SEASON TICKET TERMS AND CONDITIONS CHAMPIONSHIP 2016/2017

General Terms

Queens Park Rangers Football & Athletic Club Limited is a wholly owned subsidiary of QPR Holdings Limited, whose registered number is 3197756 (“the Club”).

The headings herein are included for convenience and identification only and are not intended to describe, interpret, define or limit the scope, extent or intent of these terms in any manner whatsoever.

Purchase of Season Ticket

The Club reserves the right to refuse Season Tickets to applicants at its absolute discretion.

Cup Ties

Home cup ties are not included in the price of a Season Ticket. If you did not register for the Auto Cup Tie scheme when purchasing your Season Ticket you will normally be able to purchase your seat(s) within a period which will be advertised at the time. A guarantee cannot be given because Competition Rules require that the visiting club shall have the right to claim a percentage of tickets. If you did register for the Auto Cup Tie scheme when ordering your Season Ticket, your seat will be processed and uploaded to your Season Card and you will not receive a separate match ticket, except in the case that your seat is not available for a home cup tie due to stadium configuration, in which case you will be allocated the best available seat in the same price band of the South Africa Road Stand and will be sent a paper ticket in the post.

Promotional Matches

The Club reserves the right to run promotional matches without compensating Season Ticket Holders.

Loyalty Points

Supporters with the highest number of Loyalty Points will receive priority on tickets for away matches where demand exceeds the supply. Loyalty Points from the 2015/16 season will be carried over into the 2016/17 season to create a cumulative total. No guarantee can be given nor will it always be possible to accept postal, telephone or internet applications in respect of such matches.

Season Ticket Benefits

Please note that add-ons such as the Super Hoops Upgrade can only be assigned to Season Ticket Holders. All add-ons are subject to availability.

Change of address

If you change your address before or during the season you must notify the Club as soon as reasonably practical by emailing boxoffice@qpr.co.uk.
Use of Season Cards

Season Cards admit the holder to all home league fixtures played at Loftus Road during the 2016/17 Season. For the avoidance of doubt this does not include home cup ties.

Each Season Card admits the holder only.

Season Cards expire on the 31st May 2017.

Season Cards are subject to the full terms of issue and to the rules and regulations of FIFA, UEFA, The Football Association and The Football League's Ground Regulations in respect to the relevant competition, and the Club's Customer Charter, Ground Regulations and Behavioural Policy. Please see www.qpr.co.uk or the signs around the stadium for more details.

Season Cards are for the use of supporters of the Club only. By applying for a Season Card and/or using the same you hereby warrant and represent that you are a supporter of the Club.

Season Cards remain the property of the Club and are not transferable.

Loss or theft of Season Cards must be reported immediately to the Club. Replacements will be issued (not on match-days) at a charge of £10.

Season Card Resale

Season Cards are issued for your sole use and you shall not sell, assign, transfer or lend the Season Card or the benefit of it to any other person without the prior written consent of the Club.

The reference to selling the Season Card includes offering to sell a Season Card (including, without limitation, via an online auction website), exposing a Season Card for sale, making a Season Card available for sale by another and advertising that a Season Card is available for purchase. For the avoidance of doubt (and by way of example only) this Season Card may not be offered as a prize in any promotion or competition; 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 some other goods or services; or used for any other commercial purpose, (all save as expressly authorised by The Football League or the Club). The Season Card will be forfeited if used by any person other than the original purchaser without the express permission of the Club.

Ticket Upgrades

If you have a concession Season Ticket, it can be 'upgraded' to an adult ticket for a maximum of five matches per season. You will be charged the difference between the per-match cost breakdown of the Season Ticket and a full price match ticket for the relevant price category. To do this, please call the Box Office Customer Services on 020 8740 2613 (10am-5pm Monday to Friday and 9am-12noon Non Matchday Saturdays) or email boxoffice@qpr.co.uk for further information. The club would like to inform supporters that upgrades cannot be processed on the day of the match.
**Season Ticket Moves**

You can 'move' your Season Seat to another part of the ground which has the same price category (i.e. Bronze, Silver, Gold or Platinum) a maximum of five matches per season. To do this, please call the Box Office Customer Services on 020 8740 2613 (10am-5pm Monday to Friday and 9am-12noon Non Matchday Saturdays) or email boxoffice@qpr.co.uk for further information.

**Kids U8 Season Tickets**

QPR is pleased to offer free season tickets to U8 fans on the condition that they are used regularly by the child. All kids U8 must be accompanied by a full paying adult and there is a maximum of two U8 tickets per paying adult. Please note there is also a limit to two full paying adults to one Kids U8.

Except in the case of renewals, proof of age (photocopy of birth certificate/ passport) is required to obtain a Kids U8 Season Ticket. To qualify, Kids must be under 8 on 1st August 2016 (i.e. born on or after 01/08/2008).

Please note that proof of age must be submitted to the QPR Box Office within two working days of purchasing a Season Ticket. The QPR Box Office reserves the right to cancel a Season Ticket application if they don't receive ID within this timeframe.

Accompanying adults are asked to advise the QPR Box Office if the U8 will not be attending a fixture so they can make the seat available to other fans. Please note that if a Kids U8 Season Ticket is not used regularly or made available to the QPR Box Office for three consecutive matches, the accompanying adult will be contacted to discuss the use of the ticket.

If the seat is not used or made available to the QPR Box Office for a further three consecutive matches, the Kids U8 Season Ticket may be cancelled.

**Family Stand Policy**

The designated Family Stand area is designed to provide a welcoming and family friendly experience and all ticket purchases within this area will need to include junior tickets (up to the age of 21). On occasions if the junior ticket holder is unable to attend a specific match, the tickets of the accompanying adults remain valid and they will not be refused entry or relocated to another area of the ground.

For all home matches in the 2016/17 season if a junior ticket holder cannot attend an individual match their ticket can be upgraded a maximum of five times to an adult ticket and the group of adults will be allowed to remain in the Family Stand. Supporters will be charged the difference between the per-match cost breakdown of the Season Ticket and a full price match ticket for the relevant price category. To do this, please call Box Office Customer Services on 020 8740 2613 (10am-5pm Monday to Friday and 9am-12noon Non Matchday Saturdays).

The club offers free and heavily discounted tickets to juniors to encourage them to attend QPR. If junior tickets are consistently not being used or are being upgraded to adult tickets the club reserves the right to relocate the group out of the designated family and junior area to a more appropriate area.
Any adults attempting to access the Family Stand using a Young Adult 18-21, Junior U18 or Kids U8 Season Ticket will be dealt with under the stadium rules of entry.

If you experience any behaviour that you feel is unacceptable in the Family Stand on a matchday, please send an SMS to the club's confidential operations number 07557 435421, including as much information about the issue (e.g. seat details) as possible.

**Disabled Season Tickets**

To be eligible for Disabled prices and to qualify for a free accompanying helper ticket if required (only available in Bronze, Silver or Gold areas), supporters must be able to provide 'proof of disability' to the QPR Box Office, such as evidence that the supporter is in receipt of Disability Living Allowance of the middle or higher rate for either component. Please email boxoffice@qpr.co.uk, call 0208 740 2613 or visit [http://www.qpr.co.uk/tickets/information/disabled-fans](http://www.qpr.co.uk/tickets/information/disabled-fans) for further information including a full list of accepted proof of disability. Please note that Disabled Season Tickets are not available in the Platinum section of the South Africa Road Stand.

**Admission to the Ground**

The Season Card must be produced at each match upon entry.

Please present your Season Card to the turnstile operator or automated turnstile with the barcode facing up. The barcode on your Season Card will be authenticated by a scanner.

Each Season Card admits the holder only. Children of any age will be refused admission without a valid ticket. Under no circumstances will paper tickets be issued to replace forgotten Season Cards on match-days.

The Club is committed to preventing discrimination in all its fields of operation and within its stadium, providing an environment free from racial abuse, harassment, bullying and victimisation. The Club practices a zero tolerance policy towards discrimination, harassment and abuse. Any Season Ticket holder engaging in such abuse or harassment will have their Season Card confiscated and be banned from attending future games involving the Club. No refund will be issued.

If you see, hear or are a victim of racial, homophobic or disability abuse call Kick it Out on 0800 169 9414.

By applying for a Season Ticket you also agree to abide by the Club's No Smoking Restrictions, Alcohol and Behaviour Policies. Other than two experimental defined 'smoking areas', one each at the rear of the Loftus Road and Ellerslie Road Stands, there is no smoking permitted in any other area of the stadium. Please note the 'smoking areas' are limited in size. The Stadium is within a Controlled Drinking Zone. Consuming alcohol in view of the pitch is a Criminal Offence (refer to Ground Regulations) and offenders may be subject to ejection from the Stadium and arrest by the Police.

Warning: Please pay attention to pitch activity at all times especially whilst players are preparing for a game and at half time, as being hit by a ball can cause serious injury.

Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection and banning from the ground.
The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the ground. The Club may impose a ban for one or more matches.

The Season Card must be held by the Season Ticket Holder throughout the match and must be produced on demand at any time 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 Season Card at any time.

Season Tickets are accepted on the condition that the holder obeys the Ground Regulations, copies of which are available for inspection on request and are on display around the Stadium and on www.qpr.co.uk. The Club reserves the right to eject from the ground any person who fails to comply with such Rules and Regulations.

Changes to Dates, Refunds and Exchanges

Season Ticket Holders are reminded that the dates and times of fixtures are subject to alteration during the season from those announced at the beginning of the season and that no refunds will be given if matches are not attended.

Use of Data

The Club or their business partners may inform you from time to time by e-mail, telephone, SMS or direct mail regarding relevant news, information, services and products offered by any of them which may be of interest to you.

The personal data shall be used by the Club and their business partners or representatives to: (a) Update and develop records and for assessment and analysis including market and product research; (b) assist in providing services/products to you; and (c) to review, develop and improve the services offered.

Where applicable, you consent to the Club processing your personal data, and disclosing your information to their business partners and agents, for the above purposes.

Should you wish to opt out of the above at any time, please email your opt-out request to boxoffice@qpr.co.uk. You also consent to the Club transferring your information to countries which do not provide the same level of data protection as the UK if necessary for the above purposes (for example when making travel arrangements for matches outside the UK). If the Club does make such a transfer, a contract will be put in place to ensure your information is protected.

By law you are entitled to receive a copy of information or data about you which is held by the Club upon a payment of a small fee.

You are also entitled to request rectification, erasure or blocking of any such information or data which is inaccurate or not up to date and held by the Club.
Proof of age requirements & age bracket cut-off dates

Please note that proof of age in the form of a photocopy of the supporter’s birth certificate or passport is required by the QPR Box Office for all new concession Season Tickets. This is not required for renewals.

To be eligible for a Kids U8 Season Ticket, the supporter must be born on or after 01/08/2008.

To be eligible for a Junior U18 Season Ticket, the supporter must be born on or after 01/08/1998.

To be eligible for a Young Adult 18-21 Season Ticket, the supporter must be born on or after 01/08/1995.

To be eligible for a Senior Over 60 Season Ticket, the supporter must be born on or before 01/08/1956.

Please note that proof of age must be submitted to the QPR Box Office within two working days of purchasing a Season Ticket. The QPR Box Office reserves the right to cancel a Season Ticket application if they don’t receive ID within this timeframe.

Payment of Season Ticket

Deposit: Using the 2016/17 deposit scheme supporters will have the opportunity to pay £50 towards their 2016/17 Season Ticket up until the 15th April 2016 at 5pm to guarantee their seat and the Loyalty Window price. The remaining balance of supporter’s season tickets will be due by 30th June 2016 at 5pm.

Those supporters wishing to take advantage of the deposit scheme can do so by calling 08444777007 or visiting the Box Office in person, between 10am-5pm Monday-Friday, 9am-12noon Saturday Non-Matchday, 9am-kick off Matchdays (Closed Sunday). This scheme is not available online or via Zebra Finance.

Cheque/Cash: You can pay for your Season Ticket(s) in full with one cheque (made payable to QPR Holdings Ltd) or cash payment. However please do not send cash in the post.

Credit/Debit Card: We accept all major Credit / Debit cards except American Express and Diners.

Zebra Finance scheme: Please submit your Zebra Finance request at time of booking. Season Ticket Holders applying to pay by Zebra Finance are subject to additional terms and conditions applicable to the scheme. Please visit the FINANCE tab above to see these terms. Please note, if you are paying through Zebra Finance, you must complete their E-Signature process within 48 hours of receiving your e-mail to be eligible for #MyQPR renewal price.

Box Office Booking Fee

All internet and telephone transactions are subject to an overall £3.50 administration fee.

Acceptance of Terms
If any of the above Terms are not acceptable to Season Ticket Holders then they should return their Season Card immediately. No refunds will be issued after the season has commenced. Where a Season Card has been issued and the Season Card has been used to gain entry to the Stadium for any match this will constitute acceptance of these Terms.