MCFC Club Tour Terms and Conditions

The following terms and conditions (the "**Club Tour T&Cs**") shall apply to all purchases of Tickets for entry to the Club Tour (as defined below).

Definitions

For the purposes of these Club Tour T&Cs, the following definitions shall apply:

"Box Office"	means the Club's box office in the City Store at the Ground;
"Club"	means Manchester City Football Club Limited (company number 40946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester, M11 3FF;
"Club Tour"	means the official tour of the Ground operated by the Club;
"Ground"	means the Etihad Stadium, Etihad Campus, Manchester, M11 3FF;
"Meeting Area"	means the area adjacent to the entrance to the Club Tour located by the West Reception at the Ground;
"Ticket"	means a ticket for the Club Tour;
"Visitor"	means any person who purchases a Ticket or in respect of whom a Ticket has been purchased.

1 Tickets

1.1 The Club operates the Club Tour. All purchases of Tickets are made subject to these Club Tour T&Cs and by purchasing Tickets Visitors acknowledge that they have read, understood and agree to be bound by these Club Tour T&Cs. Any Visitor purchasing Tickets on behalf of a third party shall be deemed to be acting with the consent of each person for whom they are purchasing a Ticket and shall be deemed to be acting with the authority to agree to these Club Tour T&Cs on their behalf.

1.2 Tickets are sold subject to availability and the Club makes no guarantee regarding availability of any Club Tour time slots prior to booking confirmation being issued by the Club.

1.3 Tickets can be purchased from the Box Office (opening times of which are available at shop.mcfc.co.uk) or online at www.mcfc.co.uk/tours or via authorised agents of the Club. The Club recommends Visitors purchase Tickets in advance to avoid disappointment.

1.4 Tickets may not be re-sold or transferred to any third party without the express written authorisation of the Club and Tickets transferred or re-sold without such authorisation shall be deemed null and void.

1.5 All Visitors intending to use a concessionary Ticket must provide evidence that they are either over 65 or under 16 years old.

2 **Visitors with Special Needs**

2.1 For Visitors with special needs, please telephone the Club's tours team on 0161 444 1894 and they will be happy to assist.

3 Purchases via the Box Office or www.mcfc.co.uk/tours only

3.1 Any person wishing to purchase Tickets for large groups or for any Visitor(s) with special requirements (for example, wheelchair users) should do so by contacting the Club's tours team on 0161 444 1894 or by sending an e-mail to tours@mcfc.co.uk. The maximum number of Visitors who may attend a single Club Tour is 30. Groups of more than 30 shall be split across a number of Club Tours. Where there are 10 or more Visitors aged under 16 in a group, there must be at least one adult per 10 child Visitors in attendance on the relevant Club Tour.

3.2 Any School attending a Club Tour for educational purposes shall be entitled to a 50% discount on the applicable Ticket price. The Club reserves the right to require such Visitors to provide appropriate evidence demonstrating their educational purpose / status.

3.3 The price of Tickets shall be published on the Club's website and at the box office. Tickets for children under 4 shall be issued free of charge but must still be booked using one of the methods set out in clause 1.3 above.

3.4 Any Visitor wishing to purchase Tickets online with a debit or credit card must do so no later than 30 minutes before the start time of the Club Tour they wish to attend. Visitors may be denied entry to a Club Tour if their payment by debit or credit card is not processed before the start time of the relevant Club Tour. Visitors wishing to purchase Tickets from the Box Office may do so at any time prior to the start time of the Club Tour they wish to attend (subject to availability and the Box Office opening hours) by cash or debit / credit card.

4 Club Tours

4.1 Visitors who have purchased Tickets in advance should ensure they arrive at the Ground at least 15 minutes prior to their Club Tour start time and report to the Meeting Area. Visitors who have not purchased Tickets in advance should arrive at the Ground at least 30 minutes prior to the start time of the Club Tour they wish to attend to avoid disappointment and should ensure they arrive at the Meeting Area in good time. The Club cannot guarantee access to the Club Tour to any Visitor who arrives late to the Meeting Area and shall not be liable for any refund in the event access is denied to the Club Tour for this reason.

4.2 Children under the age of 16 must be accompanied at all times by a responsible adult Visitor in possession of a Ticket for the same Club Tour in order to be granted access to the Club Tour. The Club reserves the right to require confirmation of the age of any Visitor for the purposes of this clause 3.2.

4.3 Possession of a Ticket shall grant the holder the right to attend a Club Tour at the time and date stated on that Ticket or booking confirmation only. Visitors shall only be permitted access to the parts of the Ground that form part of the Club Tour from time to time.

4.4 The Club shall not be obliged to admit to the Club Tour any Visitor who forgets their Ticket nor shall it be obliged to issue any other form of Ticket for the relevant Club Tour.

4.5 All Visitors agree they shall not:

a) cause any damage to the Ground ();

b) treat the Club staff or any other person at the Ground in a threatening or abusive manner;

c) engage in any abusive, dangerous or other unacceptable behaviour (including, for the avoidance of any doubt, any homophobic, sexual, sectarian, racial or discriminatory behaviour in any form, whether physical, verbal or other) in or around the Ground;

d) bring to the Ground any food, drink, dangerous or illegal substances or animals;

e) smoke in any areas of the Ground apart from those designated for such purpose, if any (the Club operates a zero-tolerance policy in relation to this matter); or

f) bring into the Ground any luggage items larger than A4 size. The Club does not provide facilities to store any oversized luggage and reserves the right to refuse access to any Visitor with oversized luggage.

g) ask any member of staff to engage with the use of their own possessions. With regards to cameras or any electronic equipment please be aware that staff members are not responsible or liable for any damages to any visitor's personal property when on the tour. If giving a member of staff a camera or your own possessions, this will be at your own risk and the Club will not be responsible or liable.

4.6 Visitors shall be required to comply with the instructions of Club staff at all times when on the Club Tour and otherwise in the Ground, which may include security searches.

4.7 Save as regards mobile telephones and cameras for personal and private use only, Visitors shall not bring into (or use within) the Ground, Meeting Area any equipment that is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to the Ground, , Club Tour or any part thereof. For the avoidance of doubt, telephoto lenses are strictly prohibited. Any Visitor acting in breach of this clause 3.7 may have such equipment confiscated until the end of the Club Tour and / or exit from the Ground and may be required to deliver up any tapes, films, disks or other recordings or data to the Club and / or the Premier League and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and / or the Premier League.

5 Cancellation

5.1 Visitors shall not be entitled to cancel their Tickets (in whole or part) and the Club shall be entitled to seek full payment in respect of all Tickets once ordered or booked (subject to clause 4.2 below). Any Visitor who wishes to alter the date and/or time of their Club Tour must contact the Club Tour team on 0161 444 1894 or by sending an e-mail to tours@mcfc.co.uk if the Ticket was bought directly from the Club. If the Visitor purchased their Tickets via an authorised agent, they must contact the agent. The Club shall use reasonable endeavours to meet Visitor requests to rearrange the time and / or date of any Club Tour but does not guarantee that it shall be able to do so. No refunds shall be given in the event that a Visitor is not able to attend the Club Tour at the relevant time and / or date.

5.2 The Club reserves the right to change the proposed time and / or date of any Club Tour without any liability to any Visitor if:

a) any part of the Ground used as part of the Club Tour is closed for operational reasons, maintenance, repairs, re-structure or redecoration;

b) the change in time and / or date is necessary in order for the Club to comply with any requirements of the Football Association, the Football League, the Premier League, FIFA or UEFA; or

c) the Club, the police or any relevant authority consider that a postponement is necessary in the interests of safety, public order or crowd control.

If any Club Tour is postponed or cancelled by the Club, the Club shall use reasonable endeavours to notify all Visitors who have pre-booked tickets to any affected Club Tour as soon as is reasonably possible. Visitors shall be entitled to attend a rearranged Club Tour or to a full refund in the alternative.

5.3 The Club shall, without liability to any Visitor or any other third party, have the right to block off access to or remove any part of the Club Tour at any time where such restriction or removal is required to carry out maintenance, repairs, restructuring or redecoration or to meet the operational or commercial needs of the Club, acting in its absolute discretion.

5.4 The Club reserves the right to refuse entry to or to eject from the Club Tour

or Ground any Visitor who in the opinion of the relevant member of Club staff:

a) acts in contravention of clause 3.5 above; or

b) otherwise acts in contravention of these Club Tour T&Cs; or

b) unreasonably refuses to consent to a search of his / her person or possessions on entry to the Ground,

and the Club shall not be obliged to issue any refund to a Visitor ejected or refused access under this clause 4.4.

6 General

6.1 These Club Tour T&Cs along with any associated online content and / or information provided to Visitors at the box office when purchasing Tickets comprise the whole agreement between the Club and Visitors in relation to Tickets and the Club Tour.

6.2 The Club and its group companies shall be entitled to enforce these Club Tour T&Cs against Visitors.

6.3 Visitors acknowledge and agree that any personal data provided by them to the Club in the purchase of Tickets shall be collected, stored and used by the Club in accordance with the Data Protection Act 1998 and the Club's Privacy Policy (available online at www.mcfc.co.uk/common/privacy).

6.4 If any of these Club Tour T&Cs are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, they shall, to that extent, be severed from the remaining terms and conditions which shall continue to be valid to the fullest extent permitted by applicable laws.

6.5 The failure by the Club to exercise or a delay by the Club in exercising a right or remedy provided by these Club Tour T&Cs does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. A waiver of a breach of any of these Club Tour T&Cs does not constitute a waiver of any other breach and shall not affect the other terms and conditions.

6.6 These Club Tour T&Cs (and any claim or dispute arising thereof) shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.