



DEFINITIONS

In these Terms and Conditions, some words are capitalised meaning that they are defined further below:

Adult:	means anyone aged 26 and over on the date the ticket is purchased
Club:	means Gloucester Rugby Limited registered and England and Wales under Company Number 00034603 and whose registered office is at Kingsholm Stadium, Kingsholm Road, Gloucester, GL1 3AX
Club Member:	holder of a Club Membership
Club Membership:	means a smartcard issued by or authorised for sale by the Club entitling the holder access to Stadium to attend specified Matches during a Season
Concession:	means anyone aged 65 and over on the date the ticket is purchased, mature students, those currently serving in the armed forces and those working for the emergency services
Guest:	means a person attending a Match as a friend, relative or guest of a Club Member
Ground Regulations:	means regulations governing access to and the proper conduct of persons in attendance at the Stadium
Junior:	means anyone aged 6 to 17 as on the date the ticket is purchased
Match(es):	means any association rugby match taking place at the Stadium
Match Ticket:	means a ticket, either paper or print at home, issued by or authorised for sale by the Club entitling the Ticket Holder to access the Stadium and attend a particular Match only and subject to the terms and conditions set out in sections 1.1 and 1.2
Regulations:	means any statute, statutory instrument or other regulations of binding effect from time to time in force in England and including rules and regulations of the Rugby Authorities
Rugby Authorities:	rules, regulations and bye-laws of the Rugby Football Union, Premiership Rugby Limited, European Professional Club Rugby and Gloucester Rugby Limited (the Club) and any other Rules, Regulations and/or Bye-Laws applicable to the Club and/or any matches
Season:	means the rugby season as determined by the Rugby Authorities, usually from September to the end of May
Stadium:	means Kingsholm Stadium, Kingsholm Road, Gloucester, GL1 3AX
Ticket:	means, as relevant, either a Match Ticket or a Club Membership or both
Ticket Holder:	means a purchaser of a Ticket or for whom and in whose name a Ticket has been bought entitling them to access the Stadium



MATCH TICKET TERMS AND CONDITIONS OF ACCESS AND TICKET PURCHASES

1. Your contract with the club

1.1 By the purchase of a Ticket and by access to the Stadium, a Ticket Holder shall be deemed to have agreed to be bound by the following Terms and Conditions, the Ground Regulations and applicable Regulations which together will constitute the entire agreement between the Ticket Holder and the Club to the exclusion of any non-fraudulent representation or marketing materials.

1.2 If these Match Ticket Terms and Conditions are not accepted Tickets should not be purchased.

2. Access conditions

2.1 Ticket Holders will be responsible for compliance and observance with these Terms and Conditions and with the Ground Regulations. Misconduct of the Ticket Holder or Guests, failing to adhere to these Terms and Conditions or acting in a manner which the Club reasonably considers is detrimental to its interests or is likely in the reasonable opinion of the Club to bring rugby or the Club into disrepute shall permit the Club to confiscate or forfeit (in each case without compensation) the Ticket, to prevent access to the Stadium for the Match in question and/or to ban the Ticket Holder from attending future Matches or other events at the Stadium or at away games at other venues for such time as the Club deems appropriate. The Club will seek where relevant to prosecute to the full extent of the law where applicable as well as informing the Rugby Authorities or law enforcement agencies of any breaches of this nature.

2.2 Entrance to the Stadium is only permitted upon presentation of a valid Ticket, which should be retained until the Match in question has been played to a conclusion. In addition, upon request, proof of identity may be required.

2.3 The Ticket gives access only to the stand, block, row and/or seat indicated and not to any other stand, block, row and/or seat within the Stadium. However, the Club reserves the right to re-allocate the Ticket Holder to any other seats or areas in the Stadium at any time, of equivalent value and type, save as otherwise provided in these Terms and Conditions.

2.4 No person (other than the holder of a valid licence granted by the Club's consent) may bring into, or use within, the Stadium any equipment which is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to a Match or any aspect of it or the Stadium, other than mobile phones or like devices for personal non-commercial use.

2.5 Save for official Club merchandise and/or other rugby related clothing worn in good faith, you shall not bring into, use or display within the Stadium any sponsorship, promotional or marketing materials.

2.6 You shall not offer or distribute (either free or for sale by any person) within the Stadium 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 this clause 2.6 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 and which have been agreed in writing in advance by the Club.

2.7 The Ticket remains the property of the Club at all times.



3. Concessions

3.1 When a concession ticket is purchased, proof of identity and concession entitlement may be required at the point of ticket collection and/or entry to the ground.

3.2 Anyone found trying to collect a ticket and/or gain entry with the intention of using a ticket within an incorrect price band will be required to purchase another ticket at full match day adult rate without the right for a refund on the original concession ticket.

3.3 Concession prices may be offered for senior Citizens, anyone aged 18 to 25, Juniors, disabled supporters, mature students, those currently serving in the armed forces and those working for the emergency services. At the Club's discretion you may be asked to provide proof of your concessionary status. Senior citizen prices are valid for anybody 65 and over, 18-25 prices are valid for those aged 18-25 and junior prices for anybody aged 17 and under as at the date the ticket is purchased.

3.4 Children aged under 13 may not enter the Ground unless accompanied by an adult aged 18 or over. The Club are also unable to speak to any child under the age of 13 without the permission of their parent/guardian.

3.5 Children aged 6 and over must be in possession of a valid Ticket for the Match they are attending. A child aged 5 and under may enter the Ground for free without a Ticket if accompanied by an adult aged 18 or over, but in such an event, no seat shall be provided for that child and such admission is subject to availability. His/her parent(s) and/or legal guardian(s) shall, in addition to the Ticket Holder, be responsible for the child's actions, conduct and compliance with the Terms and Conditions and Ground Regulations.

3.6 Disabled supporters are defined within the Club's Disabled Ticketing Policy or via the Customer Service Department at the Stadium.

3.7 The Club reserves the right to alter these price age bands and will use reasonable endeavours to provide notice to Ticket Holders through the Website or by email relating the changes to the system by which Tickets are sold. Anybody found to be using a concession ticket unjustly to gain entry to the Stadium will be liable to denied entry or ejection & suspended from future matches. No refund will be given.

4. Refunds

4.1. All Ticket sales are final and the Club shall not be liable for any loss whatsoever suffered by a holder of a Ticket, including consequential losses. Unless otherwise stated herein, no refunds, cancellations or exchanges are available after a Ticket has been purchased.

4.2 If the match is abandoned before kick-off, the ticket shall remain valid for the rearranged match. Any person who does not wish to attend the rearranged Match shall be entitled to a refund and in the case of a postponement before kick-off this will be the full face value of the Ticket for the relevant Match. Refunds will only be considered until 48 hours prior to the stated Match start time and will only be provided once the relevant Ticket is returned to the ticket office, along with proof of purchase. Any other fees in relation to purchasing a Ticket cannot be refunded.

4.3 In the case of an abandonment of the Match once the Match has commenced half price admission to the re-arranged game will be offered. In no circumstances will the Club be liable to pay



any other sums to any persons in connection with a postponed or abandoned Match. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage including (but not limited to) loss of enjoyment or travel or accommodation costs.

4.4 If for any reason the date and/or time of a Match is altered after a ticket has been purchased it is the responsibility of the customer to ascertain the correct date and time of the fixture. The Club will use all reasonable endeavours to make this information publicly available as soon as any changes have been made. The Club is under no obligation to give any form of recompense to anybody who misses a Match due to a date and/or time change duly notified by the Club.

4.5 In the event of a Match Ticket being lost, damaged or misplaced the Club is under no obligation to provide a duplicate Ticket.

5. Ticket resale

5.1 The resale of any Tickets is strictly prohibited. A Ticket shall become void and will not allow entry to the Stadium or have any right to a refund where the Club believes it has been sold to another person, sold on the internet (through unauthorised ticket brokers, auction sites or otherwise) or any other medium whether now or hereafter developed or it has been used as a prize in a lottery, competition or for any other promotional or advertising purpose unless expressly authorised by the Club in writing.

5.2 The Club will seek where relevant to prosecute to the full extent of the law where applicable as well as informing other bodies either Rugby Authorities, or other law enforcement agencies of any breaches of this section.

6. Ticket bundles

6.1 Ticket bundles will need to be used within a single season and cannot be transferred over to a new season.

6.2 There will be no refunds payable in respect of any Ticket bundle. However, in the event of a postponement, the Ticket for the chosen Match can be transferred to a different Match, subject to availability.

6.3 Club Memberships are not defined as Ticket bundles. Club Members should refer to the Club Memberships Terms & Conditions.

7. Liability of the club

7.1 Nothing in these Terms and Conditions shall operate to exclude or limit the Club's liability for death or personal injury caused by the negligence of the Club, its servants, agents, employees or sub-contractors or for fraudulent misrepresentation.

7.2 Subject to 7.1, the Club's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, arising in connection with the sale of any Ticket shall be limited to the face value of the Ticket for the Match in respect of which the liability arose, which in the case of Club Memberships will be the pro rata fee for that Match.

7.3 Subject to 7.1, the Club shall not be liable for any special, indirect or consequential loss or damage or for loss of profit, loss of business, loss of enjoyment, loss of anticipated savings or depletion of goodwill which arise out of or in connection with the sale of the Ticket.



7.4 The Ticket Holder shall indemnify the Club in respect of any claims, liabilities, damages, costs, expenses or losses incurred by the Club arising from or in connection with any breach of these Terms and Conditions, the Ground Regulations and applicable Regulations by the Ticket Holder or any Guest for whom the Ticket Holder may be responsible.

8. Publicity

The Club may from time to time create images and/or audio-visual video footage of Ticket Holders attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use the same for the purpose of: (i) promoting the Club and its commercial partners; and (ii) any other commercial activity provided in each case that such use does not harm the reputation of the relevant individual whose image is used.

9. Governing law

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 exclusive jurisdiction of the Courts of England and Wales.