

Fax Number: +44 (0)20 7704 4551

ARSENAL FOOTBALL CLUB - HOSPITALITY TERMS & CONDITIONS

Application & Payment

All applications for hospitality must be received by completing the reservation form in full. Payment details must be included at time of application in order to secure a reservation and payment will be withdrawn immediately. No reservations will be accepted without payment details.

Confirmation of Reservation

All hospitality is subject to availability and any booking requests are not confirmed until a written letter of confirmation is sent.

Cancellation Policy

All cancellations must be received in writing at least 28 days prior to the fixture to receive a full refund. Cancellations received 15-27 days prior to the fixture will be subject to a 50% charge of the total cost; cancellations received on day 14 and thereafter will be subject to full payment. No cancellations will be accepted over the phone.

Fixture Dates

All fixture dates are subject to change. Should the situation arise where a fixture is changed you will be offered the option to retain the reservation, change to an alternative fixture (subject to availability) or claim a full refund. The Arsenal Football Club plc cannot reimburse any additional costs occurred as a result.

Fixture Times

All fixture times are subject to change. Should a fixture change to an earlier or later kick-off the food and drink package may be changed and will be of the same value as previously offered. Alcohol will be served in accordance with the licencing law. You will be notified of any changes in writing. The Arsenal Football Club plc cannot reimburse any additional costs occurred as a result, offer any discount or provide a full refund.

Tickets

Due to the high demand at Arsenal, for larger group bookings it is not guaranteed that you will all be seated together in the ground. Tickets will be allocated as close together as possible. This does not effect your dining arrangements.

Away Supporters

Reservations from away supporters in the corporate hospitality facilities will be taken at the clubs discretion. All corporate hospitality seating allocation is in the home supporter's stands and away supporting guests must be respectful of this. Any guest who does not adhere to this will be ejected from the stadium.

Resale Policy

Facilities are not for resale or sublet by the purchaser for the receipt of payment except with the express consent of The Arsenal Football Club plc or the resale or sublet is arranged for the purchaser by The Arsenal Football Club plc.

For reservations made with the sole purpose of resale we require the following additional information to be provided on time of booking:

1. Agencies making reservations on behalf of a client who pays a retainer or are their nominated agency, proof of the agency-client relationship must be provided. Written confirmation must be provided by the client on application, no reservations will be accepted without this.
2. Agencies that are not on a retainer are permitted to resell the packages at a maximum of 10% increase on the cost charged by Arsenal. In addition the clients name and data must be provided on application, including full contact details.

All reservations are taken entirely at the Club's discretion. If the resale policy is not being adhered to Arsenal retain the right to withdraw the reservation at any time without a full refund guaranteed.

Contact Details:

Please return this form to the Hospitality Department by fax or post.

Hospitality Department
Arsenal Football Club
Highbury
London N5 1BU

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