



### **Premier League package – Terms and Conditions**

1. The Premier League package price is the same for all supporters – there is no discount for any Concessions or Juniors/JSBs.
2. Supporters who bought a package for the first time in 2023/24 must renew for the next 4 seasons for their price to be frozen and for them to be eligible for a free Premier League Season Ticket in the first year of the Sky Blues being in the Premier League – if they do not, they will no longer be eligible.
3. Supporters will receive a FREE Season Ticket for Coventry City's first season back in the Premier League, if reached by 2027/28.
4. The offer and the frozen Package price will end when Coventry City reaches the Premier League on the first occasion of promotion back to the Premier League – the following season, Premier League package holders will pay regular pricing again.

### **Premier League package 2.0: Terms and Conditions**

1. The Premier League package 2.0 price is the same for all supporters – there is no discount for any Concessions or Juniors/JSBs.
2. Supporters purchase in the 2024/25 season and then renew for the next 3 seasons (2025/26, 2026/27, 2027/28) for their price to be frozen and for them to be eligible for a free Premier League Season Ticket in the first year of the Sky Blues being in the Premier League – if they do not, they will no longer be eligible.
3. Supporters will receive a FREE Season Ticket for Coventry City's first season back in the Premier League, if reached by 2027/28.
4. The offer and the frozen Package price will end when Coventry City reaches the Premier League on the first occasion of promotion back to the Premier League – the following season, Premier League package holders will pay regular pricing again.

### **Family Zone Season Tickets – Terms and Conditions:**

1. Seats purchased in this package must be located in the Family Zone blocks, as designated by the Club.
2. An Adult/Concession aged over 18 must purchase a Season Ticket alongside at least 1 Junior Season Ticket.
3. One additional Junior Season Ticket may be purchased.
4. One additional Adult Season Ticket may be purchased.
5. Under 14 Season Tickets cannot be purchased online without an adult/concession.
6. Proof of age is required for JSB's.
7. If the dates of birth do not match the price paid, supporters will be contacted to pay the difference – Season Cards will be blocked until this is done.
8. A maximum of two juniors (either U18 or JSB U14) per paying adult/concession
9. If fans are unable to attend a game, then they must put their tickets on the Family Zone Ticket Exchange – full details of the Exchange will be communicated during summer 2024.
10. Failure to put your ticket on the Family Zone Ticket Exchange on more than three occasions will result in your Season Ticket being revoked for the remainder of the current season, with the seats being offered on a match-by-match basis to those who qualify.
11. Required attendance for the 2024/25 season in the Family Zone is set at a minimum of 8 games out of 23 league games.
12. Supporters in breach of requirements 10 and 11 will be restricted from purchasing/renewing for the 2025/26 campaign in the Family Zone.



13. Adults should not attend the Family Zone without a Junior – if an adult is attending without a Junior their Season Ticket will be revoked. If an Adult wishes to attend with no Junior accompanying, then they must add their ticket to the Exchange and purchase a ticket in the Standard Zone or Premium Zone for the fixture.

**24/25 Standard Zone and Premium Zone Season Tickets – Terms and Conditions:**

- Age bands for concession Season Tickets, where applicable, are calculated based on the supporters' age as of 31st August 2024. Please note it is the supporters' responsibility to ensure that the club has the correct Date of Birth on file for them.
- The age of Senior concession will this year be 65 and over.
- Under 14 Season Tickets cannot be purchased online without an adult/concession.
- Proof of age is for all age related concessions or Season Tickets, including Under 14's, Under 18's, Young Adult 18-21 and Senior 65+ Season Tickets.
- If the dates of birth do not match the price paid, supporters will be contacted to pay the difference – Season Cards will be blocked until this is done.
- To buy an Under 18 ticket (or any other concession/child) online, your date of birth **must** match that age band. If the dates of birth do not match the price paid, supporters will be contacted to pay the difference – Season Cards will be blocked until this is done.

**Terms and Conditions applying to all Premier League package, Premier League Package 2.0, Family Zone and Standard/Premium Zone Season Tickets, Premium Memberships and Executive Boxes – hereby referred to as 'Season Tickets':**

1. Season Tickets are sold on a strictly non-refundable basis.
2. Season Tickets remain the property of the Club at all times.
3. Season Tickets may not be re-sold or lent for value by Season Ticket Holders under any circumstances – your Season Ticket is for your own individual use. Any Season Ticket cannot be sold on for monetary gain. Any Season Ticket cannot be passed on to a supporter of the opposition team.
4. The Season Ticket entitles the Season Ticket holder to admission to the designated part of the Coventry Building Society Arena ("the Stadium") on match-days and the right to sit in the designated seat as shown on the Season Ticket at all home fixtures of the league competition participated in by the Club's first team, excluding any play-off games ("the fixtures"). The Season Ticket is specific to the designated seat purchased by the Supporter.
5. Season Ticket Holders must purchase the correct Season Ticket price category for their age. If a Supporter is found to have purchased the incorrect age category, they may be subject to action from the Club – up to and including a Club ban or the requirement to pay the correct price for their Season Ticket before being able to re-enter the Stadium.
6. Season Ticket Holders are not entitled to automatic entry to home FA Cup or League Cup ties, or for any other cup competitions.
7. In the event of a Season Ticket being lost or stolen this must be reported immediately to the Club whereon it will be replaced, subject to an administration charge of £15.



8. Any changes with the Season Ticket Holder's contact and personal details as held by the Club should be notified to the Club as soon as possible. The Club bears no responsibility for out of date information on the Supporter's account or any communication from the Club being sent to a previous/incorrect address of a Supporter.

9. The Club reserves the right to require any Season Ticket Holder to be temporarily or permanently relocated to any other part of the Stadium and seat of an equivalent or higher value, this may be due to but not restricted to the following causes:

- a. Advice of local authority, Police or Safety Officer.
- b. Construction, development, maintenance or other works being required to any part of the Stadium.
- c. Unforeseen circumstances or incidence of force affecting any part of the Stadium.
- d. Social distancing rules.

The Club reserves the right for supporters not to be allowed into the Stadium and for games to be played behind closed doors, in line with Government and local authority regulations regarding Coronavirus – this is beyond the Club's control.

10. The Club and its partners accept no liability in the event that a Season Ticket Holder is precluded from admission to the designated part of the Stadium or the designated seat shown on the Season Ticket by reason of the circumstances described in clauses 9 above.

11. All fixtures are played in accordance with the relevant rules of the appropriate football governing body. Play cannot be guaranteed to take place on a particular day or at any particular time. All Fixtures are subject to change and the Club reserves the right to alter its advertised Fixtures without notice, liability or compensation. It is the responsibility of the Season Ticket holder to monitor fixture amendments.

12. It is against the law to smoke or vape within the Stadium and associated facilities are NO SMOKING zones and as such all Season Ticket Holders must adhere to these restrictions.

13. All Season Ticket Holders shall at all times act in a civil manner. Any person who uses foul, obscene, abusive, racist, homophobic or other abusive language at any time shall be subject to arrest or ejection from the Stadium, and shall have no claim for any refund or compensation from the Club. Any person who uses such language in the near vicinity of the Stadium shall be refused entry to the Stadium and shall have no claim for any refund or compensation from the Club.

14. All Season Ticket Holders shall at all times observe the proper directions of Stewards, other employees of the Club and Police Officers.

15. During play Season Ticket Holders shall remain in their allocated seat and shall not block any aisles, stairs, gangways or emergency exits. Any person who engages in persistent standing in areas (that are not designated and designed as safe standing) while play is in progress having been warned about such conduct shall be liable to be ejected from the Stadium and shall have no claim for refund or compensation from the Club.

16. Any Season Ticket Holder who commits any criminal offence (including use of illegal drugs) whilst attending, travelling to or from any home or away Coventry City Football Club match or who



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breaches the ground regulations of the host club shall be liable to have his/her Season Ticket cancelled or be banned from the Stadium for a period to be determined at the Club's discretion, without refund or compensation.

17. Any breach of these Terms and Conditions shall render the Season Ticket Holder liable to be ejected from the Stadium, refused entry to the Stadium, and/or made the subject of a ban from the Stadium, in each case without refund or compensation and in the Club's sole discretion.

18. Any Season Ticket Holder made the subject of a Club ban from the Stadium may appeal against the ban within 21 days by giving notice in writing to that effect, addressed to the Club Chief Operating Officer. Rules of procedure for an appeal are available upon request from the Club.

19. The Club reserves the right to refuse any application for Season Tickets at its sole discretion.

20. The Club reserves the right to withdraw a Season Ticket from a Season Ticket Holder in accordance with these Terms and Conditions.

21. All Under 14's must be accompanied by an adult, as per Ground Regulations – this being defined as being seated directly next to their accompanying adult. For clarity, the Under 14 is not able to sit in a different location to their accompanying adult.

22. The Club's Ground Regulations shall be incorporated into these Terms and Conditions save where there is a conflict between these Terms and Conditions and the Ground Regulations where the former shall prevail. The Ground Regulations are available for inspection at entry points around the Stadium or at [ccfc.co.uk](http://ccfc.co.uk).

23. No under 3's are allowed in the Singers Corner area (Blocks 13-16) or South Stand (Blocks 6-12).

24. The Club advises, for safeguarding reasons, that Under 3's do not attend, however this is at parent/guardian discretion.

25. Season ticket holders will be subject to an administration fee should their season ticket be lost or stolen to reissue the ticket. This is £5 to reissue it for one game, and £15 to reissue the full season ticket. Only the named season ticket holder can do this, with photo ID.

26. Any changes with the Season Ticket Holder's contact and personal details as held by the Club should be notified to the Club as soon as possible.

27. Supporters located in the South Stand may be re-located for FA Cup fixtures due to the away allocation requirement for this competition. Supporters displaced for this reason will have priority ahead of General Sale to purchase a ticket for other available areas of the Arena for FA Cup matches.

28. Coventry City Football Club recommends that only supporters aged 14+ are to be located within the designated Safe Standing Areas.



## **Agreement**

1. When you submit your order, you are agreeing to buy tickets at the price stated in accordance with the terms and conditions which, if accepted by us, will result in a binding contract. It is therefore important that you read and accept the terms and conditions before submitting the order.
2. Once you have completed your order, you will be asked to confirm that it is correct. If it is not, you can amend or cancel the order before submitting it. It is your responsibility to ensure it is correct before submission. You should note that payment will be taken when you click the "make payment" button. This does not indicate our acceptance of your offer, and will be refunded in the unlikely event that we refuse the offer.
3. We will send a confirmation email on receipt of your order. This is not an acceptance of your offer, but an acknowledgement that we have received the order, and that our Ticket Office is processing it. The contract between us will not be formed until we dispatch the tickets to the address as stated in your order.
4. Whilst we try to ensure that pricing and ticketing information on our website is correct at all times, errors may occasionally occur. If we discover an error in the price or nature of the ticket you have ordered, we will inform you as soon as possible, and give you the option of reconfirming your order at the correct price/specification or cancelling it. If we are unable to contact you, we will unfortunately have to treat the order as cancelled. If the order is cancelled, we will of course provide you with a full refund.

## **Season Ticket Finance**

V12 Finance will be available for supporters to pay for their Season Ticket or Premier League package in instalments. Coventry City Football Club Limited acts as a credit broker not a lender, and will introduce you to V12 Retail Finance Limited to complete your application for finance. Authorised and regulated by the Financial Conduct Authority, Registration number 715263. Subject to status and affordability. Terms and conditions apply.

Not all products provided by V12 Retail Finance are regulated by the Financial Conduct Authority. Secure Trust Bank PLC. Registered in England and Wales 541132. Authorised by the Prudential Regulation Authority. Coventry City Football Club Limited, 7612487, Sky Blue Lodge Leamington Road, Ryton On Dunsmore, Coventry, CV8 3FL.

## **Disabled Supporters**

1. A disabled supporter needs to be in receipt of the enhanced rate of either the Daily Living component or the Mobility component of PIP, and the enhanced rate of either the care component or mobility component of DLA.
2. A disabled supporter is provided a free Personal Assistant ticket for their carer under the condition of providing support and assistance for the disabled supporter and their needs, and to enable them to attend the match in safety and comfort.
3. If the disabled supporter is not present at the match; then the Personal Assistant ticket is not able to be used.
4. Under 14s will also no longer receive a free ticket for their Personal Assistant.
5. Due to the policy changes in 1 and 4 and for this season only, Disabled supporters will not be able to renew their Personal Assistant tickets automatically.



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6. Disabled supporters who do not require a Personal Assistant will be able to automatically renew their own Season Tickets for the 2024/25 campaign, with Season Ticket information confirmed soon.
7. Coventry City appreciates that not all circumstances or requirements to attend a game may be covered by the Enhanced PIP or Higher Level DLA criteria, and the Ticket Office will consider examples such as these on a case-by-case basis.
8. Full information relating to disabled supporters can be found on our website at [www.cfc.co.uk/tickets/disabled-supporters](http://www.cfc.co.uk/tickets/disabled-supporters)