




## **WEST HAM UNITED FOOTBALL CLUB**

### **AWAY SCHEME/AWAY TICKETS TERMS AND CONDITIONS 2024/25**

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#### **MARCH 2024**

1. You can only join the Away Ticket Scheme if you are a 2024/25 Season Ticket Holder.
2. Upon purchasing and using an away match ticket, you are bound by the Away Club's Terms and Conditions of entry and Ground Regulations and must act in accordance with such conditions as an ambassador of West Ham United.
3. You agree to conduct yourself in a manner befitting a representative of the Club and will not do anything or procure that anything be done which might bring the name or reputation of the Club into disrepute.
4. The Away Match Ticket is issued for your sole use, and you shall not sell, dispose of, assign, transfer, lend or otherwise deal with the Away Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Any cancellations of a Membership or Away Ticket Scheme membership must be in writing and notified to the club.
5. The Away Match Ticket remains the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Away Match Ticket at any time.
6. Away Ticket Scheme Membership entitles you to one ticket to all domestic away matches played in the Premier League and where possible for all Cup games and are issued on a non-refundable basis.



**7.** Payment for Away Match Tickets - You are responsible for checking that your payment has been processed from your card for each away game. You should notify us of any changes to your card details by phone. If we have not been able to process your payment you will receive an email from us. You must contact us within the specified period to ensure that you pay for your ticket. If your payment fails on more than three occasions; we reserve the right to remove you from the Away scheme.

**8.** The Club cannot guarantee that it will be able to provide a ticket to you for each match covered by the Away Ticket Scheme. In the unlikely event that the number of tickets which the Club receives for a game is not enough to cover all the Away Ticket Scheme members, a ballot will be held to determine which Away Ticket Scheme members will receive a ticket.

**9.** Your use of any Away Match Ticket will be subject to the hosting Club's ground regulations and any applicable ticket terms and conditions of the hosting club.


**10.** Use of Away Match Tickets will only be posted or sent digitally to your relevant address/email held by the Club.

**11.** You may notify the Club of a permanent change of address, but you may not alter your address for a limited period only. This is to ensure that any away tickets are dispatched to the correct person. If you do not receive your ticket(s) for any relevant away match through the post it is your responsibility to contact us prior to the fixture.

**12.** If an Away Ticket is lost, stolen, defaced, forgotten, or damaged, a duplicate card or ticket may be issued to the original purchaser by the Hosting Club, at the Hosting Club's discretion. Such tickets will only be issued on production of the purchaser's photo ID.

**13.** Changes to dates, refunds and exchanges - The Club cannot guarantee that a date or kick off may not change. It is your responsibility to ascertain the date and kick off time of any rescheduled Away Match





**14.** Your Away Scheme membership may be suspended, withdrawn and/ or cancelled without the payment of any refund, in the event that you:

- (A) breach any of these Terms and Conditions, or any other agreement you have with the Club
- (B) fail to pay for an Away Match Ticket that you have requested on more than three occasions in any season.

C) are charged, cautioned or found guilty of any football-related offence anywhere in the world, are ejected and/or banned from the London Stadium or any other sports stadium anywhere in the world; or

(D) do anything that brings the name of the Club into disrepute

**15.** The unauthorised sale or disposal of an Away Match Ticket 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, and such sale or disposal is also illegal under the terms of section 2 of the Fraud Act 2006

**16.** If you are convicted of a ticket touting offence you will be excluded from the Away scheme and any other Club scheme

**17.** The Club may undertake spot checks from time to time. You should ensure that you carry Photo ID on you at all away games to verify that you are the ticket purchaser

**18.** The Club reserves the right to make changes to any of these Terms and Conditions. Such changes will be notified to you by being put on display on the website

**19.** If the use of a Season Card is transferred to another person on a Seasonal basis, then eligibility into the Away Scheme will be removed and any loyalty points accrued by the original holder cannot be utilised by the newly named individual

