



## Community Tickets - Terms & Conditions

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## Community Tickets - Terms & Conditions

Bradford City FC Community Foundation offers a Community Ticket scheme in conjunction with Bradford City AFC. This offer is applicable to Schools, Junior Clubs, Youth Clubs, Community Organisations, Charities. Evidence of this may be requested when tickets are reserved under this scheme.

This document sets out the terms and conditions in relation to this Community Ticket Scheme.

### How to Reserve Community Tickets

The price of a community ticket is £4.00 (with an additional 8p booking fee charge per ticket). To reserve a ticket, you must submit a request through our booking system that will be shown on [our website](#). Tickets will go live 10 days before the fixture, with a 5-day window in which you can reserve tickets.

To ensure the fair use of the scheme, organisations when ordering tickets must nominate a lead booker, who will act as the Foundation's point of contact for all communications relating the order, and provide both the name and type of organisation they are purchasing the tickets for, e.g. Rastrick Junior Football Club - Junior Sports Club.

Payment will be taken at the time of reserving community tickets. We strongly advise that tickets are purchased by a lead booker only, to ensure ease and efficiency of communication should there be any issues or cancellations regarding the order.

We also strongly advise that either the lead booker, or a nominated representative from the organisation, is responsible for the collection and distribution of the tickets. This will ensure that tickets do not have to be distributed on an individual basis e.g. to parents of attending children from a school, for which the Foundation will not be responsible.

You will automatically receive an email confirmation which is acknowledgement that we have received your order. Please note that this confirmation is **not a match ticket**. If you do not receive a confirmation within 24 hours, please email [tickets@bcfcccommunity.co.uk](mailto:tickets@bcfcccommunity.co.uk) to confirm the order has been received.

By reserving tickets you confirm that: (a) you are legally entitled to order these tickets and are applicable for the scheme; (b) you are at least 18 years of age; (c) you accept that for every 4 children (under the age of 14) in attendance, there must be at least 1 adult in attendance, and at least 2 adults to a maximum of 8 children.

### How to Collect Community Tickets

All match tickets for the coming season will only be available as paper tickets. Paper tickets must be collected before the fixture they have been supplied for. Details on ticket collection will be listed in the event details on the ticket listing on the Foundation's website, and in the order confirmation for each order. It is the buyer's responsibility to ensure that they read this information prior to collecting tickets, and to collect them at the times, dates and locations specified. Whilst the Foundation will endeavour to answer any queries and may be flexible on ticket collections in certain circumstances, this may not always be possible. Customers are strongly advised to collect tickets during the specified windows.

### Fixture Allowance

There will be a maximum of 100 tickets available for available fixtures per organisation for the coming season.

The Club reserves the right to categorise games and alter the number of community tickets available to the Foundation based on the team's performance and position in the league, or based on the number of away fans which may attend any fixture in the coming season.

To ensure fair use of the initiative, the following thresholds are in place when placing orders:

- An organisation can order a maximum of 200 tickets across a season; or
- An organisation can attend a maximum of 8 home league fixtures in a season.
- Organisations are required to order a minimum of 5 tickets per order, to ensure lead bookers for e.g. community organisations do not exploit the scheme.

Organisations will no longer be able to access the initiative during a season once they meet one of the above thresholds or request fewer than 5 tickets to a fixture. Furthermore, no group/organisation can order tickets for **three consecutive** home games. If an organisation has reached their capacity within the initiative, the organisation will still be welcome to purchase full price tickets from the Club's ticketing website.

### Cancellations & Refunds

All Community Tickets are non-refundable, other than in the instance that the Club cannot fulfil the order reserved. In this case a full refund will be issued to the payment card that was used to make payment.

Failure to read and understand the accompanying Terms and Conditions and fixture allowance policy will not result in a refund for purchased tickets if any of the above thresholds are met/exceeded. The Foundation and Director of Ticketing maintain the right to use fair judgement in offering alternative solutions to customers, e.g. transferring the tickets to a future fixture if an organisation requests tickets for two consecutive fixtures.

All communications regarding cancellation and refunds will be between the Foundation and the lead booker for each order.

### Re-selling of Tickets

Tickets purchased via the Community Ticket scheme **can not be resold**. Any customer, and that customer's organisation, found to be re-selling tickets purchased via the scheme will be permanently banned from purchasing community tickets in the future.

### Safeguarding & Concessions

The Club takes its responsibility for the safeguarding of children seriously, therefore any supporter under 14 years of age must be accompanied by, and seated with, a responsible or qualified adult, parent or guardian (aged 18 years and over). Where seats directly together are not available, the Club will decide based on the proximity of the nearest seat. This decision is not negotiable.

When attending a fixture with children, there must be 2 adults to a maximum of 8 children. This means that groups with more than 2 children must contain at least 2 adults for every 8 children in attendance. The Club has the right to refuse entry to anyone who does not comply with this rule. When reserving community tickets, it is the responsibility of the organiser to ensure that qualified adults, parents or guardians are attending with a child. The Community Foundation and the Club will be absolved of any responsibility should these conditions not be met.

## **Babe in Arms Policy**

Children under 2 years of age will only be admitted into the stadium with a ticket, and are subject to one child under 2 per adult. The responsibility for the infant or baby's welfare, comfort and safety always lies entirely with the parent during the match, pre and post-match activities and always while on the footprint of the University of Bradford Stadium or any facilities on the periphery of the stadium whether or not that area is controlled by the football club.

Specifically, parents must be aware there are risks to consider including, for example, the danger associated with a ball travelling at speed into the crowd, the impact of crowd noise on your baby and the potential for adverse weather. Therefore, the Club would recommend that infants and babies are not taken into sections of the stadium that are directly behind the goal in the North Stand Kop or South Stand, or in the lower section of the West Stand.

Within the West Stand, access to banqueting rooms may be allowed with one parent if the child becomes fractious or unsettled by the behaviour of the crowd or the noise while the match takes place. The Club has only limited baby-changing facilities available within the stadium.

The Club is unable to offer any storage facilities for prams or buggies. The Club confirms that admittance of an infant or baby to a match is entirely at the discretion of the parents who make an informed decision in this regard following the outlining of the risk factors to them. We accept no liability in the event of a child being harmed in any way by one of the risk factors listed above or any other incident in the stadium.

Where a large number of children are in attendance the safety officer will look at stewarding levels and the stewarding experience assigned to those areas of the ground.

At every match there is a matchday safeguarding officer in attendance who will support in any instances where there are unaccompanied children, or in the case of any child being denied access to the ground.

# SPECTATORS' CODE OF CONDUCT

**BRADFORD CITY AFC, IN PARTNERSHIP WITH THE ACADEMY AND COMMUNITY FOUNDATION, WORKS ACROSS THE CITY TO BE INCLUSIVE AND ANTI-DISCRIMINATORY AND WORK CLOSELY WITH THE EFL, THE FA, KICK IT OUT AND LEVEL PLAYING FIELD.**

**We want to ensure**

the club is a place that is child and family friendly and free from discrimination and unfair behaviour and will do everything we realistically can in order to achieve these objectives.

**The club will not**

tolerate unacceptable conduct at the University of Bradford stadium or at away football stadiums. Unacceptable conduct brings the club into disrepute.

**Bradford City AFC expects all supporters to conduct themselves in a way that represents the values of the club.**

**Conduct which jeopardises**

the safety and enjoyment of others or is likely to bring the club into disrepute is not acceptable and will not be tolerated.

**Unacceptable conduct**

is conduct considered to be violent or disorderly. Violent conduct includes any actual, attempted or threatened physical violence against any person, or intentional damage to property.

**Disorderly conduct includes**

- that which is designed to create hatred or ill will towards individuals or groups based on their age, gender, race, religion or belief, sexual orientation, gender identity and/or disability.
- using threatening or abusive language or conduct, displaying anything which is threatening, abusive or insulting.

In respect of any individual who is guilty of a football-related offence or is in breach of EFL Ground Regulations either at the University of Bradford stadium or when visiting other stadia the club will take appropriate action, any action which is deemed serious enough will be reported to the Police for investigation.

Such action is likely to include:

- Refusal of entry to, or ejection from the stadium followed by a written warning.
- Temporary and/or indefinite club or Football Banning Order from attending Bradford City AFC home and away fixtures.
- Report to the police potentially resulting in criminal proceedings leading to banning orders for all matches and/or custodial sentences.
- The signing of an Acceptable Behaviour Contract (ABC) and subject to the terms and conditions set out within.

**It is recognised that the action taken will be relevant to each individual case and we work closely with West Yorkshire Police to share and collate information regarding any supporters involved in unacceptable conduct and behaviour at both home and away fixtures.**

**[www.bradfordcityafc.com](http://www.bradfordcityafc.com)**

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## **Ticket Information and Design**

The reverse of tickets shows ground plans, with names of stands and blocks and turnstile numbers.

Tickets contain a QR code which is individually numbered and can be blocked where required.

Group maps are situated around the ground perimeter and all turnstiles are clearly labelled.

## **Postponed or Cancelled Fixtures**

In the event that a fixture is postponed or cancelled, and tickets have already been issued, ticket holders should be informed to retain their tickets and observe the Club's website the following day for an announcement. Ticket holders must retain their ticket portion to be used at the rearranged game.

If, for example, you are purchasing Community Tickets for a school, and the rearranged fixture takes place on a weekday at a time which is unsuitable for attendees of school age, the Head of Ticketing and Supporter Services will decide if the tickets can be honoured at a different fixture. The Foundation will act as liaison and shall inform you of any decision made.

## **General Data Protection Regulation**

We're committed to protecting your privacy so you can feel confident about the information you provide. To reflect the new standards established by the General Data Protection Regulation (GDPR), we've updated our privacy policy to now include: - Rights under GDPR. The General Data Protection Regulation expands your existing set of rights regarding your personal data. These include the ability to withdraw your consent, the right to correction, and the right to be forgotten. - The data you provide is used; fairly and lawfully; for specifically stated purposes; in a way that is adequate, relevant and not excessive; for no longer than is absolutely necessary; accurately according to people's data protection rights; safe and securely. Any data provided will be shared with Bradford City AFC for the purposes of processing the tickets. Your data is NOT transferred to third parties nor is it transferred outside the European Economic Area without adequate protection.

From time to time we may send out carefully selected advertisements from companies who support and fund our work. By reserving tickets through the Bradford City FC Community Foundation Community Ticket Scheme, you agree to supporting this by accepting promotions and offers being sent to you. Please note that these may be sent out via MailChimp, which is a third party organisation. You can opt out of these at any time using the unsubscribe link at the bottom of all emails received.

## **Club's Terms & Conditions**

To view the Club's full terms and conditions on admissions, please visit the official ticketing website at <https://www.bradfordcityafc.com/club/club-policies/>

## **Feedback Survey**

We will contact you following the fixture you have attended with a feedback survey. This will ask you for feedback on your matchday experience, and the community ticket scheme. The survey is optional, however we would greatly appreciate your feedback.

## **Review**

These terms and conditions will be reviewed and updated at least annually, and more frequently if any necessary changes are made.

