

**Crystal Palace**

**Season Ticket**

**Waiting List**

**Terms & Conditions**

The following terms and conditions (the “**Season Ticket Waiting List T&Cs**”) shall apply to any individual wishing to join Manchester City FC’s waiting list for a Seasoncard.

**1. Definitions and Interpretation**

1.1 In the Season Ticket Waiting List T&Cs, the following words and phrases shall have the following meanings (unless stated otherwise):

“**Member**” means a Supporter who has purchased a ‘Gold, Silver, International, Junior Plus or Junior’ membership.

“**Club**” means Crystal Palace Football Club;

“**Ground**” means Selhurst Park, London, SE25 6PU;

“**List**” means the Club’s waiting list for a Season Ticket consisting of Listed Supporters;

“**Listed Supporter**” means a Supporter who has: received a system generated e-mail from the Club confirming that Listed Supporter’s position on the List;

“**Season**” means each period commencing on 1 July and ending on 30 June of the following year;

“**Season Ticket**” means the electronic card (and any replacement thereof) issued to Season Ticket Holders (Adult and concession) valid during the Season which, amongst other things, admits the Season Ticket Holder into the Ground at matches which that Season Ticket Holder is entitled to attend as further described in the relevant Season Ticket terms and conditions;

“**Season Ticket Holder**” means a holder of a Season Ticket;

and

“**Supporter**” means an individual who has registered as a supporter of the Club and holds a supporter number.

## **2. Joining the List and Payment of the List Deposit**

- 2.1 In order to join the List, Supporters are required to pay a List Deposit of £10 (the “List Deposit”).
- 2.2 Supporters may pay the List Deposit using any of the following methods:
- a) Online at [www.cpfctickets/](http://www.cpfctickets/) with credit/debit card
  - b) Over the phone on 08712 000071 with credit/debit card
  - c) Or in person at the box office with cash or credit/debit card
- 2.3 Following receipt of payment in full), a Supporter will become a Listed Supporter.
- 2.5 Where a Supporter purchases a place on the List for themselves and later decides they do not wish to remain on the List, the Listed Supporter may request a refund of the List Deposit by contacting the Club in writing. Please note refunds will only be considered in exceptional circumstances.

## **3. Personal Details**

It shall remain the responsibility of each Listed Supporter to ensure that the Club has up-to-date contact details for that Listed Supporter at all times. The Club accepts no responsibility for non-receipt of notices or any consequences resulting from such non-receipt where this is as a result of incorrect or out of date details being supplied.

## **4. Sales Process**

- 4.1 The primary purpose of the List is to provide Supporters with an opportunity to gain priority access to Season Tickets released for Season 2017/2018 onwards. Listed Supporters will be given priority to purchase a Season Tickets for Season 2017/2018 and Seasons thereafter in the following order of priority (and subject to availability):

Listed Supporters in order of their position on the List, subject to grouping as described in clause 4.2.

- 4.2 The Club reserves the right, when making Season Tickets offers, to group Listed Supporters together according to their place on the List. For example, the Club may simultaneously offer Season Tickets to those Listed Supporters between positions 51 – 100 on the List. Such groupings will be communicated to the relevant Listed Supporters in advance by email. Listed Supporters will only be grouped where there are sufficient Season Tickets to accommodate all those in the specified group.
- 4.3 In the event that the Club is able to offer a Season Ticket(s) to a Listed Supporter/grouping of Listed Supporters then the Club will contact the relevant Listed Supporter(s) by email and will inform them of the length of time they have to take up the offer (the “**Purchase Window**”). The length of the Purchase Window shall be at the discretion of the Club. If the Listed Supporter does not notify the Club of his or her intention during the Purchase then the Listed Supporter will be removed from the List. The Club reserves the right to use its discretion when removing Listed Supporters from the List.
- 4.4 Listed Supporters acknowledge and accept that the opportunity to purchase a Season Ticket is subject to availability of Season Tickets and that, accordingly, a place on the List is no guarantee of an opportunity to purchase a Season Ticket or a guarantee of a Season Ticket for a specific seat.
- 4.5 Any Season Ticket(s) purchased shall be subject to the relevant terms and conditions applicable to that Season Tickets at the time of purchase.
- 4.6 The Club reserves the right to withdraw the List at any time. If the List is withdrawn at any point then a full refund of the amount paid in respect of the List Deposit will be offered to all Listed Supporters at the date of withdrawal.
- 4.7 The Club reserves the right to, once it has offered everyone on the List the opportunity to buy a Season Ticket, offer the opportunity to buy a Season Ticket to Supporters who did not sign up to the List.