

PRESTON NORTH END FOOTBALL CLUB CONDITIONS OF ISSUE OF SEASON CARDS 2024/2025

1. The season card is subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The English Football League ('the EFL') in respect of the relevant football competition and Preston North End Football Club ('the club') Ground Regulations.
2. The season card remains the property of the club at all times and the purchase and/or use of this season card constitutes acceptance of the customer charter, equal opportunities policy, equality, diversity and inclusion policy, inclusion and anti-discrimination mission statement, ground regulations and the terms and conditions, under which it is issued, as detailed below. These policies can be viewed at www.pne.com.
3. All match dates are subject to alteration. For any fixtures that are cancelled, the club will offer a pro-rata refund in respect of those cancelled matches only.
4. For any fixtures that are postponed and rearranged, season card holders will be offered free admission to the re-arranged game. Details of the re-arranged fixture will be communicated through the club's media channels. No refunds will be issued in respect of abandoned or postponed fixtures that are rearranged.
5. For any fixtures that are played behind closed doors, the club will offer a full pro rata-refund for the affected fixtures(s) or a suitable alternative such as a live streaming service, partial refunds or credits where applicable (relative to the value of your season card).
6. For any fixtures that are played with a reduced capacity, a ballot process may be required. Season card holders unsuccessful in the ballot, will be offered a full pro-rata refund for the affected fixtures(s) or a suitable alternative such as a live streaming service, partial refunds or credits where applicable (relative to the value of your season card). Season card holders who are successful in the ballot process, may be subject to alternative seating arrangements in line with social distancing requirements.
7. Where a refund is the appropriate remedy in the scenarios above, refunds will not be offered for any claim of compensation for any loss of hotel or travel costs or similar.
8. As a joint commitment with broadcast partner SKY Sports, the EFL will endeavour to ensure all clubs are given a minimum of at least 'four weeks' notice ahead of any matches selected for live television coverage. This is ultimately to be as fair as possible to supporters who are looking to make arrangements to attend these matches. No refunds will be made in respect of any amendments to the initial fixture list. If for any reason both the EFL and SKY Sports are unable to meet the four-week minimum timeframe, then the clubs have the ability to choose not to broadcast live on television. However, if both clubs mutually agree to the rescheduling of the fixture within this four-week period then the game will be played on the new date.

9. All season tickets are non-refundable.
10. No refunds will be made in respect of any individual fixtures unused on the card due to your own personal circumstances.
11. The season card admits the holder to all EFL match fixtures to be played at Deepdale where fans are permitted, upon presentation of the card. This does not include any Play-Off, cup competition or friendly matches that may from time to time be played at Deepdale.
12. The season card must be produced at the turnstile and scanned on the reader in order to gain entry.
13. The club is not responsible for replacing season cards which have been damaged, lost or stolen. All season cards which have been damaged, lost or stolen will be replaced at a cost of £10.
14. The season card is for the personal use of the named card holder only and is strictly non-transferable. The sale of a season card is strictly forbidden.
15. Providing there is no reduced capacity or social distancing restrictions in place, season card holders must occupy the seat allocated and indicated on the front of the card. Spot checks will be carried out throughout the season. Season card holders may be subject to alternative seating arrangements in line with social distancing requirements.
16. Changes of address and/or contact details must be notified to the club's ticket office at the earliest opportunity.
17. In the event of a forgotten or misplaced season card, a duplicate ticket will be issued from the ticket office which will invalidate the season card for the fixture in question. Reprints will only be issued a maximum of five times per season card before a £10 admin charge will be incurred.
18. To regrade or relocate a season card permanently or for a single fixture, to an alternative age band or area, the transaction must be completed in person or over the phone. The relevant upgrade fee will be applicable. Such request may be refused at the club's discretion due to capacity restrictions or social distancing guidelines.
19. The allocation of ticket priority for away games will be announced via the club's media channels. In most circumstances priority will be given to Ambassador season card holders, then to supporters with a required number of loyalty points, followed by general sale. Decisions will be based on the opponents, the profile of the fixture and the allocation of tickets received. Information will be conveyed to supporters via the club's media channels.

20. The club reserves the right to re-designate any area of the ground whether that be for capacity restrictions or social distancing guidelines, or to visiting supporters or otherwise. In such an event season card holders who are affected will be allocated a ticket for the relevant match in an alternative section of the ground.
21. The club accepts no responsibility whatsoever if the seat to which this card refers is affected by adverse weather conditions.
22. All persons entering Deepdale (or any other ground to which admission is permitted with this season card) must comply with the ground regulations (copies of which are displayed within the ground) and with the rules and regulations of the Football Association and the EFL as they apply from time to time.
23. Entry to Deepdale (or any other grounds to which admission is permitted with this season card) shall be deemed to constitute unqualified acceptance of all rules and regulations. The club reserves the right to eject any person from the ground who fails to comply with such rules and regulations.
24. Any season card holder who;
 - a. Breaches the regulations or who;
 - b. Acts in any manner detrimental to the club;
 - c. Persistently stands in seated areas or climbs over or on any seats;
 - d. The club reasonably believes has sold their season card to another person;
 - e. Misuses the season card under any of the terms and conditions;
 - f. Is the subject of a restriction order under The Football Spectators Act; 1989 and who has acted in any way that such an order could have been made or applied for; may, at the club's discretion, be ejected from or refused entry to Deepdale (or any other ground to which admission is permitted with this season card) and/or have the season card cancelled for part or all of the remainder of the season, with no compensation being payable for any unused fixtures.

The following are offences under the Football (Offences) Act 1991 and are strictly forbidden:

- The throwing of any object within the ground without lawful authority or excuse;
- The chanting of anything of an indecent or of a discriminatory nature;
- The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Any spectator who commits any of the above offences is liable to be arrested.

Racial, homophobic or other discriminatory abuse, use of obscene language, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the ground and the club will implement its Banning and Sanctions Policy for breaches of ground regulations.

Fans are reminded that a text service is available on home matchdays to report incidents. Supporters can anonymously use the text service by texting 'PNE' to 66777 followed by the stand, row and seat number. For example, text "PNE I'm in the Alan Kelly Town End, row 10, seat 34. Person sitting directly in front of me shouting racist abuse", to 66777.

25. The club reserves the right to amend the conditions of issue of season cards without prior notification. The club's decision on all matters relating to admission to Deepdale or to these conditions shall be accepted as final and binding.
26. No person may bring into the ground 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 any match, or the ground.
27. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
28. By entering the ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the club, the EFL or others (including commercial partners and accredited media organisations) and entry into the ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the club's use of your personal data will be brought to your attention by the club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the club.
29. The club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground provided that nothing shall limit or exclude the liability of the club for fraud, fraudulent misrepresentation or death or personal injury caused by its negligence.
30. Deepdale is a no smoking stadium, anybody caught smoking or using vaping devices within the stadium, concourses or toilet facilities will be asked to leave. There is a half-time facility available for supporters sat in the Sir Tom Finney Stand or Alan Kelly Town End who wish to smoke/vape in an open and safe environment.
31. Approved forms of identification must be shown when purchasing any concessionary season card. Acceptable forms of ID for proof of age are as follows: passport, birth certificate or photo driving licence.
32. To receive the senior citizen price band, you must be at least 65years-old on 10th August 2024.

33. To receive the under 23 price band, you must be aged 19, 20, 21 or 22-years-old on 10th August 2024.
34. To receive the under 19 price band, you must be aged 14, 15, 16, 17 or 18-years-old on 10th August 2024.
35. To receive the under 14 price band, you must be aged 11, 12 or 13-years-old on 10th August 2024.
36. To receive the under 11 price band you must be ten-years-old or younger on 10th August 2024.
37. A full price over 18 season card must accompany an U11. A maximum of four U11s can be obtained with each over 18 season card purchase and ID must be provided for all U11s at the point of sale.
38. Every child under the age of 14 must be accompanied by an appropriate adult aged 18 or over. A maximum of four under 14s can be purchased per over 18.
39. For supporters who are purchasing a disabled season card, please refer to the disabled and carer terms and conditions or contact the ticket office for further information.
40. To purchase a season card in the Family Zone (Blocks A, B and C in the Sir Tom Finney Stand), any purchase by an 18-year-old and above must be accompanied by at least one under 18 season card.
41. The club accepts no responsibility or liability for children under the age of 14 years who are left unattended or attend Deepdale unaccompanied by an appropriate adult.

These terms and conditions are issued under the Consumer Rights Act 2015 (relevant to consumer fans).

Last updated April 2024.