



# Ticketing Policy

NEWPORT COUNTY AFC

<b>Document type</b>	Ticketing Policy
<b>Drafted by</b>	Ben Jones
<b>Reviewed by</b>	Kelly Anderson
<b>Signed off by</b>	Gavin Foxall
<b>Board review and agreement</b>	January 2022
<b>Next review date</b>	January 2023
<b>Version I.D.</b>	3

Newport County AFC is committed to the safeguarding and welfare of all of our players, staff, volunteers and spectators. This ticketing policy aims to confirm the Club's stance on the purchase, allocation, and use of match day tickets, including season tickets and hospitality tickets.

### **Issue of A Home Match Ticket**

1.1 The issue of a home match ticket and subsequent access to the Ground is subject to the Terms & Conditions of Entry.

1.2 Home match tickets are for the use of supporters of the Club only. By applying for the home match ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.

1.3 Home match tickets are non-refundable.

1.4 Tickets are subject to the rules and regulations of the FA, FAW and EFL in respect of the relevant competition, and Newport County AFC ground regulations, a copy of which is available from the Club during normal office hours.

1.5 No person may bring into the ground any equipment which is capable of recording or transmitting any audio or visual material or any information of data relating to any match, or the ground. Mobile phones are permitted for personal use only.

1.6 Newport County AFC accepts no responsibility whatsoever if the seat or stand to which the ticket refers is affected by adverse weather conditions. The Newport County AFC Customer Charter covers the Club's policy on refunds or exchanges and pricing for seats which have a restricted view of the pitch.

1.7 Newport County AFC accepts no responsibility to replace lost, damaged, or stolen items. Newport County AFC excludes to the maximum extent permitted by law any liability to loss, injury, or damage to persons/property in or around the ground.

1.8 The use of your match day ticket to enter the ground constitutes acceptance of such rules and regulations and Newport County AFC reserves the right to eject from the ground, any person who fails to comply with them.

### **2. Admission to the Ground**

2.1 Use of the home match ticket constitutes acceptance of the Terms & Conditions of Entry.

2.2 A home match ticket permits you to occupy at the match the seat indicated on the home match ticket or such other alternative seat of equivalent value as the Club may allocate to you at its reasonable discretion.

2.3 Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the home match ticket in any subsequent match or season.

2.4 Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use, or display within the ground any sponsorship, promotional or marketing materials.

2.5 You 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. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.

2.6 In light of the home match ticket holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate support for the visiting Club, may result in admission being refused or you being ejected from the ground and in such circumstances no refund or alternative seat will be offered.

2.7 Any child under the age of 18 will only be permitted entry to the Family Zone within the ground if they are accompanied by an adult. Tickets for seats in the Family Stand may only be purchased where at least one Guest is under the age of 18, with a maximum of three Tickets for adults aged 18 and over being purchased per under-18 Ticket.

2.8 A child aged under 14 may not enter the ground unless accompanied and supervised by an adult aged 18 or over and therefore a child under 14 cannot purchase a ticket independently. Tickets for under 14's must be purchased by an adult over 18. Adults purchasing tickets for supporters under 14 will be allocated seats together so that the adult can adequately supervise the child whilst in the ground. The child must be in possession of a valid ticket for the match they are attending.

2.9. Supporters aged 14 years and over may buy a ticket without the need for an accompanying adult. Only one ticket for a child aged 14 years and over may be purchased in a single transaction under this condition, unless at least one adult ticket for a person aged 18 or over is also purchased in that transaction.

2.10 Supporters over 14-years and under 18-years of age are allowed entry to the stadium unaccompanied, however, they are not allowed to be responsible for another supporter. Only supporters aged 18-years or over can be responsible for a child under the age of 18-years.

2.11. During the warmup and during the game there is a risk of spectators being hit by a ball from the pitch. In the case of a young child significant injury could therefore be sustained. Newport County AFC reserves the right to prohibit supporters with "babes in arms" access to selected seating within the ground, considered greater risk of harm areas. Supporters with infants deemed "babes in arms" found seated in prohibited areas will be requested to move to an alternative area by Newport County AFC staff. Failure to comply may result in you being ejected from the Ground and in such circumstances no refund or alternative seat(s) will be offered.

2.12 Within the ground the Club may request sight of your ticket. Upon demand, you may also be requested to produce identification to prove your entitlement to your ticket. Should you be in receipt of a concession ticket and be unable to prove your entitlement to such, then the Club may revoke your ticket and eject you from the ground, without any liability to you whatsoever.

### **3. Use of Home Match Ticket**

3.1 The home match ticket is issued for your sole use and you shall not sell, assign or transfer the home match ticket or the benefit of it to any other person without the prior written consent of the Club. The reference to selling the home match ticket includes offering to sell a home match ticket (including, without limitation, via any online auction website), exposing a home match ticket for sale,

making a home match ticket available for sale by another and advertising that a home match ticket is available for purchase. For the avoidance of doubt (and by way of example only) this home match ticket 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 EFL or the Club).

3.2 The unauthorised sale or disposal of a home 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. The Club will inform the police when it becomes aware that a home match ticket has been sold illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the EFL who may in turn notify other EFL clubs and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.

3.3 If more than one home match ticket is issued to you, one home match ticket must be retained by you, for personal use (subject to the provisions below) and the remainder may be transferred to your guest(s) for his/her/their personal use only provided that the transfer takes place in consideration of no payment or benefit in excess of the face value of the home match ticket, and the transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. The transfer to any guest will be subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under clause 4.3 below) apply to each guest as if he/she was the original purchaser of the home match ticket (and you must inform the guest(s) of this). You will provide the name and address of your guest(s) when asked to do so by any official, steward or employee of the Club and/or any police officer. In the event that you and/or your guest(s) are unable to use any home match ticket then you may transfer that home match ticket(s) to a natural person who is known to you personally and who would be entitled (under the Terms & Conditions of Entry and otherwise) to purchase the home match ticket and attend the match provided that the transfer takes place in consideration of no payment or benefit in excess of the face value of the home match ticket, and the transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. The transfer will be subject to the Terms & Conditions of Entry which will (save for any rights to transfer under this clause or any rights to a refund under clause 4.3 below) apply to the transferee as if he/she were the original purchaser of the home match ticket (and you must inform the transferee of this). You will provide the name and address of the transferee when asked to do so by any official, steward or employee of the Club and/or any police officer.

3.4 The home match ticket will remain 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 home match ticket at any time.

3.5 Any home match ticket obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such home match ticket shall be nullified. Misuse of a home match ticket may result in the holder being refused entry to, or ejected from, the ground in respect of a particular match and/or the cancellation and withdrawal of a home match ticket. In the event of any cancellation and withdrawal, no refund shall be payable. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in

connection with such matters, including a claim for an account of any profits made from an unauthorised use of a home match ticket.

#### **4. Changes to Dates, Refunds & Exchanges**

4.1 No guarantees can be given by the Club that the match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any match without notice and without any liability whatsoever.

4.2 In the event of the postponement or abandonment of the match (or if the match has, for any reason to be played out of view of the public), you will be entitled to receive a full refund (including any booking fee) or receive the equivalent ticket for the subsequent re-arranged match via such application procedure as the Club stipulates. The Club is entitled to set a period of time from the postponement or abandonment and as such a refund or similar offer of credit, will expire after such date. For clarity, you cannot claim a refund once the window for refunds has passed. The Club will endeavour to contact all supporters to make them aware of the situation, although the onus is on the supporter to contact The Club. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.

4.3 In order to obtain a refund, the home match ticket must be returned to the Club's ticket office no later than 7 days prior to the commencement of the rearranged match. A refund will only be issued on production of identification that the individual requesting the refund is the person to whom the home match ticket was originally sold. For the avoidance of doubt, the final decision belongs to the ticket office manager.

#### **5. Lost or Stolen Home Match Tickets**

5.1 In order to gain admission to the ground the home match ticket must be presented in its entirety at the Match.

5.2 The Club shall not be obliged to issue any replacement for a lost, stolen or destroyed home match ticket.

#### **6. Cancellation & Withdrawal of Home Match Ticket**

6.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms & Conditions of Entry to cancel and withdraw any home match ticket issued to you. In the event of such cancellation no refund will be paid. Without prejudice to the general nature of the above the following actions shall constitute serious breach of the Terms & Conditions of Entry:

6.1.1 smoking in designated non-smoking areas;

6.1.2 being (or appearing to be) drunk or intoxicated;

6.1.3 persistent standing in seated areas whilst the match is in progress;

6.1.4 the sale or transfer (save as permitted) of a home match ticket to any person;

6.1.5 the deliberate misuse of a home match ticket;

6.1.6 any misrepresentation in relation to clause 1.2, above;

6.1.7 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;

6.1.8 the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;

6.1.9 the use of foul, obscene, abusive and/or racist language and/or gestures;

6.1.10 the supply of any misleading or incorrect information in any application;

6.1.11 any breach of clauses 2.4 or 2.5, above; and

6.1.12 any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any home match ticket.

6.2 In the event that your home match ticket is withdrawn or cancelled the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any match ticket or season ticket at its discretion.

6.3 Should a person attending the fixture as a home or visiting supporter be ejected from the ground due to their behaviours within the ground, or from being drunk or intoxicated, the Club will refer any young people under the age of 18 that are within their care to the Police or if appropriate Children's Services. The Club will hold no responsibility for the reimbursement or provision of travel should you be arrested and taken into custody for your behaviour.

## **7. Exclusion of Liability**

7.1 The Club hereby excludes any liability for loss, injury, or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club.

7.2 Neither the EFL, FA, FAW nor the Club shall be responsible for any interruptions and/or restrictions to the view of the match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

## **8. General**

8.1 The invalidity or partial invalidity of any provision 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.

8.2 Notwithstanding any other provision in these Conditions of Issue and with the exception of FIFA, UEFA, The FA, PL and the English Football League, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Conditions of Issue. Nothing in these terms of conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.

8.3 These Conditions of Issue and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or

claim arising out of or in connection with these Conditions of Issue (including in relation to any non-contractual disputes or claims).

## **9. Hospitality Ticket Purchases**

9.1 Hospitality tickets are sold in good faith that you are a home team supporter. If you are identified as an away team supporter, the Club can relocate you to the away supporters stand or eject you from the stadium. In either instance, you will not be reimbursed for your ticket or the difference in value from hospitality to the stand.

9.2 Hospitality has a strict dress code of smart casual. No club colours are to be worn in the hospitality areas.

9.3 Children are welcome to attend hospitality with a responsible adult, or which it is down to the responsible adult to take care of and ensure the safety of and wellbeing of the young person whilst in their care. All children must be noted on the booking request, with the full name of the adult and child, and a contact telephone number of the responsible adult. This is to ensure that should a child get lost within hospitality; we are able to return them to their parent/carer safely.

9.4 The lead name of the booking will be responsible for all costs relating to the purchase of a hospitality box for the fixture. This includes food, drinks and any damage caused to the boxes whilst your group is in attendance.

9.5 Under no circumstances will alcohol be allowed to be consumed within the hospitality boxes during the match.

## **10. Allocation of Tickets for Staff, Volunteers and Guests**

10.1 As a Supporter Owned Club it is important that all potential revenue streams are maximised and are not open to abuse. Therefore, whilst recognising its obligation to provide complimentary tickets to employees, volunteers and visiting clubs where appropriate, Newport County AFC recognises that all allocations should be fair and organised under a transparent system for all to see.

### **10.2 First Team Management and Players**

75 tickets will be allocated to first team management and players for each EFL home league games. A list of all ticket requirements needs to be sent to the Ticket Executive no later than 1pm on Thursday prior to a Saturday match, and 1pm on a Monday prior to a midweek match.

It is at the discretion of the First Team Management and Club Captain as to how the complimentary tickets are distributed between the First Team Management and Players.

Complimentary first team management and player tickets will be allocated in the Bisley Stand and will provide access to the Bisley Suite (subject to availability). Ticket holders should enter the stand via Gate 7 and are reminded that the stadium operates a non-remittance policy. Babies in arms do not require a ticket; however, all other children must be in possession of a ticket to enter the stadium.



The split of the 75 complimentary tickets shall be as follows:

- 24 for 2 x hospitality boxes (12 and 12)
- 51 in the Bisley Stand

It should be noted that the Bisley Suite has a maximum capacity of 300 and this is strictly enforced by Rodney Parade who own the safety certificate for the stadium.

In the event that for a particular game the Bisley Suite has reached its capacity the club will endeavour to host the 75 complimentary tickets in the education suite or a suitable part of the ground.

Under no circumstances will more than 75 complimentary tickets be issued for an EFL home match. Allocations for cup matches will be in line with competition rules.

If the competition rules allow complimentary tickets the same application for EFL home games will apply. However, it should be noted that the numbers will be dictated by the competition rules.

No persons will be allowed complimentary tickets if they have not been allocated by the allotted time. Tickets that require collection on match day will be done so via the Ticket Office upon proof of identity.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time – money will not be taken directly out of wages.

Any complimentary tickets not utilised will be offered to Club Staff and Volunteers.

### **Board of Directors**

Each member of the Board of Directors will be allocated a maximum of 2 Complimentary Tickets each per EFL Home game.

Each member will be contacted by the Club Secretary to establish whether they are attending and must inform the club by 48 hours prior to kick off.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time.

### **Club Employees**

Each member of staff will be allocated 2 Complimentary Tickets per Home game.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time and this will not be deducted from their wages.

### **Volunteers**

Each volunteer will be allowed access to the relevant home fixture on production of identity card at a match for which they volunteer.

### **Club Scouts**

All such tickets will be allocated via the Club Secretary in line with the Clubs Scouting Policy.

### **Media**

All such tickets/passes will be allocated by the Media Officer in accordance with the Club Media Policy.

### **Former Players**

Any Former Player who has played 40 competitive games for Newport County AFC will be entitled to 1 Complimentary Ticket and must email [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) 48 hours prior to kick off.

### **Away Matches**

Each EFL Club operates on a reciprocal ticketing arrangement and each club within the league varies on how they operate such a system, however, NCAFC will request 30 such tickets which will all be allocated to players and management.

### **Tickets for Troops**

The Club will continue to support this initiative and will provide 6 matchday tickets for each of the 2021/2022 season home matches (Covid regulations allowing), upon the provision that names are provided to us by 12pm on a Thursday or Monday dependent on the fixture.

### **Academy**

The Club will provide matchday tickets to full time Academy staff and Scholars – 20 tickets

In addition, the part time Academy coaches (50) will be provided with matchday tickets but their number must be provided to [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) by 12pm on a Thursday or Monday dependent on the fixture.

If details have not been provided no tickets will be given.

Llswerry School will be provided with 90 tickets per calendar month provided their numbers are submitted by 12pm on a Thursday or Monday dependent on the fixture, as above.

If details have not been provided no tickets will be given.

All such tickets will relate to the Compeed Stand.

### **County in The Community**

CiTC staff engaged in matchday visits and activities will be issued with an ID Card to facilitate entry.

In addition, the CiTC will be provided with 2 tickets per member of staff. These requirements must be emailed to [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) by 12pm on a Thursday or Monday dependent on the fixture.

### **Opposition Fixtures**

Newport County AFC allocate 30 Complimentary tickets to each opposition team.

Useful Contacts

Ticket Executive

[tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk)

Media Manager

[media@newport-county.co.uk](mailto:media@newport-county.co.uk)

Commercial

[commercial@newport-county.co.uk](mailto:commercial@newport-county.co.uk)

Newport County AFC Office

[office@newport-county.co.uk](mailto:office@newport-county.co.uk)

Head of Safeguarding

Kelly Anderson

[safeguarding@newport-county.co.uk](mailto:safeguarding@newport-county.co.uk)

Tel: 07519 822227