match is in play).

1.3 The costs of all refreshments consumed by you shall be paid by you to the refreshment supplier in the Stephenson lounge at the time of ordering or consuming.

2 Wright & Bright Bar Benefits

2.1 If you are a Season Ticket Holder with seats in Blocks G or H in the Main Stand you shall be entitled to access to the Wright & Bright Bar throughout the Opening Times.

2.2 The Club shall provide (itself or through a third party service provider engaged by the Club) a refreshment service in the Wright & Bright Bar during the Opening Times (excluding those times in which a Match is in play).

2.3 The costs of all refreshments consumed by you shall be paid by you to the refreshment supplier in the Wright & Bright Bar at the time of ordering or consuming.

3 Glaziers Lounge Benefits

3.1 If you are a Season Ticket Holder with seats in Blocks A, B, C or D in the Main Stand you shall be entitled to access to the Glaziers Bar throughout the Opening Times.

3.2 The Club shall provide (itself or through a third party service provider engaged by the Club) a refreshment service in the Glazier Bar during the Opening Times (excluding those times in which a Match is in play).

3.3 The costs of all refreshments consumed by you shall be paid by you to the refreshment supplier in the Glazier Bar at the time of ordering or consuming.

4 Vice Presidents Lounge Benefits

4.1 If you are a Season Ticket Holder in the Directors Box with a Vice Presidents package you shall be entitled to exclusive access to the Vice Presidents Lounge respectively throughout the Opening Times.

4.2 The Club shall provide (itself or through a third party service provider engaged by the Club) a refreshment service in the Vice Presidents Lounge during the Opening Times (excluding those times in which a Match is in play).

4.3 You will be entitled to a complimentary buffet meal served in the Vice President's lounge before the Match commences.

4.4 The costs of all drinks consumed by you shall be paid by you to the Vice Presidents lounge refreshment supplier in the Vice Presidents Lounge on the day of the Match at the time of ordering or consuming.

4.5 A Season Ticket Holder in the Directors Box with a Vice Presidents Lounge package will receive £100.00 worth of refreshment credited to their Season Ticket which can then be spent during the Season by scanning against the tills at the refreshment services in the Vice Presidents Lounge.

5 Malcolm Allison Lounge Benefits

5.1 If you are a Season Ticket Holder in the Director's Box with a Malcom Allison Lounge access package you shall be entitled to exclusive access to the Malcolm Allison Lounge throughout the Opening Times.

5.2 The Club shall provide (itself or through a third party service provider engaged by the Club) a refreshment service in the Malcolm Allison Lounge during the Opening Times (excluding those times in which a Match is in play).

5.3 The costs of all refreshments consumed by you shall be paid by you to the respective refreshment supplier in the Malcolm Allison lounge on the day of a Match at the time of ordering or consuming.

6 General

6.1 Only food and drink purchased from the Club or provided by the Club in the bars and lounges described in paragraphs 1-5 above may be consumed in those facilities respectively.

6.2 Season Ticket Holders shall at all times comply with any Club requirements and all statutory requirements which may from time to time be in force relating to the consumption of alcohol at football grounds and otherwise.

6.3 Season Ticket Holders shall at all times use the bars and lounges referred to in paragraphs 1-5 above in a proper and lawful manner and not so as to cause nuisance, damage, disturbance, annoyance, interference or inconvenience to the Club or any other person (for the avoidance of any doubt, this shall include acting at all times in a respectful manner to the opposition team's supporters, directors, guests and employees).

6.4 Season Ticket Holders (and their Guest(s) where applicable) must adhere to any specific dress code in place for their particular bar and lounge described in paragraphs 1-5 above as notified to them by the Club.