

WOLVERHAMPTON WANDERERS FC TICKET OFFICE

2023/24 SEASON TICKET TERMS AND 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 & Conditions of Entry (as may be amended from time to time and which can be found on – or accessed via – the Club’s website at tickets.wolves.co.uk or can be provided upon written request to the Club).
- 1.2 Season Tickets are for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.
- 1.3 The Club licenses you to use the Season Ticket in accordance with these Conditions of Issue. The Club only provides you with the use of the Season Ticket for your domestic and private use and you agree not to use the Season Ticket for any commercial or business purposes.
- 1.4 Season Ticket/s are non-refundable. Any requests are only considered in exceptional circumstances at the Club’s discretion.
- 1.5 Any lost or damaged Season Ticket cards will be subject to a £2.50 administration charge for replacement.
- 1.6 Defined terms in these Conditions of Issue shall have the meanings set out in clause 15 below.

2. Admission to the Ground

- 2.1 By purchasing and/or accepting and/or holding a Season Ticket and/or using a Season Ticket to gain access to the Ground, 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. Entry into the Ground is also subject always to any COVID-19 specific requirements implemented by the Club having been met to the Club’s satisfaction (e.g. health questionnaire, temperature check). The Season Ticket shall admit you to each Match. If, for any reason, it is decided that any Match is to be played at another stadium, then one alternative ticket will be issued to you in respect of that Match. Any such tickets will be either sent electronically or by post by the Club to you at the registered email or address, at your risk.
- 2.2 A Season Ticket permits you to occupy at the Match the seat indicated on the Season Ticket or such other alternative seat of equivalent value as the Club may, from time to time, allocate to you at its reasonable discretion. This is of particular importance given the current COVID-19 situation. The Club reserves the right in its sole discretion to temporarily allocate to a Season Ticket holder an alternative seat in the Ground of equal or greater value than that normally allocated to ensure social distancing can be maintained in accordance with Government guidelines or to comply with any other measures which the Club considers necessary or prudent to minimise the risk of transmission of COVID-19 or any other infectious disease. Season Ticket holders accept and acknowledge that seating allocation may be subject to social distancing or other COVID-19 prevention measures as determined by the Club from time to time. If you have purchased a Season Ticket on behalf of another person, you acknowledge and understand that tickets may be allocated in single seats only in order to comply with social distancing measures and as such you may not be permitted to sit next to or immediately near anyone. Season Ticket holders agree to remain in their

allocated seats wherever possible and shall in no circumstances sit in any seat other than their allocated seat even if other seats appear empty.

- 2.3 All access to the Ground pursuant to a Season Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).
- 2.4 All persons (including children) must have a valid Season Ticket (or ticket) when entering the Ground. The Club will not allow children (or any other person) to be carried through the turnstiles without a valid Season Ticket (or ticket) for the relevant Match.
- 2.5 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Season Ticket in any subsequent season.
- 2.6 Save as set out in clause 2.7 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 and/or the Club. In addition, the Club reserves the right to eject you from the Ground in circumstances where you breach this clause 2.6.
- 2.7 Mobile telephones and other mobile devices 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, logged, recorded, transmitted, played, issue, shown or otherwise communicated 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.
- 2.8 The copyright, database right and all other rights, title and interest in and to all Material that you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of clause 2.6 above, or pursuant to clause 2.7 above, or otherwise) is hereby assigned to the Premier League and the Club, 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 and the Club) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Premier League and the Club absolutely and with full title guarantee.
- 2.9 Save for official Club merchandise and/or other football-related clothing worn in good faith, you shall not, and any Guest shall not, bring into, use, wear, or display within the Ground any sponsorship, promotional or marketing materials.

- 2.10 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. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.7 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.11 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.
- 2.12 Season Ticket holders shall not seek to enter the Ground where to do so would be non-compliance with the Club's COVID-19 prevention measures.
- 2.13 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, 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.

Ticket holders who have tickets to the Licensed Standing In Seated Areas (Season Ticket Holders in the Sir Jack Hayward Stand) shall:

1. occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different areas of the Ground;
2. expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);
3. not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;
4. not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;
5. be respectful towards staff, stewards, and other fans at all times;
6. behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;
7. unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 16.1;
8. not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and
9. acknowledge that any failure to comply with the conditions set out in this paragraph 16 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.)

Season Ticket Holders who are not located within the Licensed Standing In Seated Areas (All stands with the exception of Season Ticket Holders in the Sir Jack Hayward Stand) must be aware that:

Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to the Licensed Standing In Seated Area pursuant to paragraph 16 below). Persistent standing in seated areas other than Licensed Standing In Seated Areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

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, and you shall not attempt and/or take preparatory steps to 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 where in the reasonable opinion of the Club, you: (a) offer to sell, or attempt and/or take preparatory step to offer to sell, a Season Ticket (including, without limitation, via any website or online auction site); (b) expose or attempt and/or take preparatory step to expose, a Season Ticket for sale; (c) make, or attempt and/or take preparatory step to make, a Season Ticket available for sale by another person; (d) advertise, or attempt and/or take preparatory steps to advertise, 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) transfer, lend or sell, or attempt and/or take preparatory steps to transfer, lend or sell, a Season Ticket to any third party as part of a hospitality or travel package; (f) give (or offer 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); and (g) using for any other commercial purpose; all save as expressly authorised by the Premier League 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/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 the Official Ticket Resale Scheme (in accordance with the provisions of clause 5 below) only,

each such resale or transfer is hereby provided to be subject to: (a) 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 the Season Ticket holder must inform them of this); and (b) compliance with Government guidelines or COVID-19 specific requirements implemented by the Club or any relevant Football Authority (and the Club reserves the right to suspend the right to transfer use of their Season Ticket if any transfer would be in breach of such guidelines or requirements).

3.3 In the event that the Season Ticket holder: (a) has tested positive for COVID-19 in the ten (10) days prior to a Match; (b) is experiencing COVID-19 symptoms on the day of a Match; and/or (c) is required to isolate on the day of a Match as a result of coming into contact with someone with COVID-19, the Season Ticket holder MUST NOT attend such Match. In such

circumstances, no refund shall be payable to the Season Ticket holder, but the Season Ticket holder may sell or transfer the Season Ticket in accordance with clause 3.2 above.

- 3.4 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, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006. The Club may inform the police when it becomes aware that a Season Ticket has been sold or disposed of illegally and will press for charges to be brought against those breaking the law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we may notify the Premier League who may in turn notify other football clubs, event holders and/or the relevant law enforcement authorities. We may also notify other football clubs directly. The information that may be collected and shared by the Club and the above the third parties could include personal data, such as your name, contact details, image information about the offence and about ticket purchases (including payment details). The Club processes this information where necessary to identify and prevent ticket touting activities and disorder at matches, which is in our legitimate interests and the interests of other football clubs. The processing may also be necessary in order to prevent or detect unlawful acts. For more information about how we handle personal data and your rights you can refer to our Privacy Policy or contact our Data Protection Officer at dpo@wolves.co.uk.
- 3.5 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.
- 3.6 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 3.6, 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.

4. Changes to Dates, Refunds & Exchanges

- 4.1 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date, or that there will not be further restrictions imposed on the number of fans who are permitted at the Ground. The Club reserves the right to (i) reschedule or cancel any Match and/or (ii) cancel a ticket for a particular Match due to compliance with Government guidelines without any liability whatsoever. Where reasonably practicable, the Club shall endeavour to publicise any fixture changes in advance via the Club's website and notify Season Ticket holders of fixture changes via email. In the event of the postponement or abandonment of the Match (or if the Match has to be played behind closed doors), the following options shall be available:

- 4.1.1 where a Match is rescheduled or postponed, the Season Ticket holder shall be entitled to: (i) attend the rescheduled Match; or (ii) place their ticket on the Official Ticket Resale Scheme in accordance with the terms and conditions of the Official Ticket Resale Scheme;
- 4.1.2 in the event that the Match is cancelled or played behind closed doors and fans are not permitted to attend, the Season Ticket holder shall be entitled to receive a credit (to be applied against future ticket and/or Season Ticket purchases from the Club) equal to one nineteenth (1/19) of the full price paid for the Season Ticket; and
- 4.1.3 in the event the official guidelines change and as a result the Club needs to reduce the number of tickets available for a particular Match, the Club will seek to offer a ticket ballot for the Match and the Season Ticket holder shall be entitled to: (i) enter for an opportunity to purchase a ticket through the ballot (subject to availability, meeting the stipulated sales criteria and applicable ballot terms and conditions); or (ii) receive a credit (to be applied against future ticket and/or Season Ticket purchases from the Club) equal to one nineteenth (1/19) of the full price paid for the Season Ticket (and this part (ii) shall also apply if the Season Ticket holder elects to enter the ballot in accordance with (i) above and is unsuccessful in purchasing a ticket through the ballot).
- 4.2 The dates and kick-off times of all Matches are subject to revision and change due to broadcast coverage or other circumstances.
- 4.3 The Club will have no further, or other, liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, including (but not limited to) loss of enjoyment or travel/accommodation costs.
- 4.4 Season Ticket/s are non-refundable. Any requests are only considered in exceptional circumstances at the Club's discretion.

5. Official Ticket Resale Scheme

- 5.1 In the event that a Season Ticket holder is unable to attend a Match, the Season Ticket holder shall have the opportunity to sell their ticket to that Match (which they are entitled to under their Season Ticket) by submitting a request to resell the ticket through the Club's Official Ticket Resale Scheme by either telephoning the Club on 0371 222 1877 or via tickets.wolves.co.uk (subject to this provisions of this clause 5) (each a "Resale Request").
- 5.2 All Season Ticket holders shall be eligible to use the Official Ticket Resale Scheme apart from:
 - 5.2.1 Season Ticket holders who are in arrears with their direct debit payments; or
 - 5.2.2 Season Ticket holders whose Season Tickets are suspended or withdrawn for any reason.
- 5.3 Eligible Season Ticket holders may only sell their own ticket through the Official Ticket Resale Scheme and cannot act on behalf of other Season Ticket holders.

- 5.4 Eligible Season Ticket holders are only permitted to use the Official Ticket Resale Scheme for their own personal use and may not use the Official Ticket Resale Scheme for any commercial or business purposes.
- 5.5 Eligible Season Ticket holders wishing to sell their ticket in respect of an individual Match may submit a Resale Request to the Club up to 28 days before the Match but such tickets will not be made available for purchase until the Match has sold out (excluding any Away Club allocation).
- 5.6 Resale Requests may only be submitted to the Club up to 48 hours prior to kick-off of the relevant Match. Resale Requests made after this time will not be accepted by the Club. The Club reserves the right to amend this timescale as necessary and at its absolute discretion.
- 5.7 Immediately upon a Season Ticket holder submitting a Resale Request to the Club the Resale Request will be considered 'activated' and the Season Ticket holder's Season Ticket will no longer grant the Season Ticket holder access to the relevant Match. In the event that, following the submission of a Resale Request, the Season Ticket holder wishes to attend the relevant Match the Season Ticket holder should contact the Club's ticket office (no later than 24 hours prior to kick-off of the relevant Match) and they may, if the relevant ticket for the Match has not already been sold by the Club, purchase a general admission ticket (subject to availability) from the Club.
- 5.8 Should a Season Ticket holder's ticket be successfully sold through the Official Ticket Resale Scheme, the Season Ticket holder will receive 80% of the pro rata value of that ticket (i.e. 1/19 of the total price paid for the Season Ticket) in the form of 'Wolves Cash' into the Season Ticket holder's 'Wolves Cash' account. 'Wolves Cash' can be spent on ticket and merchandise purchases from the Club (subject to the terms applicable to the relevant sale) or redeemed as a credit against Season Ticket renewals (each, a "Credit") (except in respect of any Season Ticket holders who are enrolled in the Club's Season Ticket auto renewal scheme via direct debit, who cannot redeem a Credit in this way). Credits cannot be applied towards Season Ticket admin fees. In the event that a Season Ticket holder accrues total Credits which exceed the price of the Season Ticket renewal, any remaining Credit cannot be carried over and will be cleared/cancelled (such that the Season Ticket holder's Credit balance returns to zero ahead of the football season 2023-24). For the avoidance of doubt, 'Wolves Cash' cannot be redeemed for any cash value.
- 5.9 The Club cannot guarantee that any Resale Request shall be successful.

6. Lost or Stolen Season Tickets

- 6.1 In order to gain admission to the Ground, the Season Ticket must be presented in its entirety at every Match.
- 6.2 In the event that you forget your Season Ticket in respect of any individual Match, or otherwise cannot produce it, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match-day duplicate ticket is issued, the Club may require payment of a non-refundable administration charge. Proof of identity and ownership of the Season Ticket must be supplied upon request.
- 6.3 The Club is not responsible for any Season Ticket which is lost, stolen, defaced, damaged or destroyed. If the Season Ticket is lost, stolen, defaced, damaged or destroyed, the Club may,

subject to these Terms and Conditions, and in its discretion, issue a replacement season ticket to you, upon payment by you of a non-refundable administration charge. Only one duplicate Season Ticket will be issued to you per Season and you will be required to sign a document confirming that the original Season Ticket is damaged, lost, stolen or destroyed. You will also be required to indemnify the Club against any direct or indirect losses or damages that the Club may suffer or incur as a result of you falsely having represented or stated to the Club that your original Season Ticket was damaged, lost, stolen or destroyed.

- 6.4 Should any Season Ticket when applied for not arrive in the post after purchase, you will be required to sign a document confirming this and undertaking to immediately return the original Season Ticket to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Ticket in this instance.

7. Change of Address

If you change your address during the season you must notify the Club as soon as reasonably practicable by logging into tickets.wolves.co.uk and updating your contact details or by emailing fanservices@wolves.co.uk.

8. Cancellation & Withdrawal of Season Ticket

- 8.1 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 cancel and withdraw your Season Ticket and to eject you from the Ground. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Ticket. Without prejudice to the general nature of the above the following actions shall constitute serious breach of the Terms & Conditions of Entry:

- 8.1.1 smoking (including the use of electronic cigarettes or vaporisers) in designated non-smoking areas;
- 8.1.2 being (or appearing to be) drunk or intoxicated;
- 8.1.3 persistent standing in seated areas whilst the Match is in progress;
- 8.1.4 the sale or transfer (save as permitted) and/or any attempt and/or preparatory steps in respect of a sale or transfer, of a Season Ticket to any person;
- 8.1.5 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
- 8.1.6 the deliberate misuse of a Season Ticket;
- 8.1.7 entering or attempting to enter the Ground with a concession ticket for which you would not be eligible;
- 8.1.8 the supply of any misleading or incorrect information in any application;
- 8.1.9 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;

- 8.1.10 whether at the Ground, or, travelling to or from a Match:
 - 8.1.10.1 the use of foul, obscene, abusive and/or racist language and/or gestures;
 - 8.1.10.2 the chanting of anything of an indecent or racist nature;
 - 8.1.10.3 fighting or engaging in and/or inciting violence;
 - 8.1.11 bringing into the Ground (or using within the Ground): alcohol, illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, drones, bottles, glass vessels or any item that might be used as a weapon or compromise public safety;
 - 8.1.12 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
 - 8.1.13 any misrepresentation in relation to clause 1.2 above;
 - 8.1.14 breach of the terms of any Membership;
 - 8.1.15 any breach of clauses 2.4, 2.5 or 2.6 above;
 - 8.1.16 failure or refusal to observe any social distancing or COVID-19 prevention measures as may be in place, including any breach of any specific COVID-19 prevention measures implemented by the Club and/or relevant Football Authority; and
 - 8.1.17 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.
- 8.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 7.1 has either occurred or may occur.
- 8.3 If a Season Ticket holder is not 16 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions of Entry.
- 8.4 In the event that your Season Ticket is withdrawn or cancelled pursuant to clause 8.1, no refund shall be payable to you in respect of any unexpired portion of any Season Ticket. The Club also 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(s) for such exclusion and/or disqualification).
- 9. Filming, photography and taping**
- 9.1 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 others (including commercial partners and accredited media organisations), and use of a Season Ticket to enter the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Conditions of Issue or the Terms & Conditions of Entry.

- 9.2 All Season Ticket holders agree that the Matches for which Season Tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

10. Exclusion of Liability

- 10.1 Except in respect of death or personal injury resulting from any negligence of the Club; for fraud or fraudulent misrepresentation; or for any other liability which cannot be excluded or limited under applicable law, neither the Club nor any of its officers, employees or agents shall be responsible for (whether in tort, contract or otherwise):

10.1.1 any loss, damage or injury to you and/or any Guest or to any property belonging to you or any Guest in or upon or around the Ground or any car park, resulting from any cause whatsoever;

10.1.2 for any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever; and/or

10.1.3 any losses arising from any cancellation, postponement or rearrangement of a Match, or the requirement to play Matches behind closed doors or at a reduced capacity) in accordance with clause 4, including but not being limited to any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

- 10.2 Neither the Premier League nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (a) the position of the seat and/or (b) the actions of other spectators.

11. General

- 11.1 The Club reserves the right to change these Conditions of Issue from time to time and shall notify you of such changes if they materially affect your rights as a consumer.

- 11.2 You acknowledge that the Club will hold and process data relating to you, which may include personal data, for administrative and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available wolves.co.uk.

- 11.3 Where necessary, each individual agrees and consents to the Club retaining their personal details in accordance with the Government 'NHS Track and Trace' initiative. If, having

attended a Match, a Season Ticket holder contracts COVID-19, they must inform the Club as soon as practicable to assist in the NHS Track and Trace process and consent to the Club sharing their personal information with the NHS and alerting any other match attendees, Club officials or other applicable persons (including where necessary the Premier League or other clubs) whom they might have come into contact with.

- 11.4 The invalidity or partial invalidity of any provision of these Conditions of Issue shall not prejudice or affect the remainder of these Conditions of Issue, 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.
- 11.5 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Conditions of Issue or by law shall not constitute a waiver of that right, power or remedy.
- 11.6 The Terms and Conditions of Entry constitute the entire agreement between the Club and the Season Ticket holder and neither the Club nor the Season Ticket holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms and Conditions of Entry which is not set out therein.
- 11.7 If there is any conflict, ambiguity or inconsistency between any provision of these Conditions of Issue and any provision of the Ground Regulations, the relevant provision of these Conditions of Issue shall take precedence.
- 11.8 Notwithstanding any other provision in these Conditions of Issue 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 Conditions of Issue. 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.
- 11.9 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales (including in relation to any non-contractual disputes or claims).
- 11.10 Disabled season ticket holders who have requested a helper ticket must be accompanied by a person who is capable of supporting their needs in the event of an emergency situation. For this reason, the Club strongly recommends that a person is 17 years of age or over and not be infirm. Any exception to this must be notified to the Club and appropriate arrangements for their safety will be made. Any refusals will only be on the grounds the Health and Safety legislation.
- 11.11 A disabled helper season ticket must only be used in conjunction with the disabled season ticket itself. Therefore, if the helper wishes to attend independently, they must first contact the ticket office in order to pay the relevant admission fee.

12. Concession Rate Season Tickets

- 12.1 At the Clubs absolute discretion, it may offer Season Tickets at a discounted or concessionary rate.

- 12.2 This rate varies from the normal adult Season Ticket price and which are listed on wolves.co.uk
- 12.3 Where the holder of a concession rate Season Ticket is unable to attend a Match the supporter may choose to upgrade this ticket to the full adult rate for specific matches. This can be done by contacting the ticket office.
- 12.4 The Club reserves the right to investigate or examine any concession rate Season Tickets and request proof of eligibility to utilise a concession rate Season Ticket.
- 12.5 Should a supporter attempt to gain entry to the Ground utilising a concession rate Season Ticket for which they are not eligible nor have upgraded as described in clause 12.3 above, the Club reserves the right to remove the supporter from the Ground and impose penalties or bans on both the supporter using the ticket and the registered owner of the Season Ticket.
- 12.6 The purchase of an adult Season Ticket in the "Family Area" within the Ground is subject to the purchase of a junior Season Ticket. A minimum of 1 junior Season Ticket must be purchased per 2 adult/senior citizen/U21 Season Tickets.
- 12.7 To qualify for a concession ticket you must be under 14, under 17 or under 21 on the 1st August 2023. To qualify as a senior citizen you must be aged 65 or over on 1st August 2023. Applying as either concession for the first time will require proof of age. The purchase of an under 14 junior Season Ticket/s must be in conjunction with the purchase of an adult/senior/U21 Season Ticket.

13. Home Cup Tickets

- 12.1 If the Club is drawn at home in cup competition, details on how you may apply for a ticket (or tickets) for such match will be made available by the Club on the Club's website and where practicable, in advance in the Club's home match day programme.
- 12.2 Where possible, the Club will endeavour to make the same seat as indicated on your Season Ticket available as a first option to purchase.
- 12.3 However, subject to the allocation taken for Away Club fans, certain areas do not permit you to purchase the same seat. For those who are affected, subject to availability, and on a first come first served basis, you will be offered an exclusive period within which to acquire tickets for alternative seats in the Ground.
- 12.4 We may allocate seats at our reasonable discretion, but we will of course try our best to offer you an alternative seat of equivalent value to the seat indicate on your Season Ticket.
- 12.5 For those subscribed on our automatic cup scheme at the time of the draw, and where they have their Season Ticket available, the Club will process these shortly after the draw. These shall be treated as a match ticket where these are non-refundable and any requests for refund would only be considered in exceptional circumstances and on a discretionary basis via written communication no later than 72 hours prior to kick off.

14. Other Tickets

13.1 If, during the Season, the Club qualifies for any of the following:

- (A) the FA Cup Semi-Final or Final;
- (B) the Football League Cup Semi-Final (Away Leg) or Final; or
- (C) the Semi-Final (Away Leg) or Final of a UEFA Competition,

details on how you may apply for a ticket (or tickets) for such match will be made available by the Club on the Club's website and, where practicable, in advance in the Club's home match day programme.

13.2 Where possible, subject to the Club's overall ticket allocation for such fixture, you will be allocated one ticket in respect of the Season Ticket. However, the Club cannot guarantee that any such allocation will be made. No preference can be given to you in respect of any matches played at the Ground in which the Club is not participating.

15. Definitions

14.1 In the Conditions of Issue, the following words and phrases shall have the following meanings:

"Away Club" means the football club playing against the Club.

"Club" means Wolverhampton Wanderers Football Club (1986) Limited.

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

"Football Authority" means 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.

"Ground" means the football stadium and all other locations owned, occupied or utilised by the Club.

"Ground Regulations" means 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.

"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" means any Premier League football match in which the Club participates and that takes place at the Ground during Season 2023-2024.

"Material" means any audio, visual or audio-visual material or any information or data.

"Membership" means any rules and regulations agreed in relation to your participation in the Club's membership scheme which can be found at tickets.wolves.co.uk.

"Official Ticket Resale Scheme" means the Club's authorised ticket resale facility [which as at the date hereof is tickets.wolves.co.uk].

"Season" means the football season 2023-24.

"Season Ticket" means a season ticket booklet (and all or any component vouchers therein) or any season ticket smartcard (and/or any rights arising out of or in connection with any of the foregoing) for admission to Matches.

"Terms & Conditions of Entry" means each of the rules and regulations of any Football Authority; the Ground Regulations; the Conditions of Issue; and any specific COVID-19 prevention measures implemented by the Club and/or relevant Football Authority (including but not limited to any COVID-19 code of conduct issued by the Club from time to time).

May 2023