

**MAN CITY HOSPITALITY
DAYLET PACKAGES
TERMS AND CONDITIONS 2024/25**

All purchases of Daylet Hospitality Packages are subject to: (i) these Daylet Hospitality Package Terms and Conditions (“**Daylet Hospitality T&Cs**”); and (ii) the Conditions of Entry. By purchasing a Daylet Hospitality Package, the Purchaser acknowledges that they have read, understood, and agreed to be bound by these Daylet Hospitality T&Cs. In the event a Purchaser purchases a Daylet Hospitality Package by telephone, these Daylet Hospitality T&Cs shall be brought to the attention of the Purchaser before payment and by continuing with the purchase, the Purchaser acknowledges and agrees that these Daylet Hospitality T&Cs shall be incorporated into any purchase. If you have any questions about these Daylet Hospitality T&Cs, please contact the Hospitality Department before continuing with your purchase.

1. Definitions and interpretation

In these Daylet Hospitality T&Cs, the following definitions apply:

Club: Manchester City Football Club Limited (company number 00040946) whose registered office address is at Etihad Stadium, Etihad Campus, Manchester, M11 3FF (“**MCFC**”) and/or Manchester City Women’s Football Club Limited (company number 08570537) whose registered office address is at City Football HQ, 400 Ashton New Road, Manchester, England, M11 4TQ (“**MCWFC**”);

Conditions of Entry: the Facility T&Cs, the Rules, the Ground Regulations, Official Guidelines (where applicable), the Supporter Charter, the Premier League’s Commitment Regarding Abuse and Discriminatory Conduct (where applicable and which can be found on the Premier League’s website), any specific infectious or viral disease prevention measures implemented by the Club, and the UK Government and/or the relevant Football Authority (including any supporter codes of conduct, or any disease-specific code of conduct issued by the Club from time to time);

Cup Match: any football match played by the Team in the Football League Cup, FA Cup, FA League Cup, or the UEFA competitions (as applicable);

Daylet Hospitality Package: a hospitality package for use at a single Match or Event;

Disabled Supporter: any supporter of the Club who has a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities;

Event: an event held at the Ground during the Season which is not a Match;

Facilities: The Chairman’s Club; Tunnel Club Ground, Tunnel Club Premier, The Mancunian; Citizens; KITS; Legends; 1894 Club Bar; The Commonwealth Bar; Joe’s; The Ardwick; Manager’s Corner; Premium Boxes, the CFA, Media Zone, CFA Meeting Rooms, and any offsite restaurant package located away from the Etihad Campus (“**Offsite Package**”), and the term “**Facility**” will be construed accordingly;

Facility T&Cs: any terms and conditions issued by a Licensor (including on a Licensor’s website), under which individuals are permitted entry to the applicable Facility;

Fee(s): any and all fees set out online or via the telephone and confirmed in the Ticket confirmation email as payable by a Purchaser to the Club in relation to a Daylet Hospitality Package and any fees or other monies due pursuant to these Daylet Hospitality T&Cs;

Football Authority: the Football Association Premier League, the Football League Limited, the Football Association Limited, the Women’s Super League, NewCo, FIFA, UEFA, and any relevant and properly constituted governing body or authority of any league or competition in which the Team shall participate (and/or any successor or replacement body from time to time);

Force Majeure Event: any event or circumstances outside the reasonable control of the Club including acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body (including the Rules), inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood, storm, pandemic or epidemic;

Ground: the Etihad Stadium, Etihad Campus, Manchester, M11 3FF and/or the Joie Stadium, City Football HQ, 400 Ashton New Road, Manchester, M11 4TQ;

Ground Regulations: the 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, a copy of which is available on the Website;

Guest(s): any person(s) whom the Purchaser is authorised to invite to attend the Ground (and/or applicable Facility) under that Purchaser’s Hospitality Package;

Licensor: a third-party who grants a licence to the Club for the use of a Facility;

Match: any home Premier League Match, Women’s Super League Match or Cup Match played by the Team;

Official Guidelines: the Government of the United Kingdom’s, or any applicable competent authority’s, guidelines and restrictions imposed or recommended from time to time;

Personal Assistant: an individual who is responsible for a Disabled Supporter’s Care;

Purchaser: the purchaser of a Daylet Hospitality Package;

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Rules: the Ground Regulations and any rules or regulations issued from time to time by any Football Authority;

Season: the 2024/25 season, commencing on 1 July 2024 and ending on 30 June 2025;

Team: the Club's men's and/or women's first team (as applicable);

Ticket(s): any mobile ticket (contactless), electronic card, or other entry material such as a print at home or printed ticket (and any replacement thereof) which are provided by the Club to the Purchaser to enable the Purchaser to exercise the benefits of the relevant Hospitality Package; and

Website: the Club's website at <https://www.mancity.com/> and/or <https://www.mancity.com/manchester-city-women>

A reference in these Daylet Hospitality T&Cs to the words "include," "including" or "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words following these terms.

References to any legislation, are references to such legislation as may be updated, amended, superseded, replaced, or repealed from time to time.

2. Purchase and payment

- 2.1. A contract shall be created upon the Purchaser confirming acceptance of these Daylet Hospitality T&Cs (either verbally over the telephone or via the tickbox during the online purchasing journey) and paying the Fee(s) to the Club. Fee(s) payable by invoice, shall be paid by the Purchaser to the Club, within seven (7) days of the date of such invoice. Ticket(s) will not be released to the Purchaser until payment has been received in full by the Club.
- 2.2. The purchase of a Hospitality Package grants the Purchaser and their Guests the right to use the Facilities as specified in the booking confirmation email at the relevant Match/Event and does not grant the Purchaser exclusive possession of any of the Club's facilities (including the Facilities) or create a tenancy of any kind.
- 2.3. Daylet Hospitality Packages are sold subject to availability and in the Club's sole discretion and the Club expressly excludes all liability for any loss, expense or other type of claim arising as a result of any unsuccessful attempt to purchase a Daylet Hospitality Package.
- 2.4. The Fee(s) due in respect of each Daylet Hospitality Package shall be payable at the time of booking.
- 2.5. Fee(s) may be paid using any valid debit or credit card.
- 2.6. Without prejudice to any other rights and remedies of the Club, if payment of any Fee due in respect of a Daylet Hospitality Package is not received by the Club by the relevant deadline for payment, the Club reserves the right to release the reservation.
- 2.7. The Club reserves the right to charge administration fees on payments made using certain payment methods (for the avoidance of doubt, specifically including any payment made by American Express). Information of any such charges will be made available by the Club and it is the responsibility of the Purchaser to check payment information carefully.
- 2.8. Tickets will be electronic and shall be sent by email to Purchasers before the date for use. Purchasers must ensure the email address they provide is correct and the Club excludes all liability for any loss or expense suffered by Purchasers who do not receive their Ticket due to the wrong contact details or email address being provided or due to computer error in transit.
- 2.9. In the event that a Purchaser fails to pay the Fees to the Club in full or where any payments are dishonoured, the Club reserves the right (in each case, without liability) to:
 - (a) withhold the Tickets until payment is received in full;
 - (b) release or withdraw the relevant Daylet Hospitality Package and/or refuse entry to the Facilities and/or Ground to the relevant Purchaser and their Guests;
 - (c) prohibit the Purchaser from purchasing a Hospitality Package for any future Match;
 - (d) charge the Purchaser an administration fee and/or a sum equal to any bank charges incurred by the Club as a result of the refused or dishonoured payment; and/or
 - (e) take such action as it deems necessary to recover sums due to the Club, and the Club reserves the right to appoint a third party to recover any such sums.
- 2.10. Purchasers must be aged eighteen (18) or over at the time of purchase of a Daylet Hospitality Package.
- 2.11. Where a personal assistant is required to accompany a Disabled Supporter over the age of fourteen (14), the personal assistant of said supporter shall receive a seat free of charge (subject to availability and the provision of supporting medical evidence). All other elements of the Hospitality Package are to be paid at the full prevailing rate. Full details of the Club's policy in relation to personal assistants can be found in the Club's Disabled Supporters Ticketing Policy applicable to the Season available at www.mancity.com/ticketing-and-hospitality/access
- 2.12. The purchase of a Daylet Hospitality Package shall entitle a Purchaser and their Guests to receive the relevant Tickets and to attend the applicable Match and/or Event and to use the seat or seats and any associated facilities applicable to the Daylet Hospitality Package purchased. Nothing in these Daylet Hospitality T&Cs constitute or imply any

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- entitlement to occupy the seat indicated on the Ticket in any subsequent Events and/or Matches.
- 2.13. Purchasers shall be required to pay for any additional fees incurred in connection with their Daylet Hospitality Package (such as those relating to the provision of additional food and drink consumed) which are not covered by any Fees paid for the standard Daylet Hospitality Package (“**Additional Fees**”), on the day they are incurred and prior to leaving the Facility and/or Ground (as applicable). Without prejudice to any other rights and remedies available to the Club, if a Purchaser fails to pay any Additional Fees due in relation to a Daylet Hospitality Package, the Club may refer such default to its nominated debt collection agency which may result in the Purchaser incurring an administration fee to cover to costs of collection of the outstanding Additional Fees. The Club reserves the right to refuse entry to the Ground and Facilities to any Purchaser and the Guests of any Purchaser who has an outstanding debt to the Club until payment of such debt has been received in full.
 - 2.14. The Purchaser must ensure it and its Guest(s) information is accurate and should promptly notify the Club of any change of details (including, changes to name, payment details, addresses and/or contact details). The Club reserves the right to request evidence of identity when changes are notified under this clause 2.14.
 - 2.15. It is acknowledged that certain Facilities are not owned by the Club, and are in fact, areas licensed from a Licensor. As such, the Purchaser, and the Guest(s) agree to be bound by the relevant Facility T&Cs directly as between the Purchaser and Guest(s) and the Licensor. If, when attending a Match or Event at the Ground, a Purchaser or Guest commits a breach of any of the Facility T&Cs, such breach shall be treated as a breach of these Daylet Hospitality T&Cs.

3. Cancellation and withdrawal

- 3.1. Unless otherwise stated in these Daylet Hospitality T&Cs, once booked and/or purchased, no Purchaser shall be entitled to obtain any refund if they then wish to cancel their purchase of a Daylet Hospitality Package in whole or part and the Club shall be entitled to seek full payment in respect of all Daylet Hospitality Packages booked. Cancellation or part cancellation of a Daylet Hospitality Package booking by the Purchaser must be made in writing by email to (in respect of MCFC (Men’s)) hospitality@mancity.com or (in respect of MCWFC (Women’s)) mancitywomen@mancity.com
- 3.2. The cancellation rights granted to consumers pursuant to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to hospitality purchases. Consequently, consumers will not be able to cancel their hospitality purchases except in accordance with these terms or as otherwise permitted by law.
- 3.3. The Club reserves the right to cancel or suspend any Daylet Hospitality Package, in whole or part, at any time, if allowing the Purchaser (or any of their Guests) to use the Daylet Hospitality Package could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club and/or if the Purchaser (or any of their Guests) is in breach of these Daylet Hospitality T&Cs. If a Daylet Hospitality Package is cancelled under this clause 3.3, the Purchaser shall not be entitled to a refund and no refund will be granted in relation to any person who is refused access to the Facility and/or Ground or ejected from the Facility and/or Ground under these Daylet Hospitality T&Cs, the Rules and/or the Conditions of Entry.
- 3.4. Subject to clause 3.6 below, the Club may, in its sole discretion, resell any Daylet Hospitality Package cancelled by the Purchaser or suspended or withdrawn by the Club and may in the event of a resale provide the Purchaser with a refund (less any applicable administration costs (including legal costs) incurred by the Club and any sums owing by the Purchaser to the Club and any interest due on such sums).
- 3.5. The Club reserves the right to vary or change the dates of Matches and/or kick-off times. The Club shall use reasonable endeavours to publicise any such change as far in advance as possible (including on the Website or via email). It is the Purchaser’s responsibility to check the Website and/or email communication. In the event of a change in date or time of fixtures, the Club will not be liable for any additional costs incurred by the Purchaser such as travel or accommodation costs, but the Purchaser (and their Guests) shall (subject to clause 5 below) be entitled to attend the rearranged Match (if any).
- 3.6. The Club reserves the right to withdraw or amend any Daylet Hospitality Package in the event of any delays for any reason in the renovation, completion and/or availability of the Facilities or due to compliance with Official Guidelines. The Club may, in its sole discretion, allocate alternative seats, rooms, facilities or services to Purchasers. In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Daylet Hospitality Package purchased. Should the Club not be able to provide a suitable replacement, the Club may provide the Purchaser with a refund for the Match/Event if the Facilities are not available.

4. Standards of behaviour and dress

- 4.1. The Purchaser and their Guests shall act in an orderly, proper, and lawful manner, shall abide by these Daylet Hospitality T&Cs and the Conditions of Entry and agree to conduct themselves at all times in a manner befitting a representative of the Club and agree not to do anything or procure anything to be done that will or is likely to bring the name or reputation of the Club into disrepute.

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- 4.2. As regards Daylet Hospitality Packages for Matches, the Facilities are located in areas reserved for the Club's fans. Any Purchaser or Guest who is in breach of this clause 4 as regards behaviour and dress and/or who is not a fan of the Club and/or whose behaviour may create or increase potential crowd trouble may be refused entry to or be ejected from the Facilities and/or the Ground.
- 4.3. The Purchaser and their Guests shall not:
- (a) cause any damage to the Facilities and/or the Ground;
 - (b) treat the Club staff or any person in or around the Facilities and/or the Ground in a threatening or abusive manner;
 - (c) engage in any abusive, dangerous, or other unacceptable behaviour (including, for the avoidance of any doubt, any homophobic, sexual, sectarian, racial or discriminatory behaviour in any form, whether physical, verbal, or other) in or around the Ground and/or Facilities or at any other sporting venue anywhere in the world;
 - (d) bring into the Facilities and/or Ground any food, drink (including alcohol), illegal drugs, other dangerous or illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
 - (e) be (or appear to be) intoxicated;
 - (f) persistently stand in seating areas whilst a Match is in progress;
 - (g) throw any object within the Facilities and/or Ground that may cause injury or damage to people or property;
 - (h) smoke in any part of the Facilities and/or Ground (including the smoking of electronic cigarettes which is banned in the Ground and Facilities) (the Club has a zero-tolerance policy in relation to this matter);
 - (i) bring into the Ground any luggage items larger than A4 size (larger items can be left at a nominated safe storage point before entering the Ground);
 - (j) sit in any other seat than that allocated to them on their Ticket;
 - (k) where relevant, seek or attempt to enter the Ground and/or Facilities where to do so would be non-compliant with the Club's (or any relevant Licensor's) infectious or viral disease prevention measures;
 - (l) supply any misleading or incorrect information in any application; or
 - (m) fail or refuse to observe the lawful instructions of the Police and/or the Club (including its representatives e.g., stewarding staff).
- 4.4. The Purchaser and their Guests shall adhere to the Club's dress code relevant to the Daylet Hospitality Package, which is clearly outlined on the Ticket and on the Club's Website. It shall be at the Club's sole discretion to decide if a Purchaser and/or the Guest(s) are compliant with the dress code and entry may be refused for failure to abide by the specified dress code until this clause 4.4 is complied with. For the avoidance of doubt, away colours are strictly prohibited.
- 4.5. Purchasers and their Guest(s) are prohibited from bringing into the Ground or consuming in the Facilities any food or drink (whether alcoholic or otherwise) not provided by the Club (or its suppliers). Purchasers and Guest(s) shall refrain from consuming food and drink purchased in the public concourse areas of the Ground in the hospitality areas. Purchasers and their Guests shall also abide by the Sporting Events (Control of Alcohol etc.) Act 1985.
- 4.6. Children under the age of eighteen (18) are permitted within hospitality areas, however, they must be accompanied by a responsible adult at all times.
- 4.7. The Club reserves the right, in its absolute discretion, to suspend for a period of time determined by the Club or withdraw a Purchaser's/Guest's Ticket, or to eject a Purchaser/Guest from the Facilities and/or Ground if the Purchaser/Guest:
- (a) is, in the Club's sole discretion, in breach of any part of this clause 4; or
 - (b) is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world; or
 - (c) fails to comply with any specific requirements implemented by the Club which the Club considers necessary or prudent to minimise the risk of transmission of infectious or viral disease.
- 4.8. Purchasers are responsible for the behaviour of their Guest(s) and may have their Daylet Hospitality Package suspended or withdrawn if any of their Guests act in breach of this clause 4.
- 4.9. The Club shall have the right to charge a Purchaser for the actual cost of any repairs, cleaning, maintenance and/or replacement of facilities at the Ground or the Facilities resulting from any act or omission of the Purchaser and/or a Guest during the use of the Daylet Hospitality Package.
- 4.10. Purchasers and their Guest(s) will not have the opportunity to leave and re-enter the Ground. The Club operates a strict policy prohibiting re-admission to the Ground.
- 4.11. If requested, Purchasers and their Guest(s) must submit to a search to gain entry to the Ground. A bag policy (available on the Website) is in operation at the Ground.

5. Rearranged or abandoned Matches and Events

- 5.1. The Club is unable to give any guarantees that any particular Match or Event will take place at a particular time, on

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a particular date or that there will not be 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 or Event and/or (ii) cancel a Ticket for a particular Match or Event due to compliance with Official Guidelines or other Conditions of Entry, without any liability whatsoever. Where reasonably practicable, the Club shall endeavour to publicise any fixture changes in advance via the Website and notify Purchasers of fixture changes via email. In the event of the postponement or abandonment of the Match or Event (or if the Match has to be played behind closed doors), the following options shall be available:

- (a) where a Match is rescheduled from a Saturday to a Sunday (or vice versa) on the same weekend, the Purchaser shall be entitled to attend the rescheduled Match. The Purchaser will not be able to cancel or otherwise change their Daylet Hospitality Package booking, without prior written approval from the Club, acting entirely in its own discretion on a case-by-case basis;
 - (b) where a Match or Event is rescheduled other than in accordance with clause 5.1(a) above, the Purchaser shall be entitled to: (i) attend the rescheduled Match; or (ii) inform the Club that they wish to cancel or otherwise change their Daylet Hospitality Package booking in writing as soon as possible and in any event no later than seven (7) calendar days after the date of the notice of the rearranged Match or Event, and prior to such rearranged Match or Event;
 - (c) in the event that the Match is played behind closed doors and fans are not permitted to attend, the Purchaser shall, subject to clause 5.3 below, be entitled to request a refund for that specific Match; and
 - (d) 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 hospitality ticket ballot for the Match and the Purchaser shall be entitled to: (i) enter for an opportunity to purchase a Ticket through the ballot (subject to availability, meeting the stipulated sales criteria on the Website and applicable ballot terms and conditions). Due to limited availability in this scenario, the Club may elect to implement specific sales criteria which may limit the Purchaser's eligibility to apply); or (ii) request a refund in accordance with clause 5.3 below, dependent on the type of Daylet Hospitality Package purchased.
- 5.2. If any Premier League Match, Women's Super League Match, or Cup Match is relocated to the Ground for any reason (including for safety reasons) but is deemed to be an away match for the purposes of the relevant competition, the match will not be considered a home game for the purposes of any Daylet Hospitality Package.
- 5.3. A refund pursuant to clause 5.1 above will only be issued on the (i) cancellation of the Daylet Hospitality Package for the particular Match within the timeframe notified by the Club and (ii) satisfactory identification that the individual requesting the refund is the Purchaser. The final decision shall at all times belong to the Club.

6. Match/Event day

- 6.1. Match/Event invitations containing links to a full itinerary and Tickets will be emailed to Purchasers in advance of the Match/Event, provided that full cleared payment has been received by the Club. If the Purchaser and/or any of their Guests have any special dietary requirements, this should be communicated to the Club in writing, at least five (5) working days prior to the relevant Match/Event. It is the Purchaser's responsibility to check that all Tickets are complete and correct when received. If any items are missing from the Tickets, the Purchaser should contact the Club immediately.
- 6.2. Purchasers and their Guests must present the relevant Ticket and comply with the rules on dress code and behaviour in these Daylet Hospitality T&Cs to gain entry to the Facility and/or Ground.
- 6.3. Admission to the Ground will be granted no earlier than three (3) hours prior to the published start time of each Match/Event (with the exception of Joe's, KITS and Offsite Packages which shall be open two (2) hours before the published start time of each Match/Event) (and with the exception of the CFA and Media Zone for MCWFC (Women's) Matches which shall open two and a half (2.5) hours before the published start time of each Match/Event) and for up to a maximum of one (1) hour after the Match/Event has finished (with the exception of Tunnel Club Premier which shall be open two (2) hours after the Match/Event has finished).
- 6.4. It is the responsibility of the Purchaser to check:
- (a) that the Club holds the correct details for them/their Guest(s) and that the correct details appear on the Tickets; and
 - (b) the dates and time of the Match/Event, which may be subject to alteration.
- 6.5. Only one (1) person per Match/Event will be admitted to the Ground in respect of each Ticket and seat.
- 6.6. The benefits described for the Daylet Hospitality Package at the time of booking are indicative only. The Club makes no representation, undertaking or warranty as to the provision of any of the benefits described and these are subject to change (either to include additional benefits/ parts of the Daylet Hospitality Package or to remove existing benefits/ parts of the Daylet Hospitality Package). Additional benefits relating to Daylet Hospitality Packages may be available for purchase at an additional fee.
- 6.7. The Club reserves the right in its sole discretion to allocate alternative seats, rooms, facilities, or services to

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Purchasers (for example where relocation is necessary in order to comply with the Rules, Official Guidelines, for operational reasons, maintenance, repair or crowd safety and control). In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the Daylet Hospitality Package purchased.

- 6.8. If a Purchaser and their Guests number fewer than ten (10) people, they may be required to share a table or Premium Box with other hospitality guests not in their party.

7. Tickets

- 7.1. All Tickets remain the property of the Club at all times. The Club reserves the right to withdraw or require the immediate return of Tickets at any time.
- 7.2. The Club is not responsible for any Ticket which is lost, stolen, forgotten, damaged, defaced or destroyed (whether a Ticket is damaged, defaced or destroyed shall be determined by the Club acting reasonably in its sole discretion). Purchasers must notify the Club immediately in the event that any Ticket is lost, stolen or has not been received. The Club may, in its absolute discretion, provide duplicate Tickets and reserves the right to charge a fee for the issue of any such replacement.
- 7.3. Purchasers are prohibited from: (i) using Daylet Hospitality Packages for promotional, advertising or marketing purposes; (ii) offering the Tickets as a prize in any promotion, prize draw or competition; (iii) giving the Tickets to a third party who agrees to buy some other goods or services; or (iv) using for any other commercial purpose, unless expressly authorised in writing by the Club, or relevant Football Authority as applicable.
- 7.4. Daylet Hospitality Packages are personal to Purchasers and Tickets are personal to Purchasers and their Guests. Daylet Hospitality Packages and Tickets are not transferable and shall not be transferred or resold in any circumstances, save as provided in this clause 7.4. Purchasers may transfer Tickets to approved third parties at the sole discretion of the Club. Such a transfer must be facilitated through the Club and may incur a fee determined by the Club in its sole discretion, which shall be borne in full by the Purchaser. In all other circumstances, Purchasers are prohibited from transferring or subletting their Daylet Hospitality Package to any person without the written consent of the Club.
- 7.5. The unauthorised sale or disposal of Tickets 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. The Club will inform the police as soon as it becomes aware that Tickets and/or Daylet Hospitality Packages are being or have been sold in contravention of this law and may share information of any persons involved (or whom it reasonably believes are involved) with the police, any relevant Football Authority and/or other football clubs. The Club reserves the right to suspend or withdraw with no refund any Daylet Hospitality Package purchased by any person who is convicted of a criminal offence related to the illegal sale of tickets or is reasonably suspected by the Club of committing such an offence.
- 7.6. In the event of any person attempting to enter or having entered the Ground with a concessionary priced Ticket where that person is not entitled to use a concessionary priced Ticket, the Club reserves the right to eject that person from, or refuse that person entry to, the Ground and may withdraw the Ticket and/or the relevant Daylet Hospitality Package at the Club's sole discretion, and no refund shall be given.
- 7.7. The Club shall have the following rights in relation to any Purchaser or Guest (or anyone in possession of the Ticket belonging to a Purchaser or Guest) who breaches clauses 7.3 to 7.6:
- (a) confiscation of Tickets (with no right to refund);
 - (b) ejection from or refusal of access to the Ground and/or Facilities;
 - (c) reporting to the police, any Football Authority and/or other football clubs;
 - (d) banning from the Ground;
 - (e) purchasing a Hospitality Package (either Daylet or Seasonal) or any other Match/Event tickets on a general admission basis or otherwise;
- and any Tickets belonging to such a person shall be null and void.

8. Car Parking

- 8.1. Any car parking is subject to availability within the car park and having been booked in advanced through the Purchaser's online account. Car parking spaces are limited, not guaranteed, available on a first come first served basis and the provision of car parking is in the Club's sole discretion.
- 8.2. In the event that a Purchaser is provided a car parking space Purchasers will be required to provide their full name and the car registration of the Vehicle that will be using the car park at the Match or Event. The car registration details will be inputted to a third-party system to use ANPR on the day and by purchasing and using a car park permit, the Purchaser consents to the Club sharing their name and vehicle registration with third parties for such use.
- 8.3. Vehicles are parked at the driver's risk and the Club shall not be liable for any theft, loss or damage to any vehicle

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or its contents.

- 8.4. Car parking spaces are personal to Purchasers and their Guests and cannot be sold, transferred, or assigned without the permission of the Club.
- 8.5. Subject at all times to clauses 8.1 to 8.4 (inclusive), any car parking is provided in respect of the Daylet Hospitality Package **only** and car parking spaces must be vacated immediately at the end of the Daylet Hospitality Package.

9. Liability

- 9.1. The Club will not be liable for any failure to provide or delay in providing facilities, services, food, or beverages as a result of:
 - (a) any delays for any reason in the completion and availability of the Facilities;
 - (b) compliance with the Rules and/or guidance provided by any Football Authority and/or the police or Match day safety staff;
 - (c) events or matters outside its control, including for the avoidance of any doubt a Force Majeure Event;
 - (d) the alteration of the dates and time of any Match/Event;
 - (e) the requirement to play Matches behind closed doors; and/or
 - (f) the postponement, abandonment, or cancellation of any Match/Event.
- 9.2. The Club shall not have any liability to any Purchaser/Guest for any non-delivery or late delivery of Tickets, documents or other materials dispatched by the Club to the Purchaser resulting from incomplete or inaccurate personal details or email address provided to the Club by the Purchaser or for computer error in transit. The Club's responsibility for any Tickets, documents or other materials ends from the moment they are distributed to the email address provided by the Purchaser.
- 9.3. The Club shall take all reasonable precautions for the security of the property of Purchasers and Guests, but property is left unattended at the owner's risk.
- 9.4. To the fullest extent permitted by law, the Club, its officers, or employees shall not be liable for, whether in tort, contract or otherwise and howsoever caused:
 - (a) any loss, damage, or injury to the Purchaser's and/or the Guests' property; or
 - (b) any loss of profit, loss of use, loss of opportunity or any indirect, economic, or consequential losses whatsoever.
- 9.5. Nothing in these Daylet Hospitality T&Cs shall limit either party's liability for death or personal injury caused by its negligence, fraud, or fraudulent misrepresentation, or for any other liability unable to be excluded under English law.
- 9.6. Tickets relating to the performance aspect of Events ("**Event Tickets**") are sold by the Club as agent on behalf of the Event organiser/promoter. All issues relating to the performance element of the Event and Event Tickets, including the postponement, rearrangement or cancellation of the Event and any associated refund, shall be the responsibility of the Event organiser/promoter and the Club shall have no liability to any Purchaser or Guest or any other third party in relation to such matters.
- 9.7. If, when attending an Event at the Ground, a Purchaser or Guest commits a breach of any of the Event organiser/promoter's terms and conditions of sale, such breach shall be treated as a breach of these Daylet Hospitality T&Cs.
- 9.8. The Club shall not be responsible to any Purchaser, Guest or third party in respect of any delay or failure for any Event Tickets to be sent by the Event organiser to such party or to the Club.

10. Data Protection

- 10.1. Each Purchaser and Guest acknowledges and agrees that the personal data provided by them to the Club in the purchase and use of a Daylet Hospitality Package shall be collected, stored and used by the Club in accordance with the Data Protection Act 2018, the General Data Protection Regulation ((EU) 2016/679) and the Club's Privacy Policy (available at <https://www.mancity.com/common/privacy>). In particular, the Club may share a Purchaser (and/or Guest's) personal data, including name, date of birth, photograph, contact details and information about ticket purchases with other football clubs, Licensors, any Football Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic, or discriminatory abuse, chanting or harassment and with enforcing sanctions under the Conditions of Entry and Club policies. The Club may also share data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies.
- 10.2. All persons who enter the Ground and/or Facilities under a Daylet Hospitality Package acknowledge that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used in televised coverage of Matches, Events and/or for promotional, marketing or security

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purposes by the Club, any Football Authority or other third parties (such as Event promoters) and use of a Ticket to enter the Ground and/or Facility constitutes consent to such use.

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10.3. All Purchasers and their Guests agree that the Match/Event for which the Daylet Hospitality Package has been purchased is public, and that their appearance and actions inside and in the perimeter of the Ground and/or Facilities are public in nature and that they shall have no expectations of privacy with regards their actions or conduct at said Match/Event.

11. Force Majeure

11.1 The Club shall not be deemed to be in breach of these Daylet Hospitality T&Cs or otherwise liable to any Purchaser or Guest as a result of any delay or failure in the performance of its obligations under these Daylet Hospitality T&Cs if and to the extent that such a delay or failure is caused by a Force Majeure Event.

12. Indemnity and Costs

12.1. The Purchaser shall indemnify, and keep indemnified, the Club against any losses (of whatever nature and however caused or incurred), damages, liability, costs (including legal fees) and expenses incurred by the Club as a result of or in connection with the Purchaser's breach of any of the Purchaser's obligations under these Daylet Hospitality T&Cs.

12.2. As a separate obligation to clause 12.1 above, the Purchaser shall pay to the Club on demand any costs (including legal fees) incurred by the Club to recover unpaid Fees.

12.3. The Purchaser and Guests shall, on a joint and several basis, indemnify and keep indemnified the Club against any losses (of whatever nature and however caused or incurred), damages, liability, costs (including legal fees) and expenses incurred by the Club as a result of or in connection with the any damage caused by the Purchaser or their Guest(s) to the Ground and/or Facilities or any property, equipment or facilities at the Ground and/or Facilities (other than reasonable wear and tear).

13. Audio visual equipment

13.1 Save as regards mobile telephones 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 audio, visual or audio-visual material or any information or data for any commercial purposes), holders of Tickets shall not bring into (or use within) the Ground any equipment that is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to any Match or Event or any aspect thereof. Any person acting in breach of this clause 13 may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to a relevant Football Authority and/or the Club and/or the Event organiser and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the relevant Football Authority, the Club and/or Event organiser (as applicable).

14. General

14.1. In the event that any of part of these Daylet Hospitality T&Cs are declared void, ineffective or unenforceable by any competent court, the remainder of the Daylet Hospitality T&Cs shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.

14.2. The Club reserves the right to make amendments to these Daylet Hospitality T&Cs from time to time. Up to date versions of the Daylet Hospitality T&Cs will be sent to the Purchaser by email.

14.3. The Club's failure to exercise, or delay in exercising, any right, power, or remedy provided by these Daylet Hospitality T&Cs or by law shall not constitute a waiver of that right, power, or remedy.

14.4. These Daylet Hospitality T&Cs shall be governed by and interpreted in accordance with English law and are subject to the exclusive jurisdiction of the courts of England and Wales.

14.5. By purchasing a ticket (either online or via telephone), Purchasers acknowledge that they have carefully read, understood, and agree to adhere to and be bound by these Daylet Hospitality T&Cs.

14.6. Nothing in these Daylet Hospitality T&Cs shall give any person any automatic right of renewal or purchase in relation to any Daylet Hospitality Package for any subsequent Match, Season or Event.

14.7. The Club and its group companies shall be entitled to enforce these Daylet Hospitality T&Cs against Purchasers and Guests. The Club shall at any time be entitled to assign, transfer, or novate the benefit and subcontract the obligations due under these Daylet Hospitality T&Cs.