

## **TERMS & CONDITIONS;**

### **MATCH TICKETS & MEMBERSHIPS**

#### **Terminology – Memberships**

##### **MATCH TICKETS CONDITIONS OF ISSUE:**

1. All Match Tickets are sold subject to the Ground Regulations of the Totally Wicked Stadium.
2. Match Tickets are only deemed to be valid only if presented complete and not defaced or modified in any way.
3. All ticket prices include VAT at the current, applicable rate.

##### **MEMBERSHIPS CONDITIONS OF ISSUE:**

The issue of all Memberships including those purchased on a direct debit scheme via a Third Party Finance Provider, those for use in hospitality or corporate/sponsorship lounges are sold subject to the Ground Regulations of the Totally Wicked Stadium; these are listed below;

##### **1. Admission to the Ground:**

1.1. Use of a Membership constitutes acceptance of the Ground Regulations of the Totally Wicked Stadium.

1.2. A Membership permits you to occupy at the applicable Match the seat or access to a standing area indicated on the Membership or such other alternative seat or access of equal price as the Club may, from time to time, allocate to you at its reasonable discretion.

1.3. Nothing in these conditions of issue shall constitute or imply any entitlement to occupy the seat indicated on the Membership in any subsequent season or non-applicable Match.

1.4 Memberships permit access to all regular Super League home Matches during the 2019 season. This equates to 14 fixtures, one fixture against each of the 11 other teams in the Super League and three looped fixtures, chosen based on the previous regular seasons' final league position.

This does not include access to friendlies, other designations of Match or Play-off Matches and or other centrally controlled RFL fixtures including but not limited to Challenge Cup, World Club Challenge, Super league semi and Grand final.

##### **2. Use of Membership:**

2.1. Memberships are issued for your sole use and you shall not resell, assign, transfer or lend the Membership or the benefit of it to any other person without prior written consent of the Club. A Membership may not be offered as a prize in any promotion or competition nor transferred, lent or used for any other commercial purpose, save as expressly authorised by the Club.

2.2. The Membership 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 an official, steward or employee of the Club or any police officer. The Club reserves the right to request the immediate return of the Membership at any time.

2.3. Any Membership obtained or used in breach of the Terms and Conditions of the Totally Wicked Stadium shall be automatically void and all the rights conferred by such Membership also voided. This may result in the holder being refused entry to, or ejected from, the Ground

in respect of a particular Match and /or the cancellation and withdrawal in accordance with this clause.

2.4. No refund shall be payable to the holder in respect of any unexpired portion of the Membership. The Club further reserves its right to take any legal action against any person(s) as it sees fit in connection with such matters.

### **3. Age Qualifications:**

To qualify for a concession price you must be at least 65 years of age on 1st February of the relevant Membership season, unless you held a concession membership during the 2017 season in which case you will be entitled to the concession prices for future seasons.

To qualify for a Young Adult ticket you must be aged 19, 20 or 21 on the 1<sup>st</sup> February of the relevant Membership season.

To qualify for a Youth ticket you must be aged 17 or 18 on the 1<sup>st</sup> February of the relevant Membership season.

To qualify for a Junior ticket you must be aged 5 or 16 on the 1<sup>st</sup> February of the relevant Membership season.

For the safeguarding of younger fans, any person(s) under the age of 12 on the 1<sup>st</sup> February of the relevant Membership year must be supervised by an Adult or Concession at each Match. No single Junior Memberships will be sold to any person(s) under the age of 12 on the 1<sup>st</sup> February of the relevant Membership year, they must be sold in association with an Adult or Concession Membership.

No discounts are given for student status irrespective of age.

Memberships can be reserved free of charge for any person less than 5 years of age on 1<sup>st</sup> February of the relevant year; however a paying adult or concession Membership is required to allow this. For under 5s a seat must be allocated to the child regardless of whether they use it or sit directly on or with a parent. No student discount is available for ticket purchases under any circumstances.

### **4. Discounts & Benefits**

#### **4.1. Merchandise Discount:**

Membership Holders can take advantage of a number of exclusive discounts that apply to both official Club merchandise and in-stadium matchday offers. Each offer is subject to its own individual terms and conditions. These offers cannot be used in conjunction with any other offer or promotion in place at the time.

The Membership Holder must be present for the purchase, no other persons are authorised to use any Membership card that is not registered to them in relation to any benefit or special offer. This benefit only currently applies to purchases made in store or in stadium kiosk outlets and is not currently available on purchases made at the Saints Superstore online store. No cash alternative is available on any benefit listed in relation to a Membership.

#### **4.2. Discount on Magic Tickets:**

Membership holders are entitled to 50% off a daily or weekend ticket at the Magic Weekend. One discounted ticket per Membership purchased. A valid Membership card must be produced at the Club ticket office before the specified deadline unless stated otherwise in order to take advantage of the offer. The offer is subject to availability and to RFL guidelines and is not currently available to redeem online.

#### 4.3. **Priority Tickets:**

For all RFL finals in which the Club features in during the related Membership year, which includes the Super League Grand Final and Challenge Cup Final, Membership holders will be given a priority period in which to purchase tickets for the Match. The club reserves the right to determine the timings and length of this period and the availability of tickets to be purchased, including via online, will be subject to circumstances such as the total selling time for tickets before the event and the numbers of available tickets the Club has at its disposal to sell. This benefit is also subject to restrictions that may be in place for individual matches including a limit to the number that can be purchased by each Membership holder.

4.4. **Discounted Away Travel:** a discount of £1 off official Club transport to away games is applicable to all Membership holders subject to availability of travel spaces.

4.5. **Free Junior Tickets:** Junior Membership holders are entitled to a free ticket to all Super League regular season away games, subject to availability. This benefit does not apply to Play-off or other centrally controlled fixtures. These tickets are strictly non-transferable and can only be used by the Junior Membership holder. Tickets cannot be refunded for any cash value. Tickets are only available to collect in person at the Club Ticket Office on production of the valid Membership card; proof of identity may also be required. Tickets are only available from the beginning of the sales period to 48 hours before the away fixture. The Club has no obligation to make tickets available after this point as on most occasions the tickets will have been sent back to the away club before the day of the Match.

4.6. **Exclusive News:** Members must supply up to date and accurate contact information to ensure that the Club can endeavour to deliver news to them via email and/or SMS. The Club cannot guarantee that emails or SMS messages will be delivered due to technical issues out of the Club's control including spam filters/email suppressions or network problems.

4.7. **Bring a friend for £5:** This allows a 2019 Full Member to obtain a ticket for another person to any home regular season Super league Match in the 2019 season, this does not include any Play-off or other centrally controlled fixtures or any fixtures played at home against Wigan Warriors in the regular season. The benefit can be used only once and expires if not utilised before end of the 2019 regular season. It cannot be used in conjunction with any other offer. The ticket is non-transferable to anyone other than the person specified by the Member. Full and correct details for the recipient of the £5 ticket must be supplied to the Club to allow redemption of the benefit. Tickets found to be sold on by the Member or recipient to another person will be deemed to have broken the conditions of issue of the Membership detailed above and Club reserves the right to cancel any such tickets.

4.8. **Monthly draw:** A monthly draw to win money can't buy prizes and experiences will be held with each 2019 member being entered into the draw to win each prize. Winning a prize does not prevent the opportunity to win again throughout the season. Winners will be informed and made public at the Club's discretion. The prizes are not transferable unless agreed in advance by the Club. The above rules also apply in relation to the Ultimate fan prize draw.

4.9. **Members Night:** The event will be held monthly, however the Club reserves the right to cancel or postpone as well as move the location of the event. The Club will do its best to endeavour to contact all members in relation to this in advance. The event will be accessed on a first-come first served basis and only 2019 members will be permitted to attend.

4.10. **Members player of the month:** This will be chosen via an email vote each month with the winner presented with an award at the Player of the Month Networking event. Members must provide a valid email address to be able to take part in the vote however we cannot

guarantee due to technical restrictions including spam filters and suppressions that all members will be able to receive their vote email.

**4.11. £10 off a single Match ticket:** This benefit applies to Supporter Memberships only. This allows a 2019 Supporter Member to obtain £10 off the full price of a Match ticket for any home regular Super league Match in the 2019 season; this does not include any Play-off or other centrally controlled fixtures. The benefit can be used only once and expires if not utilised before end of the 2019 regular season. It cannot be used in conjunction with any other offer. The ticket is non-transferable to anyone other than the Member. Tickets found to be sold on by the Member or to another person will be deemed to have broken the conditions of issue of the Membership detailed above.

**4.12. Entry into a draw to be a matchday mascot and walk out with the first-team before a Super League match:** This benefit applies to Junior Membership holders only. Up to 17 player mascots will be chosen randomly for selected games and all Junior Membership holders. There is no guarantee that a specific Junior Members will be chosen during the relevant Membership year.

**5. Direct Debit Schemes:** Any Membership purchased using a Third Party Finance Provider constitutes an agreement between the purchaser and the Third Party Finance Provider. The Club reserves the right to cancel or temporarily suspend a Membership at any time if agreed payments with this third party are not maintained. No refund will be given for any portion of a Membership not used on cancellation or suspension of a Membership due to non-payment.

## **6. Changes to Dates, Refunds and Exchanges:**

6.1. No guarantees can be given by the Club that a Match will take place at a particular time or a particular date or at a particular venue. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever.

6.2. No refunds for a whole or portion of a Membership will be made; this includes those purchased under any direct debit scheme via a Third Party finance provider.

6.3. The Club will have no further liability whatsoever, including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel cost.

## **7. Lost or Stolen Memberships:**

7.1. In order to gain admission to the Ground the Membership card must be presented in its entirety at every Match.

7.2. In the event that you forget your Membership card in respect of any individual Match, the Club shall not be obligated 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 of £10 per Membership card

7.3. If a Membership is lost, stolen or destroyed, a duplicate Membership shall be issued by the Club as soon as reasonably practical after the payment of a non-refundable administration charge of £10 per Membership card. Only one duplicate Membership will be issued to you per season and you will be required to sign a document confirming that the original Membership is lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having being falsely represented or stated to the Club.

## **8. Change of Address:**

8.1. If you change your address or contact details at any time during the season it is your responsibility to notify the Club as soon as reasonably practical.

## **9. Cancellation and Withdrawal of Membership:**

9.1. The Club reserves the right in the case of any breach of the Conditions of Issue or Ground Regulations to cancel any Membership. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Membership.

9.2. In the event that your Membership is withdrawn or cancelled the Club 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 future Match ticket or Membership at its discretion.

10. All ticket prices include VAT at the current, applicable rate.

## **11. Definitions:**

The following words and phrases shall have the following meanings:

- "*Club*" means St.Helens R.F.C. Ltd.
- "*Conditions of Issue*" means these terms and conditions governing the issue and use of a match ticket or Membership.
- "*Ground*" means the Totally Wicked Stadium, or any other subsequent name which the stadium is denoted.
- "*Ground Regulations*" means those Ground regulations issued by the Club that set out terms and conditions are granting entry to the Ground.
- "*Match*" means any RFL Rugby League Match in which the Club participates and that takes place at the Ground during the season.
- "*Membership*" means any seasonal membership packages purchased for the given season and its associated Membership card (and/or any rights arising out of in or connection with any of the for-going) for admission to Matches.
- "*Third Party Finance Provider*" Any organisation that offer a finance payment scheme in order to purchase a Membership for a given season.

## **TOTALLY WICKED STADIUM GROUND REGULATIONS:**

1. All matches are played in accordance with the rules and regulations of the Rugby Football League and the Laws of the game.

2. No refunds will be given under any circumstances for Match or Memberships purchased unless they fall into the circumstances of points 5 or 6.

3. Play cannot be guaranteed to take place on any particular day or at any particular time and the club reserves the right to change its advertised fixtures without notice and without liability. No refunds for Match Tickets or any portion of a Membership will be given in the event of the above. Tickets purchased for the original date and time will still be valid for rearranged date and time.

4. Memberships and Match Tickets are non-transferable and are issued for your sole use and you shall not resell, assign, transfer or lend the Membership or the benefit of it to any other person without prior written consent of the Club. A Membership may not be offered as a prize in any promotion or competition nor transferred, lent or used for any other commercial purpose, save as expressly authorised by the Club.

5. In the event of an abandonment of a Match for any reason before or during the half-time interval. Spectators who have purchased a Match Ticket for the abandoned Match are entitled to admission to the subsequent next playing of the Match for half price; this is only

valid on presentation of a valid Match ticket at the Ticket Office. Membership holders will be granted access to the rearranged fixture for no extra charge.

6. In the event of an abandonment of a Match for any reason in the second-half no refunds or concessions for the subsequent next playing of the Match are applicable.

7. Unauthorised persons are not permitted to enter on the field of play.

8. With the exception of authorised press representatives holding RFL passes, the taking of photographs or filming by any means inside the ground is prohibited. In addition, no transmission or recording whether for radio, television or private purposes is permitted save with the special authorisation of the Club and where appropriate with the prior consent of the Rugby Football League.

9. Only persons specifically authorised in writing by the Club are permitted to distribute or offer for sale within the ground and all land appertaining to (curtilage of) the Club, newspapers, periodicals or other merchandise or goods of any description.

10. Unnecessary noise such as that from the use of radio sets, and air horns and behaviour likely to cause confusion, annoyance or nuisance of any kind, including obscene, racist, homophobic or abusive language, is not permitted in any part of the ground.

11. The climbing of any structures, stands or other buildings in the ground is forbidden.

12. The consumption of intoxicating liquors is permitted only in authorised places and in accordance with the Sporting Events (Control of Alcohol etc) Act 1985. It is an offence, punishable by Law, for any person to enter or attempt to enter the ground:

- Whilst in possession of a controlled container which is or was capable of holding liquid and which if thrown will be capable of causing injury to another person.
- Whilst in possession of alcohol.
- Whilst Drunk.

13. Fireworks, smoke canisters, flares, bottles, glasses, cans, banners, poles, prams, golfing umbrellas or other similar articles or containers, including anything which could or might be used as a weapon, are not permitted within the ground and any person in possession of such an article or container may be refused entry or ejected from the ground.

14. Under no circumstances is it permitted to throw any article onto the pitch.

15. All persons entering the ground are admitted subject to the condition that they may be required to submit to search to prevent dangerous articles being brought into the ground which might be used to cause injury or damage to other persons or property. The Club reserves the right to refuse admission or to eject any person who refuses to be searched by a Steward or Police Officer.

16. Any person attempting to gain admission to or being found within a section of the ground designated for ticket holders or members only, without an appropriate ticket or membership admission card, may be ejected from the ground.

17. The obstruction of gangways, access ways, exits, and entrances, stairways and like places and standing in the seating areas whilst play is in progress, is prohibited. Any person persistently contravening this regulation may be ejected from the ground.

18. Any person who fails to comply with instruction from a steward or Police Officer may be ejected from the ground.

19. No person or organisation shall take a collection within the ground or curtilage of the Club without the written authority of the Club.

20. No person or group of persons shall hold or attempt to hold any meeting within the ground or curtilage of the Club on match days nor exhibit or attempt to exhibit any banners or placards.

21. No Smoking is permitted within any areas of the ground within the perimeter walls of the Stadium. E-cigarettes are permitted within the stadium, both inside and outside, however their use is not permitted during food service in any lounge.

22. In general the right of admission is reserved to the Club Management.

23. No Drums or other musical instruments which could be construed as dangerous or as a nuisance to other spectators are allowed within the ground.

24. All persons entering the ground are admitted subject to the above ground regulations and to the rules and regulations of the Rugby Football League and entry to the ground shall be deemed to constitute unqualified acceptance of all these rules and regulations.

25. The Club reserves the right for its servants and agents and for members of the Police to remove from the ground any person who does not comply with the ground regulations and with the rules and regulations of the Rugby Football League or whose presence on the ground is or could reasonably be construed as constituting a source of danger, nuisance or annoyance to other spectators.

26. Flags are generally welcome at the Club however, there are rules and regulations that govern most matters:

- Flag poles should not exceed 1m in length.
- The Club reserves the right to confiscate any flags that do not comply with the ground regulations and in particular any flags the content of which is offensive, inflammatory, defamatory or discriminatory.
- The obstruction of gangways, access routes, exits, entrances Health and Safety Signage is strictly prohibited.
- Any use of overhead flags must have the permission of the Ground Safety Officer prior to use. These flags must be fireproofed (fire retardant) and the fire safety certificate must be produced to the Ground Safety Officer prior to use.
- Flags must not be used in such a way as to restrict the views of other spectators.
- Spectators wishing to use new Flags, surfers or banners must contact the Ground Safety Officer at the Club – in writing to [john.murphy@saintsrlfc.com](mailto:john.murphy@saintsrlfc.com). Any queries regarding the use of flags should also be directed to the above contact.

27. The throwing of any item including beer or any other liquid will not be tolerated anywhere in the stadium, any persons identified will be ejected and banned from the stadium.

28. 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.

29. You shall not offer or distribute (either free or for sale by any person) within the Ground or curtilage thereof any consumer article or commercial product of any nature.

30. To the maximum extent permitted by law, the Club hereby excludes any liability for the loss, injury or damage to persons/property in or around the Ground.

31. Attempting to or gaining access to the Stadium using any other ticket class than that specified for your age category will result in the ticket being confiscated and you refused entry or ejected from the Stadium.

32. No food or drink is permitted to be brought into the Ground and no food or drink, other than products purchased from a Ground kiosk is permitted to be consumed within the Ground.