

**CHELSEA FOOTBALL CLUB LIMITED SEASON TEAMCARD, MEMBERSHIP AND MATCH TICKET
CONDITIONS OF ISSUE**

(*Breach of Conditions of Issue & Right of Appeal*)

11 Breach of Conditions of Issue

11.1 By way of example only (and without limitation), the following shall constitute breaches of the Conditions of Issue:

- (a) failure to observe the directions, instructions and/or requests of any steward, employees, or agents acting for or on behalf of Chelsea FC, or any police officer, at all times;
- (b) smoking, in any area within the Ground, including (without limitation) the seated areas, concourses and toilets;
- (c) bringing into the Ground (or using within the Ground): illegal drugs, other illegal substances, fireworks, firecrackers, smoke canisters, air horns, flares, laser devices, bottles, glass vessels, cans, poles, knives or any item that is hazardous or dangerous or might be used as a weapon or compromise public safety;
- (d) persistent standing in seated areas whilst a Match is in progress (though Chelsea FC makes no representation that supporters will not stand during periods of the Match or that views will not be obstructed by other supporters);
- (e) straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;
- (f) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- (g) sale (or advertising a sale) or transfer of a Match Ticket or Season TeamCard other than as permitted by these Conditions of Issue;
- (h) providing any information to Chelsea FC at any point that is false, materially incomplete or misleading (or which the Chelsea FC has reasonable grounds to believe may be false, materially incomplete or misleading);
- (i) misrepresentation during the purchase of a Match Ticket, Membership or Season TeamCard;
- (j) constituting (or potentially constituting), in Chelsea FC's reasonable opinion, a source of danger, nuisance or annoyance to any other person while at the Ground;
- (k) failing (at Chelsea FC's sole discretion) and whether at the Ground, travelling to or from a Match or otherwise, to act at all times in a civil manner, including (without limitation)
 - (i) using threatening, foul, obscene, abusive, indecent or discriminatory language or behaviour;
 - (ii) chanting anything of an offensive, immoral, obscene, abusive, indecent, political or discriminatory nature;
 - (iii) fighting or engaging in and/or inciting violence; or

- (iv) acting in a manner which in Chelsea FC's reasonable opinion is prejudicial to or offends Chelsea FC or its player(s), officer(s), employee(s), member(s), Supporter(s) or commercial partner(s) or any individual or corporate entity connected to Chelsea FC;
- (l) the throwing of any object within the Ground;
- (m) attempting to enter the Ground or being inside the Ground whilst being (or appearing to be) intoxicated by alcohol or drugs or being in possession of any intoxicating drug, liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the relevant event can be directly viewed;
- (n) carrying, holding, unfurling or presenting any banner, in whole or in part, at any time (whether acting on an individual or collective basis and whether at a Match, the Ground or otherwise) which is, or may reasonably be considered to be, offensive, immoral, foul, obscene, abusive, indecent or political;
- (o) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at the Ground;
- (p) entering into any part of the Ground designated for the use of any group of Supporters to which he does not belong;
- (q) the supply of any misleading or incorrect information to any Chelsea FC officer, employer or agent;
- (r) the failure to pay any sum owing to Chelsea FC (or any third party) including, without limitation, in respect of any Season TeamCard, Membership or Match Ticket;
- (s) any breach of the Chelsea FC Ticketing Policies;
- (t) any breach of the Football Regulations;
- (u) any breach of the Ground Regulations;
- (v) any similar act or omission concerning, or at, an Away Match; and
- (w) making or conspiring to make multiple applications and/or holding multiple Memberships.

11.2 Chelsea FC reserves the right, without liability, to conduct (either itself or via a third party) security searches of the person and possessions of any person where it has reason to believe that a breach of these Conditions of Issue has occurred or may occur including (without limitation) those breaches set out in paragraph 11.1.

11.3 Chelsea FC reserves the right, without liability, to suspend any individual, including without limitation any Member, Ticket Holder or Season TeamCard Holder where it believes that such individual may have committed a breach of these Conditions of Issue, or that a breach of these Conditions of Issue may have been committed by a Member, Ticket Holder or Season TeamCard Holder associated with that individual, pending any investigation (whether by Chelsea FC and/or any third party) in respect of the same. Chelsea FC may take any of the steps set out at paragraph 11.1.

11.4 in respect of any suspended individual until such time as all investigations have been concluded to Chelsea FC's satisfaction. For the avoidance of doubt, once such investigation against the

suspended individual has been concluded, Chelsea FC may continue to enforce or take (as applicable) any of the steps set out at paragraphs 11.4 and/or 11.5 against such individual upon the terms set out therein.

11.4 Without prejudice to any other remedies it may have, in the event that Chelsea FC believes or determines (as applicable) that a breach of the Conditions of Issue has occurred or in the event of the cancellation of a Membership, Match Ticket or Season TeamCard, Chelsea FC reserves the right in its absolute discretion acting reasonably or otherwise to, without liability:

- (a) determine that any Match Ticket, Membership, Membership TeamCard or Season TeamCard shall be automatically null and void;
- (b) withdraw all or some of the rights and benefits conferred by the Membership, Match Ticket, Membership TeamCard or Season TeamCard;
- (c) require that the Membership, Match Ticket, Membership TeamCard or Season TeamCard be returned to Chelsea FC;
- (d) refuse entry to or eject the Member or Ticket Holder from the Ground;
- (e) exclude the Member or Ticket Holder from any membership scheme maintained or organised by Chelsea FC and/or disqualify the Member, Season Ticket Holder or Ticket Holder from applying for or receiving any Match Ticket, Membership and/or Season TeamCard;
- (f) exclude the Member or Ticket Holder from entering the Ground;
- (g) exclude the Member or Ticket Holder from entering the Ground as a Guest of another Ticket Holder;
- (h) prevent the Member or Ticket Holder from using any of the benefits or rights associated with being a Member or Ticket Holder; and/or
- (i) revoke any loyalty points acquired by a Member and/or Season Ticket Holder in accordance with paragraph 12.2, subject to such individual's right of appeal as detailed below, Chelsea FC will use its reasonable endeavours to inform the individual of any such action (and the grounds upon which it is based) within a reasonable period of implementation.

11.5 Subject to such individual's right of appeal as detailed in paragraph 14, in the event that Chelsea FC determines that a breach of these Conditions of Issue has taken place and/or takes any of the steps in paragraph 11.4 against a Ticket Holder:

- (a) any individual who is subjected to a withdrawal of the rights and benefits conferred by a Match Ticket or Season TeamCard may not transfer such rights and benefits in accordance with these Conditions of Issue, but may be provided with a pro-rated refund on request (at the discretion of Chelsea FC in circumstances where Chelsea FC is unable to resell any unused Match Ticket or Match Tickets equating to the unused portion of a Season Teamcard);
- (b) Chelsea FC may commence court proceedings against the Ticket Holder for any loss or damage caused by such breach including, without limitation, any injunctive or equitable relief; and

(c) at Chelsea FC's discretion, it may notify any third parties (including, without limitation, other football clubs, event holders and law enforcement or football authorities) of any Ticket Holder's exclusion and/or disqualification (together with the reason(s) for such exclusion and/or disqualification).

11.6 Without prejudice to paragraph 11.4, any Match Ticket obtained or used in breach of the applicable Conditions of Issue shall automatically be void and may result in the Ticket Holder being refused entry to or ejected from the Ground and/or the cancellation and withdrawal of the Match Ticket, without compensation.

14 Right of appeal

14.1 Any individual subject to any sanctions imposed in accordance with these Conditions of Issue and the Chelsea FC Ticketing Policies shall, ordinarily, have the right of appeal as follows:

- (a) Appeals must be lodged within 14 days of the date of the decision by email to cfcsecurityops@chelseafc.com.
- (b) Appeals should include full written grounds and make clear whether the appeal is against the decision to impose a sanction or the length of the sanction (or both).
- (c) Appeals will be dealt with on the papers and personal hearings will not be permitted. The appeals body will meet within 21 days of receipt of the appeal and a decision will be communicated in writing within a further 14 days. The decision of the appeals body is final and there is no further right of appeal.
- (d) Chelsea FC reserves its right (acting reasonably) to disapply or depart from this procedure at its absolute discretion.