

SEASONAL HOSPITALITY - TERMS AND CONDITIONS

These Seasonal Hospitality Terms and Conditions apply to the purchase and use of Facilities by Ticket Holders.

Please read the terms and conditions and any additional information provided to you in respect of the Facilities carefully before concluding your purchase.

- 1. Once purchased, tickets cannot be cancelled or refunded unless otherwise specified in the terms and conditions of purchase.**
- 2. Payment of the Hospitality Package Price must be made in accordance with the terms of the agreement either as:**
 - i. an upfront payment; or
 - ii. in monthly instalments on the dates and in the amounts detailed in the Direct Debit Agreement which option shall only be available with the consent of Carlisle United Football Club. A £10 surcharge will be due for anyone choosing to spread their payments via direct debit.

b. The purchase of your Seasonal Hospitality Package shall not be complete until such time as the full amount of the Hospitality Package Price is received from you, (if applicable) the first instalment of the Hospitality Package Price is received by you, or the date of signing any Direct Debit agreement, whichever is the earliest.
- 3. The dates and times of all of the Club's matches to be held at the Stadium during the Season are subject to alteration.** Reasonable endeavours shall be made by the Club to publicise any change to the date and/or time of a match as far in advance as possible. No refunds will be given by the Club for any matches unattended. Where any match is cancelled, abandoned or postponed the Club shall have no liability whatsoever to Ticket Holders or any Authorised Representatives in respect of any such match except that, following any cancellation, abandonment or postponement of a home match, a Ticket Holder or any Authorised Representative shall be entitled to attend the rearranged match (if any).
- 4. Facilities and stadium seats are located in the 'home' section of the Stadium.** We do warmly welcome visiting supporters into our hospitality suite, however we would need to be notified in advance, so that we can allocate away seating. To ensure the safety and enjoyment of all guests, visiting supporters are required to behave respectfully, as failure to do so may lead to ejection. **No away colours to be worn.**

5. **The Club operates a dress code in hospitality facilities**, with which all Ticket Holders and any Authorised Representatives are required to comply. The dress code is smart casual. Smart denim is permitted, no sportswear, football shirts/kits, tracksuit tops/bottoms or shorts. The only exception is for any under 16's where home shirts/colours may be worn.
6. **Ticket Holders will be charged for any damage caused** during the use of their Facilities, save for reasonable wear and tear.
7. **No one under the age of 18 shall be permitted to enter the Facilities unless accompanied by an adult.** The terms and conditions overleaf provide further details on each of the above points
8. **Facilities may not be re-sold without the prior written consent of the Club.** Facilities may be used by authorised representatives of the Ticket Holder but must not be sold to those authorised representatives or any other third party without the prior written consent of the Club. It is the responsibility of the Ticket Holder to ensure that any authorised representative who uses the Facilities is aware of and complies with these terms and conditions.
9. **The purchase of Facilities shall permit the Ticket Holder to use the Facilities for the purpose of viewing all home National League matches played by the Club's first team during the 2025/26 season.** The Facilities may not be used for any other matches or events held at the Stadium (or for any other purpose), unless the Club otherwise informs the Ticket Holder.
10. **Ticket Holders and Authorised Representatives shall abide by the Sporting Events (Control of Alcohol etc) Act 1985 (as amended) and by all other instructions issued by the Club relating to the consumption of alcohol at the Stadium.** The Club shall also be entitled to refuse to serve alcohol to any Ticket Holder and/or any Authorised Representative in its absolute discretion. The club also adopts a 'Challenge 25' approach to the serving of alcoholic drinks and will require anyone identified as potentially being under the age of 25 to provide identification as proof of age.
11. **Admittance to the Stadium shall only be permitted upon the satisfactory production by a Ticket Holder or any Authorised Representative of a valid ticket.**
12. **The Ticket Holder shall pay for any additional food and drink ordered by the Ticket Holder** (or any Authorised Representative) (over and above any food and drink specifically provided as part of the Facilities) and/or any additional goods or services (for example, merchandise) purchased by the Ticket Holder (and/or any Authorised Representative) on a match day. The club does not offer any credit facilities for payment of additional goods or services and all invoices must be settled in full.
13. **The Ticket Holder is required to submit any dietary requests to the club a minimum of 48 hours prior to a matchday.** Any requests submitted after this time are not guaranteed to be available.

14. The purchase of Facilities does not guarantee a ticket for any of the Club's away matches. All tickets for the Club's away matches are sold: (i) by the Club as agent on behalf of the away club (or, if applicable, the governing body or competition organiser); (ii) subject to the relevant terms and conditions of the away club (or, if applicable, the governing body or competition organiser) and all issues relating to access to, crowd control and stewarding at the away club's stadium shall be the responsibility of the away club (or, if applicable, the governing body or competition organiser) and not the Club (and the Club shall have no liability to the Ticket Holder or any Authorised Representative); and (iii) subject to any additional terms and conditions imposed by the Club in respect of away match tickets.