

NOTTINGHAM FOREST FOOTBALL CLUB LIMITED
SEASON CARD, HOME MEMBERSHIP AND MATCH TICKET

CONDITIONS OF ISSUE

By applying for, purchasing, holding, or using a Home Membership, Match Ticket or Season Card (as defined in paragraph 17), you are entering into a contract:

- a) **in relation to Home Memberships, Match Tickets and Season Cards for Nottingham Forest Football Club's Men's, and Academy Teams, with Nottingham Forest Football Club Limited (registered in England and Wales under company number 01630402 and with its registered office at The City Ground, Pavilion Road, West Bridgford, Nottingham, NG2 5FJ).**
- b) **in relation to Home Memberships, Match Tickets and Season Cards for Nottingham Forest Football Club's Women's Team, with Nottingham Forest Women's Football Club Limited (registered in England and Wales under company number 03730065 and with its registered office at The City Ground, Pavilion Road, West Bridgford, Nottingham, NG2 5FJ).**

In each case on the basis of these Conditions of Issue.

Nottingham Forest Football Club Limited and Nottingham Forest Women's Football Club Limited (as applicable) are referred to in these Conditions of Issue as "Nottingham Forest FC".

Nottingham Forest FC takes breaches of these Conditions of Issue extremely seriously. Examples of conduct which may constitute a breach and the potential consequences are set out at paragraph 11.

Nottingham Forest FC excludes/limits its liability under these Conditions of Issue, as set out at paragraph 13.

Nottingham Forest FC operates an appeals process in relation to sanctions imposed in respect of breaches of these Conditions of Issue, as set out in paragraph 14.

These Conditions of Issue should be read in conjunction with the following additional terms (which are hereby incorporated into these Conditions of Issue):

- (a) **ground regulations issued by Nottingham Forest FC from time to time that set out the terms upon which spectators are granted entry to the Home Ground, available for inspection at Nottingham Forest FC's offices and [here](#), and are displayed around the stadium and elsewhere in the Ground (the "Ground Regulations");**
- (b) **those terms and conditions printed on the specific Match Ticket (the "Ticket Terms and Conditions");**
- (c) **Nottingham Forest FC's privacy policy, available at <https://www.nottinghamforest.co.uk/website-privacy-policy>, as amended from time to time (the "Privacy Policy"); and**

- (d) the ticketing policies setting out how tickets can be purchased for matches involving Teams for the applicable Season, as may be updated by Nottingham Forest FC from time to time. This includes but is not limited to the policies published in the **“Ticketing Policies”**.

Copies of all of the above are available [here](#) less otherwise set out below, in the event of any conflict, inconsistency or ambiguity between these Conditions of Issue and any of the above documents, these Conditions of Issue shall prevail.

Headings used in these Conditions of Issue shall not affect the interpretation of the below terms and conditions.

Please refer to paragraph 17 (Definitions) to understand the meaning of some of the terms used in these Conditions of Issue.

1. Application of Conditions of Issue

1.1 These Conditions of Issue apply to the purchase, holding and use of:

- (a) Home Match Tickets;
- (b) Away Match Tickets;
- (c) Season Cards;
- (d) Home Memberships; and
- (e) Away Memberships

1.2 Nottingham Forest FC and/or its authorised distributors (if any) sells and issues tickets for events at the Grounds only upon the following Conditions of Issue and by applying for, purchasing, holding, or using a Match Ticket, Season Card or Home Membership or entering the relevant Ground, you shall be deemed to have accepted these Conditions of Issue.

1.3 Any person who purchases, holds, or uses an Away Match Ticket shall be subject to:

- (a) these Conditions of Issue; and
- (b) any conditions of issue, ground regulations and/or other such regulations of the football club issuing the ticket.

1.4 Any Guest(s) shall also be subject to the Conditions of Issue (but excluding any right to transfer under paragraph 5) and these will apply to such Guest(s) as if they were the original Ticket Holder (and the Ticket Holder must inform the Guest(s) of this). Any reference to the “Ticket Holder” in these Conditions of Issue shall, save where specified or where the context does not permit, be deemed to include their Guest(s).

1.5 The Football Regulations (as defined at paragraph 17) shall be incorporated into these Conditions of Issue. Where there is a conflict between these Conditions of Issue and the Football Regulations, the Football Regulations shall prevail.

1.6 Nottingham Forest FC reserves the right, at its sole discretion, at any time and whilst at the Ground or otherwise, to require any person, including without limitation any Member, Season Card holder, or Ticket Holder to:

- (a) collect Match Tickets in person and from such place as specified by Nottingham Forest FC in advance, including from the Ticket Office of Nottingham Forest FC or an away club or third party location (as applicable); and/or
- (b) provide such proof of identification and/or address as required by Nottingham Forest FC from time to time (which may include but not be limited to a valid passport or photo card driving licence), and any failure to provide such proof within the timeframe reasonably required by Nottingham Forest FC shall constitute a breach of these Conditions of Issue.

1.7 Nottingham Forest FC will hold and process personal data relating to you in accordance with the terms of its Privacy Policy available [here](#). The Privacy Policy contains more details about the processing of your personal data by Nottingham Forest FC, but some of the key purposes for which Nottingham Forest FC will process your personal data are:

- (a) where you provide consent to Nottingham Forest FC to do so, to send marketing in respect of Nottingham Forest FC's and Nottingham Forest FC's commercial partners (a list of which is available at <https://www.nottinghamforest.co.uk/>) offers, products or services;
- (b) to comply with Nottingham Forest FC's legal obligations;
- (c) to assist with health and safety compliance (including but not limited to track and trace requirements in relation to Covid-19);
- (d) to comply with requests made of Nottingham Forest FC by any third party, including legal, statutory, or regulatory authorities and/or governing bodies or organisers of football events/tournaments (whether in the UK or otherwise);
- (e) for security purposes;
- (f) for record keeping and other administrative purposes; and/or
- (g) to fulfil orders for any Match Ticket(s) or Season Card(s).

2. Home Membership

2.1 A Supporter is only entitled to apply for, accept, buy, or hold one Home Membership at any one time. Nottingham Forest FC reserves the right to (without limitation) impose any of the measures/sanctions detailed in paragraphs 11.3 to 11.6 (inclusive) on any person who makes or conspires to hold multiple Home Memberships, including without limitation, to have their Home Membership(s) terminated without compensation.

2.2 A Supporter may hold either a Home Membership or a Season Card but may not hold both at any one time.

2.3 Nottingham Forest FC reserves the right to, acting reasonably, refuse any application for Home Membership at its sole discretion.

2.4 In addition to other information, Nottingham Forest FC requires all Home Membership purchases (including renewal purchases) to ensure that their full home address is up to date on their online ticketing account. For the avoidance of any doubt, Nottingham Forest FC will not fulfil Home Membership purchases which specify a mail box or PO box address.

2.5 A successful applicant for Home Membership will be issued with a Membership Card. Members shall have the opportunity, subject to availability (determined at Nottingham Forest FC's

sole discretion) to purchase Match Tickets. Members shall not be able to purchase more than one Match Ticket using their Home Membership, save as expressly permitted by Nottingham Forest FC from time to time. Nothing in this paragraph 2.5 is intended to or shall be deemed to guarantee that Members have an entitlement to any Match Ticket.

2.6 Save as provided in the Conditions of Issue, Home Membership is non-transferable and is personal to the Member.

2.7 Where a Member has changed their name for legal reasons (e.g., by deed poll or following a marriage/civil partnership), the Member may make a request to change the name on their Home Membership by sending an email to Nottingham Forest FC and Nottingham Forest FC will make such amendment, where it is justified to do so (in Nottingham Forest FC's reasonable opinion).

2.8 Home Membership is run on a Seasonal basis from June to May each year. All Home Memberships purchased during the course of a Season will expire on 31 May following the end of that Season.

2.9 Home Memberships are strictly non-refundable.

2.10 With any MyForest Membership, so that we can provide you with the benefits of your Membership immediately following completion of the Contract, by completing your order, you confirm that you have opted to receive the benefits of your Membership immediately and have waived your legal right to cancel this Contract. You are therefore not entitled to a 14-day cooling off period and will not receive a refund of the Membership fees paid.

2.11 If you are a consumer, you usually have a legal right to cancel a contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("2013 Regulations") during a period of 14 days from commencement of that contract (often referred to as a 'cooling off period'). This means that during the relevant period if you change your mind during the cooling off period you can cancel the contract and receive a refund. Usually, a supplier is not permitted to provide any goods, services, or digital content during any such cooling off period. By purchasing a Membership, you are agreeing to waive your legal right to cancel a contract as per waiver set out in clause 2.10.

2.12 The waiver set out in clause 2.10 does not affect any legal right you may have to cancel the Contract or to receive a refund due to a fault in the services provided.

2.13 Advice about your legal right to cancel the Contract under these regulations is available from your local Citizens' Advice Bureau or Trading Standards office.

3. Issue of Match Tickets, Membership Cards, and Season Cards

3.1 Guidance of the release of and purchase of Match Tickets is set out in the Nottingham Forest FC Ticketing Policies, as defined above.

3.2 Match Tickets, Membership Cards and Season Cards are issued at the absolute discretion of Nottingham Forest FC and Nottingham Forest FC reserves the right (acting reasonably) to refuse any application for a Match Ticket, Membership Card or Season Card. Nottingham Forest FC is under no obligation to issue a Match Ticket, Membership Card or Season Card to any person who has previously been a Ticket Holder.

3.3 Match Tickets, Membership Cards, and Season Cards are for the use of Supporters only. By applying for, holding and/or using the same you warrant and represent that you are a Supporter

and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any applicable Match.

3.4 Payment of the price of the Match Ticket, Membership Card, or Season Card (as applicable) must be made as an upfront payment.

Nottingham Forest FC can make introductions to V12 Retail Finance Limited should you wish to use a Credit Facility to fund the purchase of your Season Card.

Nottingham Forest Football Club Limited acts as an Introducer Appointed Representative, registration number no. 740619 and will introduce you to V12 Retail Finance Limited to complete your application for finance. We may receive a commission if your application is successful, and the amount may vary depending on the product chosen and the amount of credit taken out. Subject to status and affordability. Terms and conditions apply. Nottingham Forest Football Club Limited. Registered Office: The City Ground, Pavilion Road, West Bridgford, Nottingham, NG2 5FJ. Company No: 01630402

V12 Retail Finance is offering a repayment plan to pay for your 2024/25 Season Ticket spread over up to 10 monthly repayments.

3.5 The purchase of your Match Ticket, Membership Card, or Season Card (as applicable) shall not be complete until such time as the full amount of the price is received from you or the date of signing any Credit Facility that you might have entered into, whichever is the earliest.

3.6 If for any reason a card transaction fails or is declined by the card issuer, the relevant Match Ticket, Home Membership or Season Card application(s) shall be deemed invalid. It is the applicant's responsibility to ensure that card details supplied to Nottingham Forest FC are correct and that there are sufficient funds available in such card account. Nottingham Forest FC shall not be required to contact an applicant who has supplied incorrect details or where the transaction fails or is declined by the card issuer.

3.7 A Supporter must include their supporter number with every purchase to ensure they receive all applicable purchase history as set out in the Nottingham Forest FC Ticketing Policies. Any Supporter who buys a Match Ticket that is on sale to non-Members but does not enter the relevant supporter number(s) could miss out on eligibility to purchase Match Tickets for important Matches or Domestic Cup Semi Finals or Finals where allocations are limited. For the avoidance of doubt, purchase history will only be awarded after the relevant fixture has been played and cannot be awarded retrospectively.

3.8 In addition to other information, Nottingham Forest FC requires all Season Card purchases (including renewal purchases) to ensure that their full home address is up to date on their online ticketing account. For the avoidance of any doubt, Nottingham Forest FC will not fulfil Home Membership purchases which specify a mail box or PO box address.

3.9 Nottingham Forest FC reserves the right (acting reasonably) to cancel, suspend or withdraw any Match Ticket, Membership Card and/or any Season Card at any time in its sole discretion (and subject to appeal). Subject to paragraph 8 and save as otherwise provided in these Conditions of Issue, if Nottingham Forest FC cancels, suspends or withdraws a Season Card, the Season Card holder will be refunded on a pro-rated basis for the remainder of the Season. In respect of cancellation, suspension, or withdrawal pursuant to paragraph 11 or otherwise following a breach of these Conditions of Issue, the Ticket Holder shall be entitled to a refund only as set out in paragraph 8.

3.10 A Season Card is valid for one Season only. Should any Season Card holder wish to cancel their Season Card, you will have 14 days to cancel the purchase of your Season Card from the date of purchase. You must inform NFFC of your decision to cancel within this 14 day period. If you cancel the purchase of your Season Card within this period, you will be refunded any amount of the purchase price that you have paid.

3.11 Your Season Card is issued for your use only and you shall not sell, assign, or transfer your Season Card to any other person. Should you be unable to attend any particular Match, you can:

(a) List your Season Card seat on the Nottingham Forest FC Ticket Exchange for the respective game that you are unable to attend.

(b) Upgrade your Season Card seat on the Nottingham Forest FC eTicketing website, online only, upgrading and forwarding onto another individual with a recognised NFFC customer number. Only concessionary Season Card holders can upgrade their Season Card seat. Fees and deadlines may apply.

(c) Forward your Season Card seat on the Nottingham Forest FC eTicketing website, online only, forwarding onto another individual with a recognised NFFC customer number. Fees and deadlines may apply.

3.12 In circumstances where an individual would be liable to pay a higher Season Card price than you should they have purchased the Season Card themselves (owing to them falling into a different age category to yourself) the Season Card holder shall be required to visit NFFC's eTicketing website (prior to the turnstiles opening) where the Season Card holder will be able to forward and upgrade to the full Adult rate only. Any attempt by any such individual to enter the Ground without paying this increase in price, shall be a breach of these Conditions and shall permit NFFC to take any of the action detailed in paragraph 11.3. In circumstances where another individual would be liable to pay a lower Season Card price than you, were they to purchase the Season Card themselves (owing to them falling into a different age category to yourself) neither you nor any other individual shall be entitled to any rebate or refund from NFFC. You shall ensure that any individual(s) shall not sell, assign, or transfer your Season Card to any other person.

3.13 Should an error relating to the price charged to you occur at the time your Match Ticket, Membership Card or Season Card is purchased, for example (but not limited to), a miscalculation of the price of the Match Ticket, Membership Card or Season Card based on your age, Nottingham Forest FC reserves the right to request payment of the balance owing based upon the difference between the initial price attributed to the Match Ticket, Membership Card or Season Card, and the actual price due once the error had been realised.

4 Admission to the Ground

4.1 A Match Ticket permits the Ticket Holder to:

(a) be admitted to the designated part of the Ground on the day of the Match shown on the Match Ticket and at the time specified by Nottingham Forest FC; and

(b) occupy the seat indicated on the Match Ticket or such alternative seat of similar price as Nottingham Forest FC may allocate at its reasonable discretion. Nottingham Forest FC will not be liable if the seat is exposed to the elements whilst a Match is taking place,

in each case, subject to these Conditions of Issue.

Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Match Ticket or any other occasion.

4.2 A Season Card permits the Season Card Holder to be admitted to the designated part of the Ground and to sit in the designated seat as shown on the Season Card. A Season Card may not entitle a Season Card Holder entry to the Ground for Relevant Cup Matches (please see the Nottingham Forest FC Ticketing Policies for further details). In accordance with the Nottingham Forest FC Ticketing Policies, Season Card holders will, subject to availability, be given an exclusive period within which to acquire Match Ticket(s) for their usual seat(s) for such relevant Cup Matches that take place at the Ground. Thereafter, Nottingham Forest FC will offer any unsold Match Tickets for sale to Members, non-members with Previous Booking History, and, subsequently, for general sale.

4.3 Notwithstanding paragraphs 4.1(b) and 4.2, Nottingham Forest FC reserves the right to relocate the seats indicated on a Ticket Holder's Season Card or Match Ticket (as applicable) at its reasonable discretion, including for health and safety-related reasons.

4.4 Save as set out in paragraph 4.6, the Ticket Holder shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match.

4.5 Without prejudice to paragraph 4.4, the Ticket Holder acknowledges that any audio, visual or audio-visual material, or any other information or data, that they produce at the Ground in relation to a Match, any players or other persons present in the Ground (including, without limitation, any captured in breach of paragraph 4.4 and/or 4.6) is hereby assigned to Nottingham Forest FC, including all intellectual property rights and by way of present assignment of future copyright under Section 91 of the Copyright, Design and Patents Act 1988. The Ticket Holder agrees that it waives all moral rights in the same and that it will execute any further documents required by Nottingham Forest FC to give full effect to this paragraph 4.5.

4.6 Use of mobile telephones within the Ground is permitted, provided that:

- (a) they must not inconvenience any other person in the Ground;
- (b) they must not be used to capture, supply, or transmit data for the purposes of betting or gambling (or assisting for these purposes);
- (c) they are used for private person to person 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 another other communication of any material, information, or data for any commercial purposes); and
- (d) no material, information or data that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties for commercial purposes including, without limitation, publication for commercial gain via social networking sites.

4.7 The Ticket Holder shall not bring into (or wear at) the Ground any objects or clothing bearing political statements or commercial identification intended for "ambush marketing", including, without limitation, items or objects given away as part of a promotional or marketing campaign by third parties near to the Ground,

4.8 A Ticket Holder 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.

4.9 Juveniles under the age of 14 years will not be permitted entry to the Ground unless they are in possession of a Match Ticket and/or Season Card (as applicable) and are accompanied by a person over the age of 18 years (who, for the avoidance of doubt, must also be in possession of a Match Ticket and/or Season Card). Anyone accompanying a Juvenile under the age of 14 years is responsible for ensuring that Juvenile's compliance with these Conditions of Issue and shall be liable in the event of breach.

4.10 Nottingham Forest FC reserves the right to refuse admission to the Ground to any unaccompanied Juvenile under the age of 14 years in possession of a Match Ticket and/or Season Card at its sole discretion. No refunds will be issued for any Juvenile under the age of 14 who is refused entry due to being unaccompanied by an Adult.

4.11 All persons, regardless of age, entering the Ground on a Match day must be in possession of a Match Ticket and/or Season Card. Any Adult over the age of 18 and under the age of 66 (on 1st August in the year of commencement of the Season to which the Match Ticket Relates) entering (or attempting to enter) the Ground with or otherwise using a Child, Youth or Over 66 Match Ticket/Season Card will be ejected from the Ground and, Nottingham Forest FC reserves the right to impose any of the measures/sanctions detailed in paragraphs 11.3 to 11.6 (inclusive) including, without limitation, to refuse further entry and have any Season Card or Membership Card revoked with immediate effect and without refund.

4.12 All Ticket Holders must adhere to the relevant dress code designated from time to time by Nottingham Forest FC.

4.13 All Ticket Holders who enter the Ground acknowledge that photograph images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) including by way of CCTV (collectively, "**Images**") may be taken of them and may be published by Nottingham Forest FC. All Ticket Holders accept and acknowledge that it is in Nottingham Forest FC's legitimate interests to use and publish the Images in this manner (including, without limitation, any personal data contained therein) as it requires the ability to: (i) publish, display, sell and distribute the Matches by means of film, television, radio, print media, internal, publicity material (or any other media now known or in the future); and (ii) use the Images for safety and security, as evidence, promotional, training, editorial or marketing purposes by Nottingham Forest FC, the Premier League, The Football Association, the English Football League, UEFA and/or others as determined in Nottingham Forest FC's sole discretion (including commercial partners and accredited media organisations). More information on how Nottingham Forest FC processes personal data can be found in the Privacy Policy and at paragraph 11.7.

4.14 All Ticket Holders agree that the Matches for which 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.

4.15 You may not use any intellectual property, trademarks, names (including nicknames) or logos of Nottingham Forest FC or any of its associated group companies, or images of the Ground or Nottingham Forest FC players, or claim any association with Nottingham Forest FC without its prior written consent.

4.16 Save for official Nottingham Forest FC merchandise and/or other football related clothing word in good faith, you shall not bring into, use, or display within the Ground any sponsorship, promotional or marketing materials.

5. Use of Match Ticket, Home Membership or Season Card

5.1 Match Tickets and Season Cards are issued for the Ticket Holder's private use. The Ticket Holder shall not resell, advertise for sale or (save as set out in paragraph 5.3) assign or transfer the Match Ticket or Season Card or the benefit of the same to any other person for any purpose without the prior written consent of Nottingham Forest FC. For the avoidance of doubt (and by way of example only) the Match Ticket or Season Card may not be offered as a prize in any promotion or competition or for any other promotion or advertising purposes, transferred, lent or sold to any third party as part of a hospitality or travel package, given to a third party who agrees to buy anything service or good, or used for any other commercial purpose, save in each case as expressly authorised in writing by Nottingham Forest FC.

5.2 The unauthorised sale or disposal of a Match Ticket and/or Season Card 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. Nottingham Forest FC may inform the police when it becomes aware that Match Tickets and/or Season Cards are being sold or illegally disposed of and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or Nottingham Forest FC reasonably suspects you have committed a ticketing offence, Nottingham Forest FC may notify the FA Premier League who may in turn notify other football clubs (both domestic and international), event holders and/or the relevant law enforcement authorities. Nottingham Forest FC may also share your data with other football clubs directly. The information that Nottingham Forest FC shares in such circumstances may include your personal data (including your name, date of birth, image and contact details), information about the offence and about ticket purchases (including payment details). Nottingham Forest FC will use this information to: identify and prevent ticketing offences; and identify and prevent violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment. Any queries can be addressed to tickets@nottinghamforest.co.uk. More information on how Nottingham Forest FC processes your personal data can be found in the Privacy Policy and at paragraph 1.7.

5.3 Save for Match Tickets issued by Nottingham Forest FC to its Supporters Clubs and Away Match Tickets (which are not transferable under any circumstances), all Match Tickets and Season Cards and all rights and benefits conferred by such Match Tickets or Season Cards may only be transferred to a natural person or persons:

- (a) in relation to Season Cards only, strictly in accordance with paragraph 6.11;
- (b) via the Ticket Exchange; or
- (c) to Guests, strictly in accordance with paragraph 5.5.

5.4 Sales and purchases of Match Tickets via the Ticket Exchange are final and cannot be returned, resold, or refunded.

5.5 Subject to paragraph 4.3, Home Match Ticket(s) and Season Card(s) may be transferred to Guest(s) for an individual match for their personal use only PROVIDED THAT such transfer takes place in consideration for no payment or benefit in excess of the face value of the Match Ticket or the prorated value of the Season Card for the Match (as the case may be), and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Nottingham Forest FC must be informed beforehand of any transfer, with a valid customer number that holds a Home membership provided. Nottingham Forest FC retains the

absolute discretion to refuse such transfer to any Guest. The Ticket Holder shall at all times be responsible for their Guest(s). Any breach of these Conditions of Issue by such Guest(s) may be treated by Nottingham Forest FC as a breach of the Ticket Holder, who shall be liable for any and all measures/sanctions imposed by Nottingham Forest FC, as detailed in paragraphs 11.1 to 11.6 (inclusive).

5.6 Where a Season Card holder or Member has transferred a Match Ticket or Season Card to a Guest, the Guest must provide the name and address of the Season Card holder or Member immediately upon request from any official, steward or employee of Nottingham Forest FC or any police officer. For the avoidance of doubt, a Ticket Holder shall not resell, assign, or transfer the Match Ticket or Season Card to any person who is:

(a) subject to any restriction or banning order or is prevented from entering the Ground for any other reason, legal or otherwise or who has been charged with or found guilty of any football-related offence anywhere in the world; or

(b) not permitted by Nottingham Forest FC or otherwise to purchase a Match Ticket and/or Season Card (under the Ground Regulations, these Conditions of Issue or otherwise) and attend such Match(es).

5.7 A Match Ticket, Membership Card, and any other Season Card (as applicable) always remains the property of Nottingham Forest FC and must be produced for inspection upon demand, together with evidence of the Ticket Holder's identity, if required to do so by any official, steward or employee of Nottingham Forest FC or any police officer.

5.8 For the avoidance of doubt, a Season Card cannot be re-sold permanently to another individual at any value. Any supporter found to have re-sold their Season Card outside of permitted Nottingham Forest FC processes will have their Season Card revoked and cancelled, with the relevant pro-rata amount refunded.

6. Season Card Renewal Process

6.1 The following Season Card renewal process applies to all Season Card holders. For the avoidance of doubt, this process applies equally to disabled Season Card holders, save where (and then only to the extent that) a different process is set out in paragraph 7.

6.2 In order for a Season Card Holder to renew an existing seat for the specific Season, the Season Card holder must process their renewal online, via the Ticket Office or over the phone by the specific deadline as communicated by Nottingham Forest FC.

6.3 Nottingham Forest FC currently accepts Visa or MasterCard. Nottingham Forest FC does not accept American Express, International cards, cheques, or cash.

6.4 Nottingham Forest FC may offer Supporters the opportunity to pay for their Season Card by monthly payments via Nottingham Forest's Season Card finance scheme (V12 Retail Finance Limited).

6.5 Nottingham Forest FC accepts no responsibility or liability for any renewals that are not processed by the specific deadline communicated by Nottingham Forest FC, or any applications via V12 Retail Finance Limited that are not completed or are declined.

6.6 You shall not be able to make use of your Season Card if any amount of the price of your Season Card or any repayment instalment under your Credit Facility is not paid in accordance with

the agreed payment terms by the due date for payment. Nottingham Forest FC reserves the right to refuse entry to the Ground where you have an outstanding debt to Nottingham Forest FC, or to V12 Finance under the terms of your Credit Facility. You will be able to recommence making use of any Season Card once any arrears of payment to Nottingham Forest FC or V12 Retail Finance Limited have been cleared.

6.7 All prices set out in the Nottingham Forest FC Ticketing Policies include VAT at the prevailing rate. Nottingham Forest FC's VAT Registration number is GB 706510857. Nottingham Forest FC requests that Season Card holders retain their receipt after having successfully renewed their Season Card.

6.8 If you purchase your Season Card in full or with the use of a Credit Facility, the contract between you and Nottingham Forest FC will expire on the day following the final Match of the Season.

6.9 V12 Retail Finance Limited shall write to you once you have completed the renewal process online, where you must then complete the application for the Credit Facility. If you are accepted, confirmation will be sent which will include the terms and conditions relating to that Credit Facility and the repayment terms, all as regards the funding of your Season Card in respect of the coming Season. V12 Retail Finance Limited shall provide you with a fourteen day period to cancel your Credit Facility, if you no longer want to renew. If you confirm to V12 Retail Finance Limited that you wish to cancel your Credit Facility, before the deadline for doing so, your Season Card will be cancelled in respect of the coming Season and you will not be charged.

6.10 The Peter Taylor Stand Family Stand at The City Ground is for Over 66s, parents/guardians and their children and unaccompanied Juveniles only. The maximum number of adult-child ratio within the Family Stand is 3:1.

6.11 Season Card holders who reach 66 on or before 1 August in the year of commencement of the Season to which the Season Card purchase relates shall have the right to renew their Season Card at the senior concessionary rate.

6.12 Season Card holders who are under the age of 18 on or before 1 August in the year of commencement of the Season to which the Season Card purchase relates to shall have the right to renew their Season Card at the Child, or Youth concessionary rate applicable from time to time.

6.13 Nottingham Forest FC reserves the right to require any Season Card holder or applicant for a Season Card (as applicable) to provide proof of age.

6.14 In the event that a Season Card holder wishes to move their seat within the Ground, they must renew their existing seat to retain their Season Card holder status. If applicable, a relocation period will be communicated. Nottingham Forest FC does not guarantee it will be able to accommodate every (if any) seat move request and each such request will be processed on a first come, first serve basis, subject to availability. Outside of the dedicated relocation period, Nottingham Forest FC will only accept such requests on medical grounds. Nottingham Forest FC reserves the right to reject any requested seat move at its sole discretion.

6.15 Season Card Holders who do not wish to renew their Season Card may not request a name change or transfer for the forthcoming season to another supporter.

6.16 Where a Season Card holder has changed their name for legal reasons (e.g., by deed poll or following a marriage/civil partnership), the Season Card holder may make a request to change the

name on their Season Card by sending an email to Nottingham Forest FC. If the Season Card holder requests a name change at the same time as they renew their Season Card, then the name change will be free of charge. However, should a Season Card holder request a name change at any other time, there will be a charge of £10.00 for the replacement Season Card.

6.17 No Season Card can be permanently upgraded during a Season unless part of a transfer due to a supporter being deceased. On such occasions legal documentation must be provided as requested by Nottingham Forest Ticket Office. Nottingham Forest FC reserves the right to treat all such requests on their own individual basis.

7. Disabled Season Cards

7.1 In order for a disabled Season Card holder to renew their existing seat for the specific Season, the disabled Season Card holder must renew both their seat and any Disabled Companion seat (being season card issued for a companion seat for the disabled Season Card holder to benefit from as part of their Season Card), online, over the phone or via the Nottingham Forest FC Ticket Office by the specific deadline communicated by Nottingham Forest FC.

7.2 Should a disabled Season Card holder be unable to attend a Match which their Season Card covers, their Disabled Companion will not be admitted into the Ground without such disabled Season Card holder. For the avoidance of doubt, Season Cards belonging to disabled Season Card holders are non-transferable and cannot be upgraded.

7.3 Nottingham Forest FC reserves the right to request proof of disability before issuing a disabled Season Card or Home Membership for disabled Supporters for any Season. All applicants (including disabled Season Card holders and Members renewing) must provide proof of disability valid within the last year from the date of renewal. Such proof must include proof of one of the following:

- (a) receipt of the higher rate of the Disability Living Allowance (mobility or care component);
- (b) receipt of the enhanced rate of the daily living component of the Personal Independence Payment;
- (c) receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
- (d) receipt of either the Severe Disablement Allowance, the Employment and Supporter Allowance or the Attendance Allowance; or
- (e) a copy of a local authority & visually impaired person's registration card or a CVI document.
- (f) a copy of an entitlement to War Pensioners Mobility Supplement letter.

Nottingham Forest FC does not accept a valid Blue Badge permit as proof of disability, and only the above documentation cited will be accepted.

8. Changes to Dates, Refunds and Exchanges

8.1 All Matches are organised and staged in accordance with the Football Regulations, applicable laws, Government guidance in force from time to time and approvals from the relevant Local Authority. No guarantee can be given by Nottingham Forest FC that any Match will take place at a particular time or on a particular date, that spectators will be permitted to enter the Ground for any Match in any particular numbers, that capacities may not be reduced after Match Tickets have

been sold, or that any Match will take place at all. All information about times and dates of Matches is kept as up to date as possible but should be taken as a guide only and Nottingham Forest FC reserves the right (acting reasonably) to schedule any Match at any time, without notice and, subject to paragraph 8.3, without any liability whatsoever.

8.2 Nottingham Forest FC will take all reasonable care to ensure that the prices shown in advance are correct at the time when the relevant information was entered onto the system, but they are not always accurate and should be taken as a guide only.

8.3 In the event of postponement of a Match:

(a) a Ticket Holder with a valid Match Ticket will be entitled to:

- (i) a full refund less any reasonable administration fee provided they comply with the process set out at paragraph 8.7; or
- (ii) to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as Nottingham Forest FC stipulates.

(b) a Ticket Holder with a Season Card will be entitled only to attend the rescheduled Match and not to a refund.

8.4 In the event of cancellation of a Match, or a decision being made (whether by Nottingham Forest FC or any third party) that a Match must be played with reduced (or further reduced) capacity or without spectators, an impacted Ticket Holder will be entitled to a full refund less any reasonable administration fee and a Season Card holder will be entitled to a prorated refund, provided they comply with the process set out at paragraph 8.7.

8.5 In the event of abandonment of a Match after the spectators have been admitted to the Ground but before the kick-off of the Match, Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after spectators have been admitted to the Ground and after the kick-off of the Match, the price of the Match Tickets for the rescheduled Match (if any) shall be reduced by 50%. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as Nottingham Forest FC stipulates.

8.6 In the event of a Match postponement, abandonment or cancellation, Nottingham Forest FC will have no liability to Ticket Holders other than as set out in paragraph 8, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs.

8.7 Subject to paragraph 8.8, in order to obtain a refund for a Home Match or Away Match, a request must be made in person, over the phone or via email to tickets@nottinghamforest.co.uk, no later than 24 hours before the scheduled kick off time of the Match. For more information regarding refunds for Home Matches and Away Matches, please check the Nottingham Forest Ticketing Policies.

8.8 No refunds will be given in accordance with this paragraph 8:

(a) where there has been a breach of the Conditions of Issue (in which case paragraph 11.5 will apply); or

(b) in respect of Match Tickets purchased through the Ticket Exchange.

(c) where it is evident that a supporter has missed minutes of a game due to late arrival (within 30 minutes of kick-off) to the stadium.

9. Lost or Stolen Match Tickets, Membership Cards, and Season Cards

9.1 Subject to paragraph 9.3, Nottingham Forest FC shall not be obliged to issue a replacement for any lost, stolen, defaced, or destroyed Match Ticket, Membership Card, or Season Card.

9.2 In the event that a Season Card is not available for presentation at any individual Match, Nottingham Forest FC shall not be obliged to admit the holder or issue any other form of ticket for that Match. If, at Nottingham Forest FC's sole discretion, a duplicate Match Ticket is issued, Nottingham Forest FC may require payment of a reasonable administration charge (£5.00) or valid ID to be provided.

9.3 If a Season Card is irreparably damaged, lost, stolen, or destroyed, a duplicate Season Card shall be issued by Nottingham Forest FC as soon as reasonably predictable after the payment of a non-refundable administration fee of £10.00.

10. Change of Address

All Season Card holders and/or Members must amend their address online only via their online ticketing account. Address changes will not be actioned via email or over the phone, and it is the supporter's responsibility to ensure that an up-to-date address is registered against their account online.

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) failing (at Nottingham Forest FC's sole discretion) and whether at the Ground, travelling to or from a Match or otherwise, to act at all times in an acceptable or civil manner, including (without limitation)

- (i) using aggressive, 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 Nottingham Forest FC's reasonable opinion is prejudicial to or offends Nottingham Forest FC or its player(s), officer(s), staff/employee(s), member(s), Supporter(s) or commercial partner(s) or any individual, group, or corporate entity to Nottingham Forest FC;

(b) failing to observe the directions, instructions and/or requests of any steward, employees, or agents acting for or on behalf of Nottingham Forest FC, or any police officer;

(c) smoking in any area within the Ground, including (without limitation) the seated areas, concourses, and toilets;

(d) 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 or may be hazardous or dangerous or might be used as a weapon or compromise public safety;

(e) persistent standing in seated areas whilst a Match is in progress (though Nottingham Forest FC makes no representation that supporters will not stand during periods of the Match or that views will not be obstructed by other supporters);

(f) straying from the allocated seat or blocking an aisle or concourse to and from the Ground exits;

(g) entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;

(h) failure to comply with any Supporters' Code of Conduct (Safe Standing) or any COVID-19 rules or regulations which may apply;

(i) sale (or advertising a sale) or transfer of a Match Ticket or Season Card other than as permitted by these Conditions of Issue;

(j) providing any information to Nottingham Forest FC at any point that is false, materially incomplete, or misleading (or which Nottingham Forest FC has reasonable grounds to believe may be false, materially incomplete, or misleading);

(k) misrepresentation during the purchase of a Match Ticket, Home Membership or Season Card (including the provision of personal information which is false or inaccurate);

(l) constituting (or potentially constituting), in Nottingham Forest FC's reasonable opinion, a source of danger, nuisance or annoying to any other person while at the Ground;

(m) 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;

(n) 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 contained 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;

(o) 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;

(p) obstructing gangways, access ways, entrances and exits, stairways and like places or climbing on any structures at the Ground;

(q) entering into any part of the Ground designated for the use of any group of Supporters to which you do not belong;

(r) the supply of any misleading or incorrect information to any Nottingham Forest FC officer, employee, or agent;

(s) the failure to pay any sum owing to Nottingham Forest FC (or any third party) including, without limitation, in respect of any Season Card, Home Membership or Match Ticket;

- (t) any breach of the Nottingham Forest FC Ticketing Policies;
- (u) any breach of the Football Regulations;
- (v) any breach of the Ground Regulations;
- (w) any similar act or omission concerning, or at, an Away Match;
- (x) making or conspiring to make multiple applications and/or holding multiple Season Cards or Home Memberships;
- (y) selling or transferring any Match Ticket or Season Card to a supporter of the opposing team; and;
- (z) your Match Ticket or Season Card falling into the hands of a supporter of the opposing team, even if without intention.

11.2 Nottingham Forest FC reserves the right, without liability, to conduct (either itself or via a third party) security searches of a 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 Nottingham Forest FC reserves the right, without liability, to suspend any individual, including without limitation any Member, Ticket Holder or Season Card 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 Card holder connected or associated with that individual, pending any investigation (whether by Nottingham Forest FC and/or any third party) in respect of the same. Nottingham Forest FC may take any of the steps set out in paragraph 11.4 in respect of any suspended individual until such time as all investigations have been concluded to Nottingham Forest FC's satisfaction. For the avoidance of doubt, once such investigation against the suspended individual has been concluded, Nottingham Forest 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 Nottingham Forest 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 Home Membership, Match Ticket or Season Card, Nottingham Forest FC reserves the right in its absolute discretion acting reasonable or other to, without liability:

- (a) determine that any Match Ticket, Home Membership or Season Card shall be automatically null and void;
- (b) withdraw all or some of the rights and benefits conferred by the Home Membership, Match Ticket or Season Card for a particular period of time or permanently;
- (c) require that a Match Ticket, Membership Card, or Season Card be returned to Nottingham Forest 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 Nottingham Forest FC and/or disqualify the Member or Ticket Holder from applying for or receiving any Match Ticket, Home Membership and/or Season Card;
- (f) exclude the Member or Ticket Holder from entering the Ground (whether alone or as the Guest of another Ticket Holder);
- (g) prevent the Member or Ticket Holder from using any of the benefits or rights associated with being a Member or Ticket Holder; and/or
- (h) revoke any purchase history acquired by a Member and/or Season Card holder in accordance with paragraph 12.2,

subject to such individual's right of appeal as detailed below, Nottingham Forest 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 Nottingham Forest 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 Card 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 Nottingham Forest FC in circumstances where Nottingham Forest FC is unable to resell any unused Match Ticket or Match Tickets equating to the unused portion of a Season Card);
- (b) Nottingham Forest 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 Nottingham Forest 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 will 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.

12. Purchase History

12.1 Purchase history is awarded as set out in the Nottingham Forest FC Ticketing Policies at paragraph 6 of the Ticketing Policy.

12.2 Any purchase history acquired by a Member and/or Season Card holder when purchasing Match Tickets shall be revoked if any such Match Ticket is subsequently cancelled or withdrawn or deemed null and void, or the Ticket Holder is refused admission to or ejected from the Ground or banned from any future Match for any reason. For the avoidance of doubt, the purchase history from all the Match Tickets bought in the same transaction as the Match Ticket in question shall be revoked.

12.3 Purchase history can only be obtained by attending men's competitive first team fixtures.

13. Exclusion of Liability

13.1 Nottingham Forest FC is responsible to you for foreseeable loss and damage caused by it. If Nottingham Forest FC fails to comply with these Conditions of Issue, it is responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or Nottingham Forest FC's failing to use reasonable care and skill, but Nottingham Forest FC is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both Nottingham Forest FC and you knew it might happen, for example, if you discussed it with Nottingham Forest FC during the sales process.

13.2 Subject to paragraph 13.3, in no event shall Nottingham Forest FC be responsible for loss of enjoyment, loss of a chance, loss of time, travel costs, loss of business, business interruption, loss of business opportunity or accommodation costs, any loss suffered by you or your Guest(s) as a result of the exercise by Nottingham Forest FC of any of its rights under these Conditions of Issue; any indirect, incidental, special or consequential liability; any loss of profits, loss of use or damage to goodwill, and to the maximum extent permitted by law, Nottingham Forest FC hereby excludes any liability for loss, injury, or damage to persons/property in or around the Ground.

13.3 Nottingham Forest FC does not exclude or limit in any way its liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by its negligence or the negligence of its employees, agents, or subcontractors, or for fraud or fraudulent misrepresentation.

13.4 Before using any Match Ticket or Season Card and attending any Match, you shall be responsible for assessing the risk of contracting COVID-19 (and similar diseases) and whether it is appropriate for you to attend that Match, factoring in your age and any health conditions and vulnerability. You acknowledge and agree that, save as set out above, Nottingham Forest FC shall not be liable to you whether in contract, tort (including negligence), breach of statutory duty or otherwise, if you contract COVID-19 (or similar diseases) whilst attending a Match.

13.5 Neither Nottingham Forest FC nor the Premier League Limited or the Football League Limited shall be responsible for any interrupts and/or restrictions to the view of the Match caused by the virtue of the:

- (a) position of the seat; or
- (b) actions of other spectators.

13.6 Subject to paragraph 13.3, Nottingham Forest FC's total aggregate liability to you and/or your Guest(s) arising out of or in connection with these Conditions of Issue shall not exceed a sum equivalent to the price of your Match Ticket, Membership Card, or Season Card.

13.7 You shall indemnify Nottingham Forest FC from and against all claims, costs demands, fines and expenses including legal fees which arise as a result of any actions or omissions of you or any of your Guests in breach of these Conditions of Issues, the Football Regulations, the Ground Regulations, the Ticket Terms and Conditions and/or the Ticketing Policies.

13.8 Nottingham Forest FC has no responsibility for any property or personal effects of you or your Guests whilst at the Ground.

14. Right of appeal

14.1 Any individual subject to any sanctions imposed in accordance with these Conditions of Issue and the Nottingham Forest 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 tickets@nottinghamforest.co.uk.
- (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 31 days of receipt of the appeal and a decision will be communicated via email within a further 14 days of reaching a decision. The decision of the appeals body is final and there is no further right of appeal.
- (d) Nottingham Forest FC reserves its right (acting reasonably) to disapply or depart from this procedure at its absolute discretion.

15. Governing Law and jurisdiction

15.1 These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales.

15.2 Any dispute or matter (including, without limitation, non-contractual disputes) under or in connection with these Conditions of Issue shall be subject to the exclusive jurisdiction of the English courts. Notwithstanding the foregoing, where an individual subject to these Conditions of Issue is a consumer and is resident in:

- (a) Scotland then legal proceedings may be brought in either the Scottish or the English courts; or
- (b) Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

16. General

16.1 Nottingham Forest FC reserves the right in its absolute discretion to change these Conditions of Issue from time to time and shall duly make notification of such changes in the event that they materially affect the consumer rights of any Member or Ticket Holder.

16.2 The invalidity or partial invalidity of any provisions 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.

16.3 Nottingham Forest FC may transfer this agreement to someone else. Nottingham Forest FC may transfer its rights and obligations under these Conditions of Issue to another organisation. Nottingham Forest FC will always tell you in writing if this happens and will ensure that the transfer will not affect your rights under these Conditions of Issue.

16.4 You may only transfer your rights or your obligations under these Conditions of Issue to another person in accordance with the terms above.

16.5 Nobody else has any rights under these Conditions of Issue. Any contract entered into pursuant to these Conditions of Issue is between you and Nottingham Forest FC. No other person shall have any rights to enforce any of its terms.

16.6 Even if Nottingham Forest FC delays in enforcing these Conditions of Issue, Nottingham Forest FC can still enforce them later. If Nottingham Forest FC does not insist immediately that you do anything you are required to do under these Conditions of Issue, or if Nottingham Forest FC delays in taking steps against you in respect of your breaching these Conditions of Issue, that will not mean that you do not have to do those things and it will not prevent Nottingham Forest FC taking steps against you at a later date.

16.7 If you have been in touch and are unhappy with Nottingham Forest FC's resolution of any dispute with you, please let Nottingham Forest FC know. If you remain unhappy with any final resolution, issues may then be escalated to the Independent Football Ombudsman. The Independent Football Ombudsman can be contacted at the following address: The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds LS1 3AJ.

17. Definitions

17.1 In these Conditions of Issue, words and phrases shall mean as follows:

- (a) **"Away Ground"** means, for the purpose of Away Match Tickets, such stadium, and environs as is owned, occupied, or used by the home football club (or, where appropriate, any neutral venue) at which a Team is playing.
- (b) **"Away Match"** means any Match in which a Team participates that takes place at an Away Ground.
- (c) **"Away Match Ticket"** means a printed paper ticket or an electronic ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to any Away Match.
- (d) **"Away Membership"** means a Membership in respect of Away Matches only.
- (e) **"Credit Facility"** means any credit facility provided to you by way of a regulated loan from V12 Retail Finance Limited used by you in order to fund the payment of the price of a Season Card.
- (f) **"Nottingham Forest Ticketing Policy"** means Nottingham Forest FC's Ticketing Policy as may be updated by Nottingham Forest FC from time to time;
- (g) **"The Peter Taylor Stand Family Stand"** means the Peter Taylor Stand at The City Ground offering concessionary seating to Juveniles (accompanied by a maximum of three adults per Juvenile seat).
- (h) **"Football Regulations"** means the rules and regulations of FIFA, UEFA, The Football Association, The F.A. Premier League Limited and The Football League Limited (or any other applicable governing body) as may be applicable from time to time and from Match to Match.
- (i) **"Ground"** means, collectively, the Home Ground or Away Ground, as applicable.
- (j) **"Guests"** means family members or friends of the Ticket Holder.

- (k) **“Home Ground”** means The City Ground, Eastwood, The Nigel Doughty Academy and their environs and all other locations owned, occupied, or used by Nottingham Forest FC at which its Teams may play Matches.
- (l) **“Home Match”** means any Match in which a Team participates that takes place at the Home Ground.
- (m) **“Home Match Ticket”** means a printed paper ticket or an electronic ticket (and/or any rights arising out of or in connection with the foregoing) for admission to a Home Match.
- (n) **“Home Membership”** means a Membership in respect of Home Matches only.
- (o) **“Juvenile”** means any individual who is under the age of 18.
- (p) **“Juvenile Member”** means a Member who is a Juvenile on 31 July in the year of commencement of the Season to which the Membership relates.
- (q) **“Match(es)”** means any football match in which a Team participates and that takes place at a Ground including the period immediately prior to or following such match.
- (r) **“Match Ticket”** means any Home Match Ticket or Away Match Ticket.
- (s) **“Member”** means a person holding a current and valid Home Membership.
- (t) **“Membership”** means a membership to Nottingham Forest FC.
- (u) **“Membership Card”** means a Nottingham Forest FC membership card issued specifically to a Supporter who has purchased a Home Membership (without the need for a printed paper ticket) for admission to Matches played by the relevant Team at the relevant Home Ground in a particular Season.
- (v) **“Relevant Cup Match”** means any match in a domestic, European, or global cup competition played by any Team representing Nottingham Forest FC (including any replays).
- (w) **“Season”** means any English association football season which commences on 1 July and ends on the following 30 June (or such dates as may be specified by the relevant football governing bodies from time to time) and the term **“Seasonal”** shall be constructed accordingly.
- (x) **“Season Card”** means a Nottingham Forest FC season card issued specifically to a Season Card holder which acts as a ticket (without the need for a printed paper ticket) for admission to Matches played by the relevant Team at the relevant Home Ground in a particular Season.
- (y) **“Season Card holders”** means a person holding a current and valid Season Card.
- (z) **“Season Card Renewal Date”** means such date as shall be specified on the applicable Nottingham Forest Season Card Renewal Information (available when communicated at <https://www.nottinghamforest.co.uk/>).
- (aa) **“Senior Citizen”** means any person over the age of 66 as of 1 August in the year of commencement of the Season to which the Match Ticket, Home Membership or Season Card application/purchase relates.
- (bb) **“Supporter”** means a genuine supporter of Nottingham Forest FC.
- (cc) **“Supporters Club”** means any official Nottingham Forest Football Club Supporters club established and registered in accordance with the Supporters Club Ticketing Policy.

- (dd) **“Supporters Club Ticketing Policy”** means the Nottingham Forest FC Supporters Club Ticketing Policy as may be updated by Nottingham Forest FC from time to time.
- (ee) **“Team”** means a team representing Nottingham Forest Football Club (whether Men’s, Women’s, or Academy).
- (ff) **“Ticket Terms and Conditions”** means those terms and conditions printed on the specific Match Ticket.
- (gg) **“Ticket Exchange”** means Nottingham Forest FC’s Match Ticket Exchange that can be found at <https://www.eticketing.co.uk/nottinghamforest/>.
- (hh) **“Ticket Holder”** means any Season Card holder or anybody holding, purchasing, apply for or requesting a Match Ticket (as the case may be) and any reference to “Ticket Holder” in these Conditions of Issue shall, save where specific or where the context does not permit, be deemed to include the Ticket Holder’s Guest(s).