

ALL CLUB



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**LCFC**

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STADIUM**

# SUPPORTER CHARTER 2015/16

Version updated November 2015



← EAST STAND

NORTH STAND →

SOUTH STAND →

WEST STAND →

RECEPTION

CITY FANSTORE

HOSPITALITY

MEDIA

PLAYERS

GOODS IN →

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**Large font, braille and audio copies are available on request by emailing [disability@lfc.co.uk](mailto:disability@lfc.co.uk)**



## WELCOME TO LEICESTER CITY FOOTBALL CLUB

Thank you for choosing to visit King Power Stadium.

Our Supporters' Charter has been designed to help you get the most out of your visit to Leicester City Football Club and King Power Stadium.

We hope that this Charter will help you prepare for your trip, however should you require any further information please email [help@lfc.co.uk](mailto:help@lfc.co.uk) and our Supporter Liaison and Disability Access Officer will assist you.

Leicester City Football Club expects its supporters and all attendees at King Power Stadium to conduct themselves in an appropriate manner at all times. The Club will not tolerate racist, violent, threatening, abusive, obscene or provocative behaviour or language and will take the strongest possible action against conduct that falls short of our expectations.

Leicester City is committed to creating a passionate, inclusive, welcoming environment in which everyone is free to enjoy the matchday experience. Should you experience issues with supporter behaviour in your area of the stadium, contact our LCFC Help team through one of the provided methods:

For immediate action:

SMS: Text **60066** and start your message with the word **FOXES**

For further enquires after the game:

Email: [help@lfc.co.uk](mailto:help@lfc.co.uk)

Tel: **0344 815 5000 (option 4)**

Twitter: [@LCFCHELP](https://twitter.com/LCFCHELP)

We would like to thank you for your support and look forward to welcoming you to King Power Stadium.

# OUR COMMITMENT TO YOU

LCFC will always offer the forum for supporter and customer feedback through the designated LCFC Help hotline, 0344 815 5000 (option 4) and email address [help@lcfc.co.uk](mailto:help@lcfc.co.uk) or on Twitter using @LCFCHELP

## LCFC Help

All correspondence sent to LCFC Help will be responded to within 48 hours of receipt with a full resolution whenever possible to be made within one week of the initial communication. If you are not happy with your response please e-mail the Manager, CEO & Board Office – [angela.white@lcfc.co.uk](mailto:angela.white@lcfc.co.uk)

If you are unable to resolve your issue with the Club you can write to The FA Customer Relations, The Football Association, Wembley Stadium, PO Box 1966, London, SW1P 9EQ, or telephone [0800 389 0699](tel:08003890699).

If you are not happy with the response from the FA you may contact the Independent Football Ombudsman, Suite 49, 57 George Street, Leeds, LS1 3AJ, e-mail [contact@theifo.co.uk](mailto:contact@theifo.co.uk) or telephone [0800 588 4066](tel:08005884066).

LCFC Help is also operational on a matchday through the dedicated text shortcode service which can be used to alert our stewards to any situations occurring within King Power Stadium on a matchday. Use of this service is actively promoted within the pages of the matchday magazine, the video screens and across the matchday PA system. Merely use your mobile by texting **60066** starting with 'FOXES' followed by your message and our supporter service staff will monitor the situation.

## Leicester City Fans Groups

- Leicester City Football Club works closely with our supporters and holds regular meetings with the Fans Consultative Committee. Anyone requiring further information should contact [help@lcfc.co.uk](mailto:help@lcfc.co.uk)
- Leicester City Disabled Supporters Association: [dsasecretary@btinternet.com](mailto:dsasecretary@btinternet.com)
- Leicester City Supporters Club: [leicestercitysupportersclub@hotmail.co.uk](mailto:leicestercitysupportersclub@hotmail.co.uk)
- The Foxes Trust: [office@foxestrust.com](mailto:office@foxestrust.com)
- If you would like more information on further Supporter Groups that LCFC works with such as Foxes Pride and Union FS, email us at [help@lcfc.co.uk](mailto:help@lcfc.co.uk)

## Fans Consultative Committee (FCC)

The FCC forms part of the Clubs on-going consultation process with supporters and customers.

The Committee plays an important role in helping the Club better understand the thoughts and feelings of supporters throughout the year and consults with its members on a wide range of topics ranging from ticket prices to Club policies.

## Safety Advisory Group

The Club meets regularly with the Safety Advisory Group to discuss all home fixtures. The Safety Advisory Group comprises of several organisations which include the Local Authority, Leicestershire Police, Leicester Fire and Rescue Service, East Midlands Ambulance Service amongst others. The Operations Director represents the Club and two Leicester City Supporters also sit on the committee; the names of the supporters are available on request.

## Data Protection

Leicester City will maintain the privacy and security of all details that we keep on record in accordance with the Data Protection Act 1998. We may contact supporters from time to time with information we think may be of interest about upcoming fixtures, events or new products, as well as all the latest news and exclusive competitions from the Club.

## Equal Opportunities

Leicester City Football Club prides itself in being an equal opportunities employer. Those involved in any aspect of LCFC, whether a valued member of staff, a customer or a loyal supporter, we will always endeavour to provide inclusive opportunities for all whenever and wherever possible.

## Safeguarding at LCFC

At our Football Club we aim to provide a safe and positive environment for everyone. We take our responsibilities in this respect very seriously. All of our supporters should come to games and feel safe especially children, young people and vulnerable adults.

When you visit our stadium or participate at our Club you have the right to feel that you have been treated equitably with dignity and respect. All staff with responsibility for children, young people and vulnerable adults have a duty to keep them safe and to help protect them from abuse and harm.

On a matchday you will find helpful contact numbers displayed in our concourses.

Should you have concerns of a safeguarding nature please direct them to our Safeguarding & Welfare Officer at [safeguarding@lcfc.co.uk](mailto:safeguarding@lcfc.co.uk)



# HOW TO FIND US

We want you to enjoy your King Power Stadium experience, and that starts with how to get here.

Transport links continue to be a key benefit of the location of Leicester City Football Club for supporters, customers and visitors alike, with road and rail links both in close proximity to the stadium.

The main road links of the M1 and M69 motorways provide excellent access from the north and south to the City's already favourable central location. Non-road users can also benefit from the great transport links with Leicester Train Station only a short distance away.

Supporters and customers living around the county boundaries and beyond will find getting here relatively hassle-free.

## By Road - From North & South:

There are two different routes into King Power Stadium from the M1 and M69 Motorways - see the map for full details or please visit [www.visitleicester.info/plan-your-trip-here](http://www.visitleicester.info/plan-your-trip-here)

## By Train:

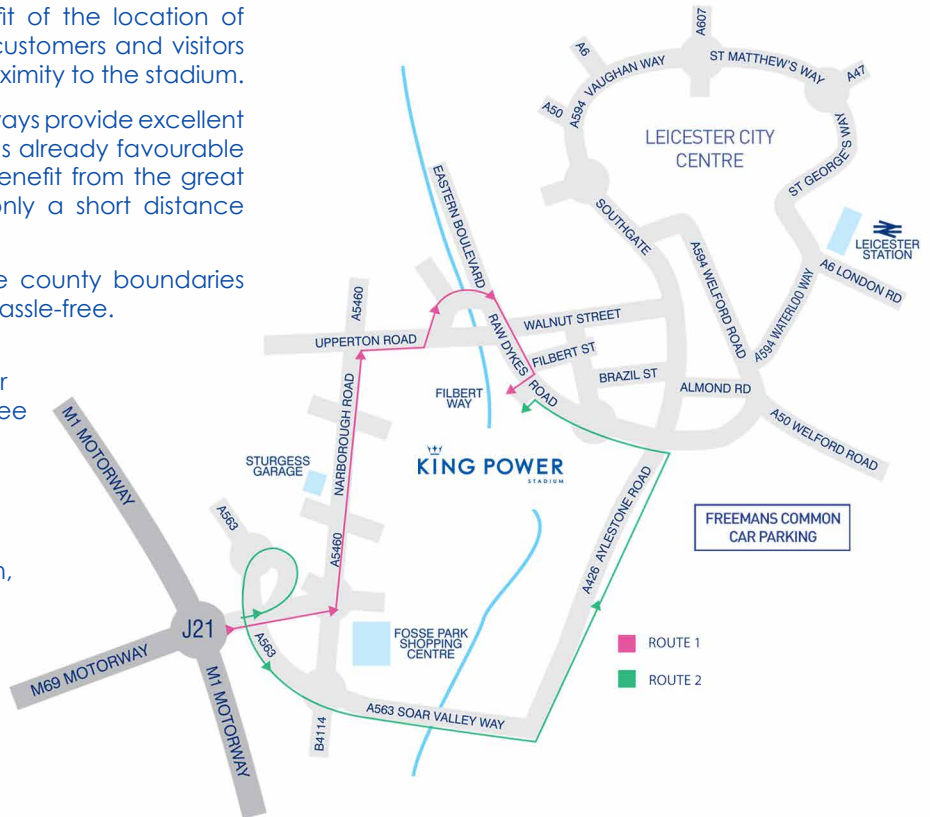
King Power Stadium is a five minute drive or 20 minute walk from Leicester Railway Station, London Road, Leicester, LE2 0QB.

[www.eastmidlandstrains.co.uk/train-times](http://www.eastmidlandstrains.co.uk/train-times)

## By Bus:

Please use the following links to find the most suitable route to King Power Stadium:

[www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk)



# CAR PARKING

Parking spaces are available on a match-by-match basis at our Filbert Street car park for £16 per space. Car park spaces should be pre-booked preferably before the day of the match, however late bookings can be made up until 10am on the day of the match (subject to availability). Please contact the LCFC Sales Centre on **0344 815 5000 (option 1)** or visit the **City Fanstore** to purchase a space.

LCFC provides 10 car park spaces for visiting supporters with disabilities at £16 per car. These may be purchased directly from the visiting club's ticket office.

Parking is also available on Freemans Common Business Park (LE2 7SQ) on individual business car parks. The independent car parks are run in aid of the Multiple Sclerosis (MS) Therapy Centre. Parking is £4 and all proceeds go to the charity (see map below for directions).

Further parking is available in the City Centre, signposted on the approach roads and also at a nearby NCP car park (LE2 7AN) next to the Leicester Tigers Rugby ground.

For more information please visit [www.leicester.gov.uk/your-council-services/transport-traffic/traffic-travel/](http://www.leicester.gov.uk/your-council-services/transport-traffic/traffic-travel/)

## Car Sharing:

Car sharing is an initiative the Club would urge all supporters to look into.

This will not only limit congestion, but also reduce the carbon footprint of those travelling to matches at King Power Stadium.

For more information please visit [www.leicestershare.com](http://www.leicestershare.com)

# CYCLE PARKING

Leicester City promotes all forms of 'green' travel and therefore encourages its supporters to utilise its Cycle Park by cycling to King Power Stadium.

We understand that for some supporters the journey to King Power Stadium will be too far to consider cycling but for those who may live local to the club, it may offer an attractive alternative to avoiding the traffic, post-final whistle.

If you wish to cycle to the Stadium the Cycle Park is located on King Power Stadium car park and cyclists should enter via Car Park Entrance B showing their match ticket on entry.

There are 20 spaces available and parking is on a first come first served basis. Cycle parking is free of charge.

For more information please visit [www.cyclestreets.net](http://www.cyclestreets.net)



# SEASON TICKETS, MATCH TICKETS & MEMBERSHIPS

At Leicester City Football Club we want to make it as easy as possible for you to make your purchase.

## Purchasing tickets:

There are a variety of ways for supporters to make their purchases:

- In Person - Personal callers to the City Fanstore are always welcome. We are open 7 days a week and opening times are 9am-6pm Monday-Friday, 9am-5pm on a Saturday and 10am-2pm on a Sunday (Please check [www.lcfc.com](http://www.lcfc.com) for the Bank Holiday opening hours) . On a matchday the City Fanstore will remain open up to 45 minutes after the final whistle.
- By Phone – call **0344 815 5000 (option 1)** - Our City Sales Centre opening hours are 9am-6pm Monday-Friday, 9am-3pm on Saturdays (non-matchdays) and closed on Sundays.
- By Post – All postal enquiries should be sent to Leicester City Sales Centre, King Power Stadium, Filbert Way, Leicester, LE2 7FL.
- E-mail – Send your full requirements to [sales@lcfc.co.uk](mailto:sales@lcfc.co.uk) (for your own security, please do not leave credit or debit card details) and a member of our Sales Team will call you back.
- Visit [www.lcfcdirect.com](http://www.lcfcdirect.com) and log in or sign-up using your supporter number (if you already have one) – follow the instructions to choose your seats and process payment online.\*

\* Under 10 tickets in the Family Stand can only be purchased in the City Fanstore or City Sales Centre. Anyone with a Family Membership will not be able to purchase tickets online and can only be purchased via the City Fanstore or City Sales Centre.

\* Tickets for supporters with disabilities can only be purchased in the City Fanstore or City Sales Centre. Alternatively please contact [disability@lcfc.co.uk](mailto:disability@lcfc.co.uk)

## 2015/16 Season Tickets - SOLD OUT

Leicester City Football Club would like to thank all of our 23,000 Season Ticket Holders for purchasing a Season Ticket for the 2015/16 season.

## 2015/16 Match Tickets

Full information on match-by-match ticket prices and any local promotions currently on offer can be obtained by visiting the City Fanstore in person, by calling **0344 815 5000 (option 1)** or online at [www.lcfc.com](http://www.lcfc.com).

Concessions - It is important that we continue to encourage our young fans of the future to become part of our family club and we offer a number of initiatives for our next generation of Leicester City supporters. We also work hard to engage with members of the community who are less familiar with the drama and excitement of a live matchday.

To enable us to do this for the 2015/16 season we have once again offered competitively priced memberships and ticket pricing plans to suit a range of age groups and budgets.

- Adults, Senior Citizens (65+), Under-22s, Under-18s, Under-12s, Under-10s, Under-8s and registered supporters with disabilities and their carers'.
- Under 10s are able to see the Foxes in action for FREE when seated within the Family Stand when accompanied by a full paying adult.
- Tickets for home league matches will go on sale in blocks of four at different stages throughout the season offering supporters the chance to purchase their tickets for a desired game in advance across the various price points available.
- Match-by-match tickets will be graded as either a 'Cat A', 'Cat B', or 'Cat C' fixture.

Full pricing details can be viewed on the following page or by visiting [www.lcfc.com](http://www.lcfc.com)

## Cup Match Ticketing

Priority tickets will still apply to Season Ticket Holders and Members for Cup fixtures for the 2015/16 season. Where possible, ticket prices will be agreed with the opposing club. On agreement of prices be it a home or away fixture, ticket pricing information will be available through the Club media platforms (in the first instance [www.lcfc.com](http://www.lcfc.com)).

Season Ticket Holders will be given priority to purchase their current seats in the event of Cup ties although should the seat be allocated to the opposition in compliance with competition rules a suitable relocation will be granted to the Season Ticket Holder in this event.

In the event of a smaller anticipated gate for certain Cup fixtures all areas of the stadium may not be opened, this may result in certain Season Ticket Holders being required to relocate from their regular seats.



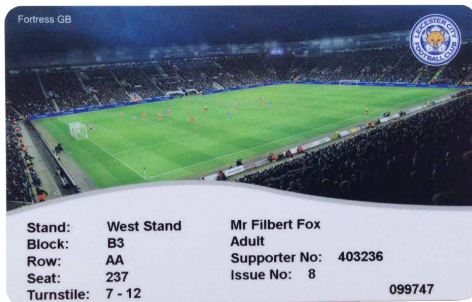
# MATCH TICKET PRICES

	Stand	Family Stand	West Stand				Spion Kop				East Stand				Fosse Club
	Blocks	P P1 P2 P3	JTT A1 C2	A2 C1	B1 B3	B2	SK1 SK2 SK3 SK4	G1 G2	H1 K1	J1 J3	J2				Walkers Hall Keith Weller
Adult	Cat A	£30	£30	£40	£50	£50	£40	£40	£45	£50	£50				N/A
	Cat B	£26	£26	£32	£44	£48	£36	£35	£41	£44	£48				N/A
	Cat C	£22	£22	£22	£28	£28	£22	£22	£22	£28	£28				N/A
Senior	Cat A	£29	£29	£35	£41	£44	£35	£35	£37	£41	£44				N/A
	Cat B	£24	£24	£32	£38	£42	£32	£31	£35	£38	£42				N/A
	Cat C	£22	£22	£22	£28	£28	£22	£22	£22	£28	£28				N/A
Under 22s	Cat A	£29	£29	£35	£41	£44	£35	£35	£37	£41	£44				N/A
	Cat B	£24	£24	£32	£38	£42	£32	£31	£35	£38	£42				N/A
	Cat C	£14	£14	£14	£20	£20	£14	£14	£14	£20	£20				N/A
Under 18s	Cat A	£24	£24	£28	£32	£34	£28	£28	£30	£32	£34				N/A
	Cat B	£20	£20	£22	£29	£33	£26	£25	£28	£30	£33				N/A
	Cat C	£14	£14	£14	£20	£20	£14	£14	£14	£20	£20				N/A
Under 12s	Cat A	£7	£8	£8	£15	£15	£10	£10	£12	£15	£15				N/A
	Cat B	£6	£7	£7	£13	£13	£10	£9	£12	£13	£15				N/A
	Cat C	£5	£6	£6	£6	£6	£6	£6	£6	£6	£6				N/A
Under 10s	Cat A	£5	£6	£6	£10	£12	£8	£8	£10	£10	£12				N/A
	Cat B	£0	£5	£6	£10	£12	£8	£7	£10	£10	£12				N/A
	Cat C	£0	£2	£2	£2	£2	£2	£2	£2	£2	£2				N/A
Under 8s	Cat A	£5	£6	£6	£10	£12	£8	£8	£10	£10	£12				N/A
	Cat B	£0	£5	£6	£10	£12	£8	£7	£10	£10	£12				N/A
	Cat C	£0	£2	£2	£2	£2	£2	£2	£2	£2	£2				N/A

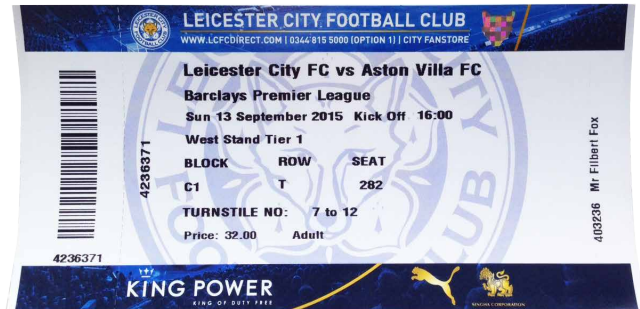


- 1 Shirt Printing & Information Point
- 2 City Fanstore (Merchandise and matchday ticket collections)
- 3 1884 Sports Bar
- 4 Media & Keith Weller Lounge Entrance
- 5 Players Entrance
- 6 Main Reception
- 7 Hospitality Entrance
- 8 Sub Ticket Office 1 (Home supporters matchday ticket purchases)
- 9 Sub Ticket Office 2/3 (Visiting supporters tickets when applicable)
- ♿ Turnstiles for supporters with disabilities

## YOUR SEASON CARD



## YOUR MATCH TICKET



## 2015/16 MEMBERSHIPS

Our membership packages ensure supporters have the best opportunity of securing tickets for the Premier League fixtures they want to attend.

We have introduced four categories of membership which will suit the needs of our members while providing fair access to the limited number of tickets available. (The **FAMILY FOX MEMBERSHIP** are now **SOLD OUT**.)



**GOLD FOX MEMBERSHIP**  
**£75**

First-tier priority on Home match tickets ahead of Season Ticket Holders

Enhanced priority on Away match tickets behind Season Ticket Holders

A place in the Members' Sale of Season Tickets for 2016/17

Season 2015/16 Members' Pack

Members-only eNewsletter and content

Exclusive LCFC discounts



**SILVER FOX MEMBERSHIP**  
**£40**

Second-tier priority on Home match tickets ahead of Season Ticket Holders

Enhanced priority on Away match tickets below Season Ticket Holders

A place in the Members' Sale of Season Tickets for 2016/17

Season 2015/16 Members' Pack

Members-only eNewsletter and content

Exclusive LCFC discounts



**CITY FOX MEMBERSHIP**  
**£20**

Third-tier priority on Home match tickets ahead of Season Ticket Holders

Enhanced priority on Away match tickets below Season Ticket Holders

A place in the Members' Sale of Season Tickets for 2016/17

Season 2015/16 Members' Pack

Members-only eNewsletter and content

Exclusive LCFC discounts

Memberships can be purchased from the City Fanstore, by calling the City Sales Centre on **0344 815 5000 (Option 1)** or online at [www.lcfdirect.com](http://www.lcfdirect.com).

# VISITING SUPPORTERS

As with our home supporters we endeavour to provide an inclusive experience on a matchday for everyone.

The matchday experience at LCFC is not limited to those seated within the home areas of the stadium.

We acknowledge as a Club that many supporters both home and away travel far and wide to see their club in action. We pride ourselves in endeavouring to offer the same care and attention to detail to our visiting supporters that is afforded to the home supporters throughout the season.



## PREMIER LEAGUE 'AWAY SUPPORTER INITIATIVE'

As a visiting supporter travelling to King Power Stadium our aim is to ensure each fan has an enjoyable matchday experience regardless of the result.

We are committed to offering supporters of visiting teams a comparable admission price compared with that of the home support and also offer an equal level of service in all aspects both inside and outside the stadium.

During your visit to King Power Stadium we have a variety of activities taking place including:

- **Welcome to King Power Stadium** – a special welcome and thank you for travelling to King Power Stadium
- **Staff wearing your Club colours** – our kiosk staff at the stadium will be wearing your club colours when serving you!
- **Projected images** – match highlights & images and stats of current and ex players that have played for both Leicester City and your club.
- **Fan Liaison Assistants** – our assistants will be around the stadium to check whether there are any problems gaining entry into the ground and will offer assistance if required.

\*In accordance with Premier League regulations, LCFC reserves the right to organise local promotions during the season.





# AWAY DAYS

All the information you need to know for Away Tickets and Fox Travel.

## REWARDING LOYALTY

Ticket sales procedures for away matches are designed to reward the fans who most regularly travel the length and breadth of the country supporting our team.

Our fans are rewarded points each time they purchase a ticket for an away game with Season Ticket Holders obtaining preference on all away match tickets on a priority basis. Points mean priority, which allows us to offer a fair system of sales, especially for our most in-demand games.

Before a single ticket is sold, we will announce a number of different on-sale dates for each individual game. Fans must have a specified number of points to be able to purchase during one of these sales windows. The exact number of on-sale dates, plus the points required for the game will be set once the size of the away allocation has been agreed.

**Selling dates for all away match tickets will be published on [www.lfc.com](http://www.lfc.com) as they become available.**

The Club reserves the right to vary this system at any time.

## FOX TRAVEL

Your support is important both home and away, so when travelling to those away destinations we like to ensure that the journey is as hassle free and affordable as possible with our Fox Travel service.

- Travel for the 2015/16 season is just £10 per person for all games (first ten coaches only)
- Each coach is hosted by two of our excellent stewards who will be there to help you on your way to and from the match.
- The option to purchase hot and cold beverages and snacks on board
- The Club offers FREE parking at King Power Stadium for everyone travelling on our away coaches

**Make sure you visit [www.lfc.com](http://www.lfc.com) for our coach departure times for each game.**



# SUPPORTERS WITH DISABILITIES

King Power Stadium has accessible friendly facilities that are available on both a matchday & non-matchday.

## Dedicated Accessible Support Stewards

LCFC have a dedicated team of Accessible Support Stewards to assist supporters with disabilities.

## Ambulant seating

Designated seating for supporters with disabilities (Block SK 4, Block H and Block P 2).

## Access bays

Leicester City offers a range of facilities for wheelchair and ambulant disabled supporters.

Pitch level wheelchair spaces are available with carer's seats at their side in the West Stand (Block A2, B1, B2, B3, C1, C2) and East Stand (Block H, J1, J2, J3, L1 ). We also have pitchside spaces available in The Kop (SK1-SK4) and the Family Stand (P-P3).

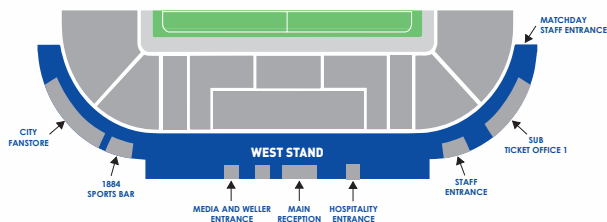
Upper platform wheelchair spaces with carer's seats behind in the Family Stand (Block P2), the Spion Kop (Block SK 4) and the East Stand (Block H & Block J3). Lower platform wheelchair with carer's seats behind in the Family Stand (Block P2), the Spion Kop (Block SK4) and the East Stand (Block L1).

## Audio Descriptive Commentary

Through the Club's Disabled Supporters Association and Alan March, of Alan March Sport Ltd, an audio descriptive commentary service is available FREE to supporters inside the stadium, giving the visually impaired the best possible matchday experience.

Unlike traditional radio broadcasts, the Alan March team, who have been specifically trained for audio descriptive commentaries, do not use a summariser and instead focus on making sure its listeners don't miss a kick of the action inside King Power Stadium.

Audio Descriptive Commentary sets can be collected from our matchday staff entrance. Please refer to the map opposite for location.



## Supporters with hearing loss

If you require assistance please contact our Supporter Liaison & Disability Access Officer on email [disability@lfc.co.uk](mailto:disability@lfc.co.uk) prior to the game.

## Accessible toilet facilities using the radar key system

All accessible toilets in King Power Stadium are fitted with RADAR locks. Supporters are advised to bring their own key. Keys are however available from our designated Accessible Support Stewards.

## Accessible Fox Away Travel Coach

LCFC provides Wheelchair Accessible Coach Travel to all away matches, where required. Coaches are fully stewarded and have hot and cold drink beverages and snacks are available to purchase during the journey.

## LCFC Disabled Supporters Association (DSA)

The LCFC Disabled Supporters Association is an independent and voluntarily organisation, self funded by membership fees and fundraising. Since forming in 1997 the DSA has gone from strength to strength in attracting new members, year after year.

The main aims of the DSA is to highlight the needs of supporters with disabilities and to ensure they receive equality in respect of their individual accessibility needs, when attending football matches at King Power Stadium.

The DSA have built a strong working relationship with the Directors and management team at the Club and work on a variety of issues including; safe seating, sight lines/views, car parking and accessible coach travel to away games.

This has resulted in increased numbers of supporters with disabilities attending matches at King Power Stadium.

The DSA are able to provide its members with advice and support by liaising with LCFC to resolve any enquiries or issues at King Power Stadium. The DSA also hold social events including quiz nights and player/manager question & answer evenings.

**Our Disability Access Officer is available to assist with any enquiries and can be contacted by calling 0344 815 5000 (option 4) or by e-mailing [disability@lfc.co.uk](mailto:disability@lfc.co.uk).**

**The DSA Secretary can also be contacted on 01858 467 456 or email [dsasecretary@btinternet.com](mailto:dsasecretary@btinternet.com)**

# MATCHDAY HOSPITALITY

Enjoy Hospitality at King Power Stadium and see the best of the Foxes this Barclays Premier League season.

## Hospitality for the 2015/16 season, in a Premier League of its own...

Whether entertaining clients, rewarding staff or simply absorbing the matchday experience, Leicester City Football Club has a variety of hospitality packages to fit the needs and budget requirements for businesses of every size.

Packages can be purchased on a seasonal or match by match basis with prices starting from just £90+VAT per person for a fixture at King Power Stadium.

### TV Studio

With all Executive boxes sold out for the 2015/16 season, Leicester City is delighted to introduce the TV studio matchday hospitality package. Available for either 12 or 16 guests; the TV studio package is the only match by match private venue available to purchase at King Power Stadium.

### Premier Lounge

King Power Stadium's Premier Lounge, Leicester City's First Class Matchday Suite accompanied with Directors Box seating.

### The Gallery

The Gallery, King Power Stadium's only pitch-facing restaurant, combines contemporary décor with fine dining, an all-inclusive drinks package and access to private balcony seating.

### Legends Lounge

As part of the on-going enhancements of King Power Stadium's hospitality facilities, the Lineker Suite becomes the Legends Lounge - giving the club the chance to pay homage to some of the greatest players ever to pull on City's famous blue shirt.

### Banks Lounge

Located on our prestigious 3rd floor, the Banks Lounge offers its guests a gourmet two-course Seasonal buffet, whilst one of our Leicester City legends ensures that your day at King Power Stadium lives long in the memory.

### Fosse Club

The Keith Weller Lounge, Reception Lounge and Walkers Hall offer our Fosse Club members a relaxed, welcoming environment in which to soak up the pre and post-match atmosphere, surrounded by the club's heritage and often visited by former LCFC players.

For further information on any of our packages simply call our hospitality sales team on **0344 815 5000 (option 2)**, visit [www.city-business.co.uk](http://www.city-business.co.uk) or email [city-business@lcfc.co.uk](mailto:city-business@lcfc.co.uk).

### Sponsorship & Advertising

There's a lot more to Leicester City than our matchdays - we're able to promote your business like no other medium and combine the creativity required for the new age of marketing opportunities with traditional methods for clear and concise branding opportunities.

For further information on any of our sponsorship or advertising opportunities simply call **0344 815 5000 (option 2)**, visit [www.city-business.co.uk](http://www.city-business.co.uk) or email [city-business@lcfc.co.uk](mailto:city-business@lcfc.co.uk).



# THE CITY FANSTORE

The City Fanstore is the flagship for all official lines of LCFC merchandise, of which many can now be purchased globally through [www.lcfdirect.com](http://www.lcfdirect.com) and throughout Thailand at all King Power Duty Free outlets.

Open 7 days a week, the City Fanstore aims to provide top quality official Leicester City merchandise at affordable prices to our customers.

## Opening hours

Monday to Friday: 9am to 6pm

Saturday: 9am to 5pm (Non Matchday)

Sunday: 10am to 2pm

On a matchday the City Fanstore will remain open up to 45 minutes after the final whistle.

Please check [www.lcfc.com](http://www.lcfc.com) for Bank Holiday opening hours.

In keeping with the many improvements that have been made at King Power Stadium, the expansion of the Club's retail operation is one of the most significant. Customers and supporters are offered a truly unparalleled shopping experience throughout the City Fanstore.

Wherever your purchase is made we want to guarantee you enjoy first class service, whether your transaction is made in store in person, via our dedicated mail order service or online at [www.lcfdirect.com](http://www.lcfdirect.com).

We want our customers to be 100% satisfied with the products purchased and to reaffirm this intention a full refunds policy is in place.

## Refunds

We want you to be satisfied with your merchandise purchases from the City Fanstore. If you are not satisfied with your purchases, please feel free to return them for an exchange or refund within 28 days of purchase.

Items with proof of purchase will be exchanged or refunded in full by the original method of payment. Items without proof of purchase will be exchanged or refunded by a gift voucher or at the latest price.

Faulty items must be returned clean, items that are worn or being worn will not be accepted.

No exchange or refund will be given on worn or damaged goods unless the items are of a manufacturing fault.

We strongly advise supporters to check your shirt/shorts fit before personalisation as refunds will not be given on printed items.

Your statutory rights are not affected.

Shop online 24-hours-a-day at [www.lcfdirect.com](http://www.lcfdirect.com)

City Fanstore **0344 815 5000 (option 7)**

Mail Order **0344 815 5000 (option 8)**



# BANNING ORDERS & APPEALS

We hope you enjoy your visit to King Power Stadium.

**Leicester City Football Club does not tolerate any form of anti-social behaviour. Should you find yourself in any trouble, information regarding our banning order procedures are set out below.**

## Statement of Intent

Leicester City Football Club will not tolerate verbal abuse, threatening behavior, violent conduct or an assault toward any member of staff.

Situations of this kind will be taken extremely seriously by the Football Club. The safety, security and welfare of our employees and customers are paramount.

### As a result any person committing:

- Verbal abuse toward a member of LCFC staff will instigate a three month ban from the footprint of the premises.
- Threatening behaviour toward any member of LCFC staff will instigate a six month ban from the footprint of the premises (depending upon the severity the ban may be increased).
- Violent conduct toward any member of LCFC staff will instigate a years' ban from the footprint of the premises (depending upon the severity the ban may be increased).
- Assaulting a member of LCFC staff will instigate a life time ban from the footprint of the premises.

Leicestershire Police will be advised or involved with every incident.

## The Process

• A person ejected from King Power Stadium on a matchday is expelled via the Police detention room whereby a duty Police Officer records their details and a slip is served outlining an automatic three match ban. The Environment Health Security Officer will serve notice via an official letter to the perpetrator posted the following working day. Subject to a Police enquiry the Football Intelligence Officer may also request an extension to the ban.

• Depending on the severity of the offence a banned supporter may be requested to sign a good behavioural document before the ban is rescinded.

• An appeal should be lodged by a signed letter addressed to LCFC Help, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL or attached to an email and sent to [help@lcfc.co.uk](mailto:help@lcfc.co.uk) stating the reason for a request for an appeal.

• The appeal procedure will be chaired by the Operations Director and supported by The Football Intelligence Officer of Leicestershire Police.

• The person will be advised of the Club's decision by an official letter within three working days of the appeal.

• A second offence carries a lengthier ban subject to advice from Police Intelligence.

## Banning Orders

Leicester City Football Club provides a safe and inclusive environment for all supporters. We operate a zero tolerance to anti-social behaviour and anyone who breaches our ground regulations will be subject to a banning order. In some instances the Club reserves the right to use season and lifetime bans.

Leicester City Football Club expects its supporters and all attendees at King Power Stadium to conduct themselves in an appropriate manner at all times. The Club will not tolerate racist, violent, threatening, abusive, obscene or provocative behaviour or language and will take the strongest possible action against conduct that falls short of our expectations.

# LCFC COMMUNITY TRUST

The Trust continues to enjoy a period of expansion which is forging effective links between the Club and the communities that it is proud to represent. Specific emphasis is placed on key areas of delivery which harnesses the power of football to inspire young participants to strive to achieve their potential and beyond.

Partnerships with the Premier League, Leicester City Council, Leicestershire Police and corporate backers enable the Trust to provide a comprehensive range of opportunities which create a positive impact on the lifestyles of young people in the city and county.



It is important to the Trust and to LCFC to recognise our supporter base as being at the heart and soul of our community and we strive to reach out to our supporters to engage with as many fans as possible and include them in our activities. It is also our aim to provide activities which encourage participants to make them feel part of the Club and become supporters and part of the "foxes family" as part of a life-long process.

The key areas of delivery are provided in education, employment, sports participation and community cohesion. The Clubs rise to Premier League status has provided added value to the comprehensive range of opportunities on offer, which are reflected in the following new, ground breaking, Premier League backed initiatives.

## Premier League School Sport

Delivery of School PE curriculum across the city for KS1 & KS2 pupils which provides exit routes for participants to pursue player pathways in football to attend, After School Clubs, Soccer Camps, Satellite Centres leading to Academy Development Centres. Additional educational provision is also offered in literacy by using football to inspire young people to read by participating in the Premier League Reading Stars Project.

## Premier League Kicks & Barclays Premier League Works

A seamless continuum which helps some of Leicester's disadvantaged young people to progress from crime diversion projects to take part in employability and money management courses.

## Looked After Children's Leaving Care Project

A high impact initiative which prepares some of the Cities most disadvantaged young people to leave the care system and develop confidence and life skills to adapt to independent living. The project is funded by Leicester City Football Club, Leicester City Council and is supported by the professional Footballers Association.

## Premier League Active Leaders & Multi – Sports Projects

This strand of delivery targets secondary school pupils to take part in health and social education projects in addition to gaining access to Olympic multi sports.

## Leicestershire Constabulary Community Champions Initiative

A cutting edge project which targets young people who are involved in youth related crime to encourage them to take responsibility for their actions and integrate in to the mainstream activities provided by the Trust as volunteers.

## Premier League Girls and FA Girls Centre of Excellence

Developing player pathways for girls to progress from participation level to pursue competitive excellence.

The Trust continues to expand in line with the Club's commitment to make a difference to the communities that it serves as part of its Corporate Social Responsibility strategy.

Should supporters have any ideas that you wish to put forward please email me: [mick.king@lfc.co.uk](mailto:mick.king@lfc.co.uk).

## Mick King

LCFC Community Trust Director





## LCFC FOXES FOUNDATION

After a superb year of fundraising last season, the LCFC Foxes Foundation is delighted to announce its five new partner charities for the 2015/16 campaign.

Once again the LCFC Foxes Foundation will aim to give back to its community by raising vital funds for a range of different local charities that make a huge difference to children and young people, health, education and human services in Leicestershire.

The 2015/16 season will see the Lord Mayor of Leicester's Appeal support two causes, including both Place2Be and the Spark Arts For Children, while the Royal Voluntary Service, Leicester Hospitals Charity Children's Appeal, Warning Zone and Once, We Were Soldiers will also benefit from the LCFC Foxes Foundation's efforts.

Established in 1993, **Place2Be** provides emotional and therapeutic services in primary and secondary schools, building children's resilience through talking, creative work and play.

They currently reach 94,000 children in 235 schools across the UK helping them to cope with wide-ranging and complex social issues, from bullying to neglect and trauma.

**The Spark Arts For Children** is a registered charity that offers children throughout Leicestershire the opportunity to discover and enjoy the arts as audiences, as learners and as creators of their own art.

It creates an annual festival for children hosted by venues across Leicester during the summer. Throughout the year they also facilitate and commission a range of events and projects which complement and extend the work of the festival.

Formed over seven decades ago and now celebrating their 75th anniversary, the Royal Voluntary Service help to combat loneliness by helping older people to maintain their independence and stay involved in the local community.

### LCFC FOXES FOUNDATION PROUDLY SUPPORTING:



ALSO SUPPORTING THE LORD MAYORS APPEAL:



LCFC FOXES FOUNDATION

Registered Charity Number: 1144791

Funds will be raised for the Leicestershire and Rutland branch, who offer friendship, help and support to reduce isolation and ensure older people are safe, warm and well in their homes across Leicester City, Loughborough, Coalville, Melton Mowbray and Wigston.

**Leicester Hospitals Charity Children's Appeal** works to provide the best possible facilities and environment for their patients, visitors and staff. Using money donated to the charity they improve patient areas and also invest heavily in state-of-the-art equipment to diagnose and treat patients.

The organisation relies on government funding as well as donations and fundraising activities. They aim to upgrade the children's facilities and equipment throughout the three Leicester Hospitals – the Royal Infirmary, Leicester General Hospital and Glenfield Hospital.

**Warning Zone** combines vital messages in a single stimulating and memorable experience which helps to prepare youngsters for increased independence and their transition into early adolescence.

The core programme aims to foster an understanding of risk, consequence of actions, peer pressure and personal responsibility.

Finally, **Once, We Were Soldiers**, are based in Leicestershire and provides support for former serving members of the British Armed Forces.

They support homeless veterans who have served during all former conflicts through accommodation, medical treatment, as well as financial and emergency support.

Raising vital funds for all these worthy causes would not be possible without the magnificent help of the Leicester City supporters, so to once again get involved with the LCFC Foxes Foundation's 2015/16 fundraising campaign and arrange your own event, email [lcfcfoxesfoundation@lcfc.co.uk](mailto:lcfcfoxesfoundation@lcfc.co.uk).

### TEXT TO DONATE: LCFC33 TO 70070

Simply text **LCFC33** and the amount you wish to donate to **70070** Or make a donation at [www.justgiving.com/lcfcfoxesfoundation/](http://www.justgiving.com/lcfcfoxesfoundation/)

To give £1 text  
LCFC33 £1

To give £2 text  
LCFC33 £2

To give £5 text  
LCFC33 £5

Texts are charged at your mobile phone operator's standard rate. The charity will receive 100% of your donation. You must be 16 or over and please ask the bill payer's permission. For full terms and conditions please visit [www.justgiving.com/info/terms-of-service](http://www.justgiving.com/info/terms-of-service)



## OTHER EVENTS

**King Power Stadium is more than just a football stadium; all year round our first class facilities are available for a host of different events and conferences.**

### Conference & Events

King Power Stadium, the home of Leicester City Football Club is the perfect venue for conferences, meetings, banqueting, Christmas, weddings & celebrations.

Situated very close to the heart of the city centre and offering free car parking, free wifi and nine conference & events suites we are able to deliver exceptional facilities & service to meet the needs of the contemporary event booker.

Whatever the event, we strive to consistently understand our clients' requirements and take that extra stride to deliver them each & every time. Our events team will respond within the quickest possible time to each & every enquiry providing the best possible solution to deliver perfect occasions every time.

Our unique venue features 42 Executive Boxes for smaller meetings with extensive pitch facing views; conference space for 550 in the Walkers Hall; banqueting and party facilities for up to 600 guests and over 2000 square metres of exhibition space plus free car parking for up to 500 cars.

Call our dedicated events team today on **0344 815 5000 (option 3)** for further information, alternatively you can email us at [venuesales@lfc.co.uk](mailto:venuesales@lfc.co.uk).



# REMEMBRANCE GARDEN

The Remembrance Garden at King Power Stadium is available to all fans as a special place to remember their loved ones. The quiet and peaceful garden is located to the south-west corner of the stadium and is accessible to everyone.

We are honoured to oversee the maintenance of this facility to a high standard and we hope you will share this view as the garden continues to flourish over the years. Please help us to maintain the area by respecting the criteria we have put in place regarding temporary memorial items.

## Annual Service of Remembrance

A Service of Remembrance takes place at King Power Stadium annually. Hosted by the Club Chaplain and the Club Ambassador Alan Birchenall, the service gives friends and family of those who have passed away the chance to celebrate the lives of their loved ones, while providing comfort to those who still grieve.

## Plaques

Plaques can be ordered to be erected in the garden and are aluminium mounted on a wooden background - these will be attached to the railings around the edge of the garden. 15-18 words may be chosen by yourselves and need to be submitted to the Club in writing.

The cost of the plaque is £88 including VAT. Please make cheques payable to 'County Engraving'. The order usually takes a minimum of three weeks and once received we will erect the plaque and contact you by telephone or email to confirm that it is in place.

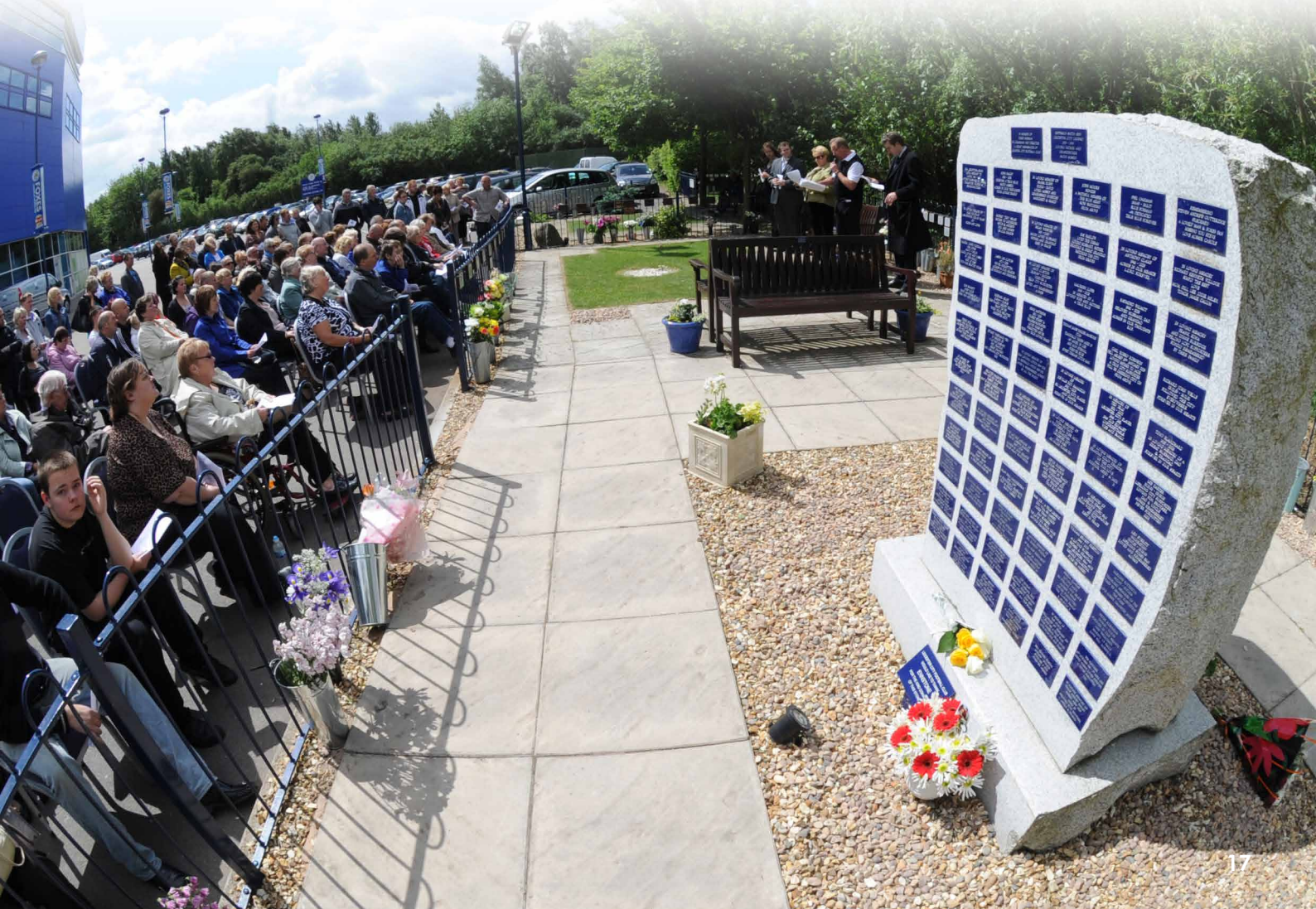
## Scatterings

Scatterings in our Remembrance Garden can be carried out at any time by you, including weekends, as long as it does not clash with a matchday.

Scatterings can be administered by either a Funeral Director or by personal request our Club Chaplain can attend and hold a short private service, availability permitting.

**All scatterings must be booked in advance**, at least 48 hours before the desired date and all scatterings must take place in the centre circle of pebbles in either of the gardens. The cost of a scattering is £25 including VAT. Please make cheques payable to 'LCFC'.

Please contact LCFC Help on [0344 815 5000 \(option 4\)](tel:03448155000) or email [help@lcfc.co.uk](mailto:help@lcfc.co.uk) for further information.



# THANK YOU FOR YOUR SUPPORT

Leicester City Football Club is proud to be at the heart of its city and community and would like to thank supporters, sponsors and stakeholders for their continuous support and our ex-players who continue to contribute to the Club.

Thank you to our official partners for the 2015/16 season:



Thank you to all of our Executive Box Holders for the 2015/16 season:

NICHOLAS HUMPHREYS ESTATE AGENTS  
 QDOS HOLDINGS LIMITED  
 EL GROUP/FOX MIDLANDS  
 NX LOGISTICS/NX COURIER/NX SECURE  
 C3 CONSTRUCTION  
 DG LEGAL  
 VEHICLE TRADING GROUP  
 CROWDALE FOOD SERVICES LTD  
 DIMENSION  
 SAMWORTH BROTHERS  
 TECH-NI-FOLD LTD  
 WALKERS  
 COBLEY TRANSPORT  
 TOTAL OBJECTS

DHL INTERNATIONAL (UK) LTD  
 PREMIER LEAGUE  
 LES AMBASSADEURS CLUB  
 KING POWER  
 KING POWER  
 GENTING CASINOS  
 UPTONSTEEL  
 STAPLEFORD PARK  
 HARRY'S TEAM  
 MARKS ELECTRICAL  
 EB DESIGNS

VEHICLE TRADING GROUP  
 REID INDEPENDENT FINANCIAL ADVISERS  
 ARROW PRECISION RACE ENGINE COMPONENTS  
 LEEANN FASHION GROUP  
 T J HALL ELECTRICAL SERVICES LTD  
 SPEARING WAITE LLP  
 ADMIRAL  
 ALLSCREENS/NATIONWIDE WINDSCREEN SERVICES  
 SYMCIRRUS IT SOLUTIONS  
 BAKERS WASTE  
 TEJAY SPORTSWEAR LTD/ JENKINS & JENKINS  
 MJE CONTRACTS LTD  
 DISPLAY LOGISTICS  
 MARLBOROUGH CONSTRUCTIONAL ENGINEERS LTD  
 MALOY AND FLYNN RECRUITMENT  
 PREMIER PLASTERING (UK) LTD/ THE T-SHIRT GUY

Thank you to our stakeholders for the 2015/16 season:





## CONTACT DETAILS

Supporters or customers wishing to contact Leicester City Football Club can do so through the following channels...

### Address

Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL

### Telephone

0344 815 5000

### Website

[www.lcfc.com](http://www.lcfc.com)

### Merchandise

[www.lcfcdirect.com](http://www.lcfcdirect.com)

The City Fanstore, King Power Stadium, Filbert Way, Leicester, LE2 7FL

The City Fanstore 0344 815 5000 (option 7)

Mail Order 0344 815 5000 (option 8)

### Ticket sales

0344 815 5000 (option 1)

[www.lcfcdirect.com](http://www.lcfcdirect.com)

The City Fanstore, King Power Stadium, Filbert Way, Leicester, LE2 7FL

### Hospitality

0344 815 5000 (option 2)

[www.city-business.co.uk](http://www.city-business.co.uk)

[city-business@lcfc.co.uk](mailto:city-business@lcfc.co.uk)

### Conference & Events

0344 815 5000 (option 3)

[venuesales@lcfc.co.uk](mailto:venuesales@lcfc.co.uk)

### LCFC Help

0344 815 5000 (option 4)

[help@lcfc.co.uk](mailto:help@lcfc.co.uk)

@LCFCHELP (Twitter)

### Filbert Fox

[filbertfox@lcfc.co.uk](mailto:filbertfox@lcfc.co.uk)

### LCFC Community Trust

[community@lcfc.co.uk](mailto:community@lcfc.co.uk)

0344 815 5000 (option 5)

### Grassroots

[grassroots@lcfc.co.uk](mailto:grassroots@lcfc.co.uk)

0344 815 5000 (option 5)

### Safeguarding

[safeguarding@lcfc.co.uk](mailto:safeguarding@lcfc.co.uk)

### Foxes Foundation

[lcfcfoxesfoundation@lcfc.co.uk](mailto:lcfcfoxesfoundation@lcfc.co.uk)

### Human Resources

[hr@lcfc.co.uk](mailto:hr@lcfc.co.uk)

### Matchday Media Accreditation

[pressbox@lcfc.co.uk](mailto:pressbox@lcfc.co.uk) (please note working press must be Football Dataco registered to be granted access to media facilities at King Power Stadium)

### Foxes Player Registration & Technical Support

[customerservices@performgroup.com](mailto:customerservices@performgroup.com)

All other enquiries should be directed to our Reception by calling 0344 815 5000 (option 6)

# GROUND REGULATIONS

## GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground.

"Material" means any audio, visual or audio-visual material or any information or data.

"Football Authority" means each of The Premier League, The Football League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:

1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or

1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

2 On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket routing offences under the Criminal Justice and Public Order 1994 (as amended).

3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.

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

5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

7 The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

8 Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Management.

9 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.

10 Racial, homophobic or discriminatory abuse, chanting or harassment 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.

11 The following acts are offences under the Football (Offences) Act 1991 (as amended):

11.1 The throwing of any object within the Ground without lawful authority or excuse.

11.2 The chanting of anything of an indecent or racist nature.

11.3 The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Conviction may result in a Banning Order being made.

12 All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

13 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 from the Ground.

14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

15 Premier League stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.

16 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

17 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

17.1 Attempting to enter the Ground or being inside the Ground whilst drunk;

17.2 Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

18 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

19 Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the Club and The Premier League. You further agree (if and whenever required to do so by the Club and/or The Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and The Premier League absolutely and with full title guarantee.

20 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

21 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, any person who has transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions.) Tickets remain the property of the Club at all times.

22 CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.

23 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

24 By entering the Ground, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game or by or on behalf of the Club or any Football Authority (or their commercial partners) for marketing, training or promotional purposes. Entry into the Ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Ground shall be deemed consent unless the Club is notified in writing to the contrary.

25 Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.

26 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.

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## SEASON CARD TERMS & CONDITIONS

### Stadium Regulations:

1. Leicester City Football Club is proud to welcome all supporters to King Power Stadium irrespective of age, disability, ethnicity, gender, race, religion, sexual orientation and social background. Leicester City Football Club does not tolerate any form of discrimination including but not limited to: racist or homophobic behaviour, or any form of anti-social behaviour. If Leicester City Football Club finds any supporter committing any of the above offences at King Power Stadium or any other football stadium, they could receive a lifetime ban from all Leicester City Football Club fixtures. The Club does not permit children under the age of two at King Power Stadium to safeguard supporters' safety.

2. King Power Stadium is a smoke-free stadium and smoking is not permitted inside the stadium, which includes the use of e-cigarettes and any other similar item.

3. The Club reserves the right to eject any person from King Power Stadium failing to comply with any of the Ground Regulations, or whose presence within King Power Stadium is, or could reasonably be construed as, constituting a source of danger, nuisance or annoyance to any other person. This could lead to further action by the Club, including but not limited to, the withdrawal of any Season Card, and other benefits, without reimbursement. Season Card Holders are expected to show respect to all supporters and staff and failure to show respect could result in the Season Card being revoked without reimbursement.

4. Persistent standing is not permitted within King Power Stadium during play, as it contravenes League Regulations, may compromise supporter safety, disrupts the view of fellow supporters and might endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter guilty of persistent standing is liable to immediate ejection and the possible withdrawal of their Season Card without reimbursement.

5. Children under the age of 13 must be accompanied by someone over the age of 18.

6. No person may bring into King Power Stadium or use within King Power Stadium any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a match at King Power Stadium.

7. Mobile telephones and other mobile devices are permitted within King Power Stadium providing that (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any material for any commercial purposes); and (ii) no material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

8. Save as set out in paragraph 7 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in King Power Stadium and/or the stadium, nor may they bring into King Power Stadium or use within the stadium (or provide to, facilitate or otherwise assist another person to use within King Power Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to Leicester City Football Club and The FA Premier League. You further agree (if and whenever required to do so by the Club and/or The FA Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to Leicester City Football Club and The FA Premier League absolutely and with full title guarantee. The use of such prohibited equipment may result in the cancellation of your Season Card without reimbursement as well as other legal action which the Club may pursue.

9. The Season Card remains the property of Leicester City Football Club and the Club reserves the right to withdraw and cancel the Season Card without reimbursement, in the event of the Season Card Holder being involved in any incident of crowd misbehaviour at King Power Stadium, away games or any other football games. This also includes football related misbehaviour outside of football stadia.

10. A Season Card is issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The Football League in respect of the relevant competition and Ground Regulations.

## Season Card Usage & Stadium Access:

11. Season Cards must be produced if requested by a Club official.

12. It is the responsibility of the Season Card Holder to check their Season Card to ensure all details are correct upon receipt. The Club reserves the right to refuse entry to King Power Stadium should any Season Card not contain the correct information.

13. A Season Card admits the bearer to first team home league matches played by Leicester City Football Club at King Power Stadium for the 2015/16 season only. All other fixtures and events staged at King Power Stadium are excluded from a Season Card, unless announced by the Club in advance.

14. In the interests of safety, Season Cards and/or match tickets are strictly non-transferable, either to any other home supporter or to visiting supporters, without prior approval by the Club. The Club also reserves the right to eject from King Power Stadium any visiting supporters sitting in the areas reserved for home supporters, without reimbursement.

15. In the event that a Season Card is transferred to another person and an offence or breach of Terms and Conditions, or Ground Regulations is committed, the responsibility then becomes that of both the Season Card Holder and the Transferee.

16. Club officials will have the right to challenge and, if necessary, refuse entry to any supporter who attempts to enter King Power Stadium under a concession for which the Season Card Holder does not meet the eligible criteria. Please note that Terms and Conditions paragraph 26 explains concessions. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel the Season Card without reimbursement.

17. Access to King Power Stadium will only be permitted on the presentation of the correct Season Card.

18. Dates and times of kick-off will be announced on the Club website, in the Matchday Magazine and/or in the press and may be altered at short notice. It is the responsibility of the Season Card Holder to confirm the date and time of all fixtures, including any re-arranged or postponed matches. There will be no reimbursement should a Season Ticket Holder not be able to attend a game.

19. In the event of a first team home league match being abandoned, Season Card Holders will gain free admission to the rescheduled fixture. Pro-rata refunds will not be issued to supporters where matches are not attended, regardless of whether they have been postponed, abandoned, rearranged for another date, or for any other reason.

20. A Season Card can only be used once per game to gain entry into King Power Stadium on matchdays. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel a Season Card without reimbursement.

21. Entry to King Power Stadium cannot be guaranteed after half-time.

## Season Card Pricing & Charges:

22. A Season Card is not refundable and cannot be cancelled by the supporter during the course of the season however the Club will consider requests for a refund in exceptional circumstances or on compassionate grounds, on a case by case basis.

23. Leicester City Football Club cannot accept any responsibility whatsoever for Season Cards that are either lost or damaged beyond use. A lost or damaged Season Card can be replaced for a fee of £10 in the first instance, with subsequent reissues charged at £30 per card. Stolen Season Cards will be replaced, without charge, if supported by a valid Police Crime Number.

24. Should a Season Card Holder wish to relocate their seat to a different area of King Power Stadium or upgrade a concession Season Card, the upgrade price will be charged at the difference between the pro-rata price of the Season Card and the match ticket price for the relevant concession/area. Refunds will not be given if the concession/area is of a lesser price category.

25. Season Card Family Discounts are no longer available to purchase for new Season Ticket Holders. Supporters who are renewing for the 2015/16 season and have held a 2014/15 Season Card Family Discount can continue to purchase this category of Season Card. Supporters must be from the same family and all those family members must renew at the same time in one transaction. For Season Card Family Discount to apply, there must be a minimum of one Under-18 Season Card purchased for every two Over-18 Season Cards. The Under-18 must be the same person as in previous seasons. No Family Discount is available for any transaction that includes a free Under-10, or for supporters who are located in Blocks B2, J2, L1, Fosse Club, Fosse Club Premium Seating and Hospitality seating areas. If families do not share the same address, the Club will request proof of the family relationship before renewing their Family Discount.

26. Concession prices are issued to Season Card Holders on the following basis:

- UNDER-8s issued for the use of any supporters aged 2-7 years on 1 September 2015
  - UNDER-10s issued for the use of any supporters aged 8-9 years on 1 September 2015
  - UNDER-12s issued for the use of any supporters aged 10-11 years on 1 September 2015
  - UNDER-18s issued for the use of any supporters aged 12-17 years on 1 September 2015
  - UNDER-22s issued for the use of any supporters aged 18-21 years on 1 September 2015
  - SENIORS issued for the use of a senior supporter aged 65 and over\* on 1 September 2015
- \*Any existing Season Card Holder who was aged 60 years or older on 1 September 2012 and has held a Season Ticket continuously since then will remain eligible for a Senior concession.
- No concessions are available for the Fosse Club Premium Seating and Hospitality areas
  - The Club reserves the right to request the proof of age of any supporter who is applying for concessionary priced Season Cards. In the event of any breach of this clause, the Club reserves the right to withdraw this Season Card immediately without reimbursement.

27. Any Season Card Holder forgetting to bring their Season Card to a match can obtain a match ticket from the City Fanstore. Any Season Card Holder requesting a match ticket replacement will be asked to prove their identity based upon information recorded on the Leicester City Football Club database. Their Season Card will be deactivated for the game. This facility cannot be used on more than one occasion. The Club reserves the right to insist on the Season Card Holder purchasing a replacement card.

28. The Club reserves the right to cancel, without reimbursement, any Season Card purchased by any supporter who defaults on any payment, including payments scheduled by Direct Debit. The Club also reserves the right to charge reasonable default administration charges in the event of any supporter who fails to meet the agreed payments either via Direct Debit or any other means. Additional Terms and Conditions will be issued to any supporter choosing to pay by Direct Debit.

29. L Block is a Season Card Holder area only. Match ticket sales will be issued at the Club's discretion in this area of the Stadium.

## The Family Stand:

30. The North Stand is the designated Family Stand. This consists of Blocks P, P1, P2 and P3.

31. The conditions of sitting in the Family Stand state that adults must be seated with at least one Under-18 as part of their party and at a ratio of a maximum of two adults per junior concession (Under-8s/10s/12s/18s) e.g. two adults and five children are allowed in one party, five adults and two children are not allowed in one party. A maximum of four adults are allowed with two children.

32. The Club reserves the right to relocate Season Ticket Holders where adults repeatedly attend a game without a child. Family Stand Season Card Holders under the age of 18, can only use the upgrade facility for a maximum of 4 fixtures during the course of a season.

33. When a family ceases to meet the Family Stand Terms and Conditions, as outlined in Terms and Conditions 31, during a season, the Club will require the party to relocate to another area of the stadium for the following season.

## Match & Event Ticket Availability:

34. The Club operates a ticket priority scheme for away fixtures, cup ties, pre-season or friendly matches subject to the Club's advertised eligibility requirements and the Club guarantees Season Card Holders a priority purchase period before going on General Sale.

35. Holding a Season Card does not guarantee match tickets for cup finals, semi-finals, or any play-off fixtures involving the Club playing at King Power Stadium or a neutral ground. Any priority for these matches will be based on the ticket priority system or any other supporter loyalty scheme in operation at that time. These can be found on [www.lcfc.com](http://www.lcfc.com)

36. Arrangements and selling criteria for all cup ties will be advertised on the Club website, in the Matchday Magazine and/or local press and radio. The Club will take all reasonable steps possible to ensure allocation of their own seat by providing Season Card Holders with a priority period, to secure the Season Seat ahead of General Sale.

37. Season Card Holders in the East Stand North Wing (Block L, Block K) and North Stand (Block P, Block P1) may be subject to enforced relocation for cup fixtures. Under existing FA Cup and League Cup competition rules, the opposition club may exercise its right to take an allocation of up to 15% of the total capacity of the host Club's stadium for FA Cup games and 10% of the total capacity of the host Club's stadium for League Cup games, whereupon the Club will give reasonable provision to relocate to an alternative area of King Power Stadium.

## Season Cards for Supporters with Disabilities:

38. Leicester City Football Club currently operates a concessionary pricing policy which includes a free companion for supporters with disabilities who wish to sit in a designated area. Any supporter wishing to purchase Season Cards under this policy will need to provide proof of meeting one of the following criteria:

- Enhanced Personal Independent Payment (PIP) for mobility; Standard or Enhanced PIP for daily living if you have been assessed under the PIP system
  - A designated member of the Support Group where assessed under the Employment & Support Allowance (ESA) scheme at High Rate
  - Disability Living Allowance at Middle/Higher Rate
  - Attendance Allowance
  - Severe Disablement Allowance
  - War Disablement Pension
- Blind Registration

Any supporter meeting the above criteria but wishing to sit outside the designated area will not receive a concessionary price however they will be eligible for a free Season Card for their companion.

39. The Season Card of a companion for supporters with disabilities is only valid when they are accompanied by the Season Card Holder. Should the companion wish to attend the game without the registered supporter, the companion must upgrade by paying the full match ticket price. Failure to do so may result in ejection from King Power Stadium.

40. The companion is not considered to be a Season Card Holder in their own right and consequently receives no Season Card Holder benefits.

41. The Season Card for the supporter with disabilities can only be used by the named individual and is not transferable.

## Further Information:

42. All correspondence should be marked with the supporter number, which can be found on the front of the Season Card. Season Card Holders are encouraged to contact the City Sales Centre either by email to sales@lfc.co.uk or by telephone on 0344 815 5000 (option 1). Alternatively, supporters may visit the City Fanstore in person during normal opening hours. These can be found at www.lfc.com

43. The Club reserves the right to change the afore-mentioned Terms and Conditions from time to time. Any variations will be advertised on the Club website www.lfc.com and in the Matchday Magazine.

44. If the terms and conditions of usage and issue are not accepted, your Season Card should be returned immediately to Leicester City Football Club, City Sales Centre, King Power Stadium, Filbert Way, Leicester LE2 7FL, within 14 days from your purchase date.

45. By agreeing to the above terms and conditions you are also agreeing to the Ground Regulations at King Power Stadium. Ground Regulations are displayed around the stadium and on www.lfc.com. Ground Regulations are published by the FA Premier League and the Football League each season. The attached Ground Regulations refer to season 2014/15 and these may be amended for the 2015/16 season.

# HOME MATCH TICKET TERMS AND CONDITIONS

## 1. Issue of 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 (which can be found on – or accessed via – the Club's website at Leicester City Football Club or can be provided upon written request to the Club).

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 and/or that you are not a supporter of the Visiting Club.

1.3 The Club reserves the right to request proof of age if applying for any concessionary ticket purchased. In the event of any breach of this clause, the Club reserves the right to withdraw this match ticket and refuse entry into the stadium forth with without compensation.

1.4 The Club does not permit children under the age of two at King Power Stadium to safeguard supporters' safety.

1.5 Children under the age of 13 must be accompanied by someone over the age of 18.

## 2. Admission to the Ground

2.1 By purchasing and/or accepting and/or holding a Home Match Ticket and/or using a Home Match Ticket to gain access to the Ground, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, 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. All access to the Ground pursuant to a Home Match Ticket shall be for the purposes of private enjoyment of the Match only, not for any commercial purpose (and no authorisation is given or implied in respect of the carrying out of any commercial activities).

2.3 Club officials will have the right to challenge and, if necessary, refuse entry to any adult who attempts to enter the ground with a concession ticket. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel the match ticket without compensation.

2.4 Dates and times of kick-off will be announced on the Club website, in the matchday magazine and/or in the press and may be altered at short notice. It is the responsibility of the match ticket Holder to ascertain the date and time of all fixtures, including any re-arranged or postponed matches.

2.5 In the event of a match being abandoned, match ticket purchasers will gain free admission to the rescheduled fixture. Refunds will not be issued to supporters where matches are not attended, regardless of whether they have been postponed, abandoned or rearranged for another date, or for any other reason.

2.6 A match ticket can only be used once per game to gain entry into the ground on matchdays. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel the match ticket without compensation.

2.7 In the event of a match ticket being loaned/transferred to any other supporter without prior notification to the City Fanstore or City Sales Centre, the Club reserve the right to withdraw and cancel the match ticket without compensation.

2.8 Entry to the ground cannot be guaranteed after half-time.

2.9 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.

2.10 Save as set out in clause 2.11 below, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in King Power Stadium and/or the stadium, nor may they bring into King Power Stadium or use within the stadium (or provide to, facilitate or otherwise assist another person to use within King Power Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to Leicester City Football Club and The FA Premier League. You further agree (if and whenever required to do so by the Club and/or The FA Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to Leicester City Football Club and The FA Premier League absolutely and with full title guarantee. The use of such prohibited equipment may result in the cancellation of your Season Card without reimbursement as well as other legal action which the Club may pursue.

2.11 Mobile telephones and other mobile devices are permitted within King Power Stadium providing that (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any material for any commercial purposes); and (ii) no material that is captured by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.

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

2.13 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 which do not infringe clause 2.12 above 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.

2.14 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry.

2.15 Without prejudice to the representation at clause 1.2, above, and 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.

## 3. Use of Home Match Ticket

3.1 Subject to clause 3.3, below, the Home Match Ticket is issued for your sole use and you shall not sell, dispose of, assign, transfer or otherwise deal with the Home Match Ticket or the benefit of it to any other person without the prior written consent of the Club. Further you shall not use the Home Match Ticket for any commercial purpose. The reference to selling the Home Match Ticket includes: (a) offering to sell a Home Match Ticket (including, without limitation, via any website or online auction site); (b) exposing a Home Match Ticket for sale; (c) making a Home Match Ticket available for sale by another person; (d) advertising that a Home Match Ticket is available for purchase, which for the avoidance of doubt (and by way of example only) means that this Home Match Ticket may not be offered as a prize in any promotion or competition; (e) transferring, lending or selling a Home Match Ticket to any third party as part of a hospitality or travel package; and (f) giving (or offering to give) a Home Match Ticket to a person who pays or agrees to pay for some other goods or services (or offers to do so); all save as expressly authorised by the PL 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, or disposed of 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 PL who may in turn notify other Premier League 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 such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such 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 and bind 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 such Home Match Ticket and attend such Match PROVIDED THAT such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such 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 and bind the transferee as if he 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. Any person seeking to use a Home Match Ticket in breach of the Terms and Conditions of Entry in order to gain entry to the Ground or remain at a Match may be considered to be a trespasser and may be refused entry to, or ejected from, the Ground in respect of a particular Match and/or may have his/her Home Match Ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this clause 3.5, 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. The Family Stand

4.1 The North Stand is the designated Family Stand. This consists of Blocks P, P1, P2 and P3.

4.2 Any supporter above the age of 18 years of age must be accompanied by a child under the age of 18 years old to legitimately sit within the Family Stand (Blocks P, P1, P2 and P3).

4.3 The conditions of sitting in the Family Stand state that adults must be seated with at least one Under-18 as part of their party and at a ratio of a maximum of two adults per junior concession (Under-8s/10s/12s/18s) e.g. two adults and five children are allowed in one party, five adults and two children are not allowed in one party. A maximum of four adults are allowed with two children.

## 5. Changes to Dates, Refunds & Exchanges

5.1 No guarantees can be given by the Club that the Match will take place at a particular time or on a particular date. Subject to clause 4.2, below, the Club reserves the right to reschedule any Match without notice and without any liability whatsoever.

5.2 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 and/or administration fee) or receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates. 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.

5.3 Refunds will only be considered in exceptional circumstances and any refunds will be solely at the Club's discretion. In all cases, the Club's decision is final. Any lost tickets are liable to a non-refundable reprinting charge of £5. In order to obtain a refund, the Home Match Ticket must be returned to the Club's City Sales Centre no later than 48 hours before the commencement of the fixture. 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 Head of Ticketing.

## 6. Lost or Stolen Home Match Tickets

6.1 In order to gain admission to the Ground, the Home Match Ticket must be presented in its entirety at the Match.

6.2 The Club shall not be obliged to issue any replacement for a lost, stolen or destroyed Home Match Ticket.

## 7. Cancellation & Withdrawal of Home Match Ticket

7.1 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:

- 7.1.1 smoking in designated non-smoking areas;
- 7.1.2 being (or appearing to be) drunk or intoxicated;
- 7.1.3 persistent standing in seated areas whilst the Match is in progress;
- 7.1.4 the sale or transfer (save as permitted) of a Home Match Ticket to any person;
- 7.1.5 the deliberate misuse of a Home Match Ticket;
- 7.1.6 any misrepresentation in relation to clause 1.2 above;
- 7.1.7 the possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive or racist;
- 7.1.8 the throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
- 7.1.9 the use of foul, obscene, abusive and/or racist language and/or gestures;
- 7.1.10 the chanting of anything of an indecent or racist nature;
- 7.1.11 fighting, or engaging in and/or inciting violence;
- 7.1.12 bringing any of the following into the Ground (or using them within the Ground): illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
- 7.1.13 entering the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- 7.1.14 the supply of any misleading or incorrect information in any application;
- 7.1.15 any breach of clauses 2.4, 2.5 or 2.6 above; and
- 7.1.16 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.

7.2 The Club may conduct security searches where it has reason to believe that any of the breaches set down in 7.1 has either occurred or may occur.

7.3 If a Home Match Ticket holder is not 16 years old or over, his/her parent(s) and/or guardian(s) are responsible for his/her actions, conduct and compliance with the Terms and Conditions of Entry

7.4 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 and to notify FIFA, UEFA, The Football Association, PL, The Football League and/or other football clubs of such exclusion and/or disqualification (and the reason(s) for such exclusion and/or disqualification).

## 8. Filming, photography and taping

8.1 All Home Match Ticket holders who enter the Ground acknowledge that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training or marketing purposes by the Club, the PL or others (including commercial partners), and use of a Home Match Ticket to enter the Ground constitutes consent to such use.

## 9. Exclusion of Liability

9.1 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 or any other liability of the Club which cannot be excluded under applicable law.

9.2 Neither the PL 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.

## 10. General

10.1 The Club reserves the right to change these Conditions of Issue from time to time, and shall notify you of such changes if they materially affect your rights as a consumer.

10.2 You consent to the Club holding and processing data relating to you for administrative and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy available on <http://www.lcfc.com/global/privacy-policy.aspx>.

10.3 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. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

10.4 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Conditions of Issue or by law shall not constitute a waiver of that right, power or remedy.

10.5 The Terms and Conditions of Entry constitute the entire agreement between the Club and the Home Match Ticket holder and neither the Club nor the Home Match Ticket holder shall have any claim or remedy in respect of any statement, representation, warranty or undertaking made by or on behalf of any other party in relation to the Terms and Conditions of Entry which is not set out therein.

10.6 Notwithstanding any other provision in these Conditions of Issue and with the exception of FIFA, UEFA, The FA, PL and the 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.

10.7 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).

## 11. Definitions

In the Conditions of Issue the following words and phrases shall have the following meanings: "Conditions of Issue" means these terms and conditions governing the issue and use of a Home Match Ticket.

"Ground" means the football stadium and all other locations owned, occupied or utilised by the Club.

"Ground Regulations" means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground.

"Guest" means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Home Match Ticket under the Terms & Conditions of Entry.

"Home Match Ticket" means a printed paper ticket or any other form of ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to the Match.

"Match" means that Premier League football match in which the Club participates and that takes place at the Ground during Season 2014-2015 as designated upon the ticket to which these Conditions of Issue apply.

"Material" means any audio, visual or audio-visual material or any information or data.

"Terms & Conditions of Entry" means each of the rules and regulations of FIFA, UEFA, The Football Association, The Premier League ("PL"), and The Football League; the Ground Regulations; and the Conditions of Issue.

"Visiting Club" means the football club playing against the Club.

# MEMBER CARD TERMS & CONDITIONS

### Terms of Use:

1. The Terms of Foxes Membership sale is subject to the Member Card Terms of Use and King Power Stadium Regulations.
2. The purchase of a Foxes Membership only entitles the Holder to prioritised ticket eligibility and does not guarantee/provide a match ticket unless purchased as advertised.
3. All match ticket eligibility is subject to the Sales Criteria as outlined by the Club for each individual fixture. The Club retains the right to adjust sales criteria for individual fixtures based upon competition, venue, ticket availability and date.
4. Levels of ticket eligibility are based upon the Foxes Membership held – Gold, Family, Silver or City.
5. Match tickets are sold on a one-ticket-per-member basis. No member is entitled to exceed this number.
6. Foxes Club Members must produce their Member Card or quote their Member/Supporter Number at point-of-purchase in order to take advantage of ticket priority and merchandise discounts
7. Arrangements and selling criteria for all Home League & Cup ties will be advertised on the Club website, in the Matchday Magazine and/or local press and radio. The Club will take all reasonable steps possible to ensure Foxes Members will have ample opportunity to purchase match tickets before becoming available to Season Ticket Holders and non-members.

8. Holding a Foxes Membership does not guarantee match tickets for major Cup Finals or Semi-Finals, or any Play-Off fixtures involving the Club playing at a neutral ground. Any priority for these matches will be based on the ticket priority system or any other supporter loyalty scheme in operation at that time.

9. Away match tickets will be sold on the ticket priority system, or any other supporter loyalty scheme in operation at that time. Full details of ticket priority systems are available upon request.

### Stadium Regulations:

1. Leicester City Football Club is proud to welcome all supporters to King Power Stadium irrespective of race, religion, social background or sexual preference. Leicester City Football Club will not tolerate racism or homophobic behaviour in any form. Any supporter found guilty of racial or homophobic abuse either at King Power Stadium, or any other football stadium, will receive a lifetime ban from all Leicester City Football Club fixtures.

2. King Power Stadium is a SMOKE FREE stadium and smoking is not permitted in the stadium, which includes the use of e-cigarettes.

3. The Club reserves absolutely the right to eject from the ground any person failing to comply with any of the ground regulations, or whose presence within the ground is, or could reasonably be construed as, constituting a source of danger, nuisance or annoyance to any other person. This could lead to further action from the Club, including but not limited to, the withdrawal of any Member Card, without reimbursement and other benefits.

4. Persistent standing is not permitted within King Power Stadium during play, as it contravenes League regulations, may compromise your safety, disrupts the views of fellow supporters and might endanger the Club's Safety Certificate that is required to allow supporters to attend matches. Any supporter guilty of persistent standing is liable to immediate ejection and the possible withdrawal of their Member Card without compensation.

5. No person may bring into the Stadium or use within the Stadium any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a match at the Stadium. The use of such prohibited equipment may result in the cancellation of the Member Card without compensation as well as other legal remedies which the Club may pursue.

6. The Member Card remains the property of Leicester City Football Club and the Club reserves the right to withdraw and cancel the Member Card without refund in the event of the holder being found guilty of any incident of crowd misbehaviour at home matches. Should any Member Card Holder be ejected or arrested at any fixtures away from King Power Stadium, the Club also reserves the right to withdraw their Season Card without refund.

7. A Member Card is issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition and Leicester City Football Club Ground Regulations.

8. Mobile telephones are permitted within the Stadium provided that they are used for personal and private use only.

### Member Card Usage & Stadium Access:

1. Your Member Card or match ticket must be produced on demand.
2. It is the responsibility of the Member Card Holder to check their Member Card to ensure all details are correct upon receipt. The Club reserves the right to refuse entry to the Stadium should any Member Card not contain the correct information.
3. A Member Card admits the bearer to football matches played by Leicester City Football Club at King Power Stadium for the 2015/16 season only where a seat has been purchased for a fixture prior to kick-off.
4. In the event of an offence being committed, the responsibility of the Member Card is entirely that of the Member Card Holder. In the event that a Member Card is transferred to another person and an offence is committed, the responsibility then becomes that of BOTH the Member Card Holder AND the person in possession of the Member Card at the point in question.
5. Club officials will have the right to challenge and, if necessary, refuse entry to any adult who attempts to enter the ground with a concession ticket loaded to their Member Card. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel the Member Card without compensation.
6. Members should ALWAYS be aware of the seat details that they have purchased a ticket for and should have these details to hand on access to the stadium.
7. Dates and times of kick-off will be announced on the Club website, in the matchday magazine and/or in the press and may be altered at short notice. It is the responsibility of the Member Card Holder to ascertain the date and time of all fixtures, including any rearranged or postponed matches.
8. In the event of a match being abandoned, Member Card Holders will gain free admission to the rescheduled fixture. Refunds will not be issued to supporters where matches are not attended, regardless of whether they have been postponed, abandoned rearranged for another date, or for any other reason.

9. A Member Card can only be used once per game to gain entry into the ground on matchdays. In the event of a breach of this clause, the Club reserves the right to withdraw and cancel the Member Card without compensation.

10. In the event of a Member Card being loaned/transferred to any other supporter without prior notification to the City Fanstore or Sales Centre, the Club reserve the right to withdraw and cancel the Member Card without compensation.

11. Entry to the ground cannot be guaranteed after half-time.
12. The Club reserves the right to request proof of age if applying for any concessionary ticket purchased and loaded to your Member Card. In the event of any breach of this clause, the Club reserves the right to withdraw this Member Card and refuse entry into the stadium forth with without compensation.
13. The Club does not permit children under the age of two at King Power Stadium to safeguard supporters' safety.
14. Children under the age of 13 MUST be accompanied by someone over the age of 18.
15. If the conditions of usage and issue are not accepted, your Member Card should be returned immediately to the Sales Centre of Leicester City Football Club.

### Member Card Charges:

16. A Membership is not refundable or cancellable by the supporter during the course of the season. The Club will consider requests for a refund on exceptional or compassionate grounds, on a case by case basis.
17. Leicester City Football Club cannot accept any responsibility whatsoever for Member Cards either lost or damaged beyond use. A lost or wilfully damaged Member Card can be replaced for a fee of £10 in the first instance. Stolen Member Cards will only be replaced if supported by a valid Police incident number. The Club reserves the right to only issue one replacement Member Card per customer, per season.
18. In the interests of safety, Member Cards and/or match tickets are strictly NON transferable, either to any other home supporter or to visiting supporters, without providing prior notification to the City Fanstore or Sales Centre.

19. Any fee payable for individual match upgrades will be the difference between the price for each match ticket price for the two age categories for that game in that area.

20. Any Member Card Holder forgetting to bring their Member Card to a match can obtain a match ticket from the City Fanstore subject to a £5 administration fee. Any Member Card Holder requesting a match ticket replacement will be asked to prove their identity based upon information recorded on the Leicester City FC database. This £5 administration fee is refundable on production of your Member card to the Fanstore.

### The Family Stand:

21. The North Stand is the designated Family Stand. This consists of Blocks P, P1, P2 and P3.
22. Any supporter above the age of 18 years of age must be accompanied by a child under the age of 18 years old to legitimately sit within the Family Stand (Blocks P, P1, P2 and P3).
23. The conditions of sitting in the Family Stand state that adults must be seated with at least one Under-18 as part of their party and at a ratio of a maximum of two adults per junior concession (Under-8s/10s/12s/18s) e.g. two adults and five children are allowed in one party, five adults and two children are not allowed in one party. A maximum of four adults are allowed with two children.

### Further Information:

24. All correspondence should be marked with your supporter reference number, which can be found on the front of your Member Card. Member Card Holders are encouraged to contact the Sales Centre either by email to [sales@lfc.co.uk](mailto:sales@lfc.co.uk) or by telephone on 0344 815 5000 (option 1). Alternatively, supporters may visit the City Fanstore in person during normal opening hours. These can be found at [www.lfc.com](http://www.lfc.com).

25. The Club reserves the right to change the afore-mentioned Terms and Conditions from time to time. Any variations will be advertised on the Club website [www.lfc.com](http://www.lfc.com) and in the Matchday Magazine.

## SEASONAL HOSPITALITY TERMS & CONDITIONS

### Definitions

1. In these terms and conditions:
  - "Authorised Representative" means a person authorised by a Ticket Holder to use that Ticket Holder's Facilities;
  - "Booking Form" means the form for the purchase of the Facilities which sets out the details of the Facilities purchased and their cost;
  - "Club" means Leicester City Football Club Limited;
  - "Entry Materials" means the matchday ticket or electronic entry card relating to the Facilities which is provided to a Ticket Holder in order for such Ticket Holder to access their Facilities during the Season;
  - "Season" means the football season (usually running from August to May inclusive);
  - "Facilities" means a seat (or seats) and associated facilities at the Stadium as such seats and/or facilities are identified in the Booking Form;
  - "Stadium" means the Club's ground at King Power Stadium, Filbert Way, Leicester, LE2 7FL; and "Ticket Holder" means the registered holder of the Facilities.

### Purchase of your Facilities

2. The purchaser of the Facilities is required to agree to these terms and conditions at the point of purchase. Any individual purchasing Facilities for third party shall be deemed to be acting with the consent of each Ticket Holder for whom they are making that purchase, including acting with the authority of each Ticket Holder to agree to these terms and conditions on their behalf.
3. The purchase of Facilities shall permit the Ticket Holder to attend all home matches played by the Club's first team in the Season at the Stadium in the Premier League only for the purpose of enjoying the Facilities and to watch the relevant match. Any home FA Cup or League Cup fixtures will be charged at a price determined by the Club.
4. For the avoidance of doubt, the purchase of Facilities only grants the Ticket Holder the right to use the Facilities for the matches referred to in paragraph 3 and does not grant the Ticket Holder exclusive possession of the Facilities or create a tenancy of any kind.
5. The Ground Regulations issued from time to time by the Premier League and the Football League and which are part of the General Safety Certificate for the Stadium issued by Leicester City Council (copies of which are exhibited at the Stadium and which can also be obtained from the Club on request) shall form part of these terms and conditions. The issue of Entry Materials and subsequent access to the Stadium is subject to the rules and regulations of The FA, the Premier League and the Football League.
6. Once booked and/or purchased no Ticket Holder shall be entitled to cancel a contract for the purchase of Facilities or obtain any refund, and the Club shall be entitled to seek full payment in respect of all Facilities booked.
7. It is the responsibility of the Ticket Holder to check the Entry Materials are complete when they arrive by post. If any items are missing from the Entry Materials, the Ticket Holder should contact the Club as soon as practicable.

### Use of your Facilities

8. Facilities are located in the 'home' section of the Stadium (i.e. the section for supporters of the Club). The Club shall be entitled to immediately eject from the Stadium any person if the Club or the Club's officials consider that: (i) such person is visibly supporting the opposition team; and/or (ii) the presence or behaviour of such person may create and/or increase potential crowd disorder at the Stadium. Additionally, in both cases the use of the Facilities by such person shall be deemed a breach of these terms and conditions by the Ticket Holder and, for the avoidance of doubt, the provisions of paragraph 28 shall apply.



9. The Ticket Holder shall not be entitled to attend the Stadium and/or watch any match or event other than those expressly referred to (and not excluded) in paragraph 3. Ticket Holders may be offered priority booking (subject to availability and in the Club's discretion) for other matches or events at the Stadium, however the Club reserves the right to charge a Ticket Holder for seats and associated facilities at such other matches or events (which may not be the Ticket Holder's Facilities). The Club reserves the right to sell all tickets and facilities for matches or events other than those expressly referred to (and not excluded) in paragraph 3 to those person and in a manner as it may in its discretion decide.

10. The dates and times of all of the Club's fixtures for the Season are subject to alteration. Reasonable endeavours shall be made by the Club to publicise any fixture change as far in advance as possible. No refunds will be given by the Club for any matches unattended. Where any match is cancelled, abandoned or postponed the Club shall have no liability whatsoever to the Ticket Holders in respect of any such re-arranged fixtures except that, following any cancellation, abandonment or postponement of a home match, a Ticket Holder shall be entitled to attend the rearranged match (if any).

11. a) Only one person (irrespective of age) per match will be admitted to the Stadium in respect of each seat connected to the Facilities and any Ticket Holder under the age of 18 must be accompanied by an adult in order to use the Facilities. The Club reserves the right to refuse to admit a Ticket Holder to the Stadium in its reasonable discretion (for example, where the admission and presence of a Ticket Holder may cause a nuisance to other ticket holders and/or their guests, where the Club considers that the presence of such Ticket Holder may lead to the damage, destruction or loss of property or where the relevant Ticket Holder is in breach of these terms and conditions or their entry to the Stadium may lead to or cause a breach of these terms and conditions).

b) The club does not permit children under the age of Two at King Power Stadium to safeguard supporters' safety.

12. Admittance to the Stadium shall only be permitted upon the satisfactory production by a Ticket Holder of the Entry Materials. For each match, in the case of Ticket Holders with an electronic entry card or matchday ticket, the card or ticket contained in the Entry Materials (showing the Ticket Holder's customer number) must be placed against the card reader, as directed by the Club official. Admission will be refused to any person who attempts to use Entry Materials on more than one occasion at the same match or which have been cancelled or suspended. For the avoidance of doubt, such acts shall be deemed a breach of these terms and conditions and the provisions of paragraph 28 shall apply.

13. No Ticket Holder will be permitted access to the Stadium unless they comply with the relevant dress code (as directed by the Club from time to time) which applies to their Facilities. Whether any Ticket Holder complies with the dress code shall be at the sole discretion and judgement of the Club.

14. Ticket Holders are unable to re-enter the Stadium if they leave the Stadium at any time on a matchday, save where otherwise permitted by the Club in its absolute discretion.

15. Smoking is not permitted in any part of the Stadium and the Club takes a serious view of any individual in breach of this policy. The Club reserves the right to eject from the Stadium any Ticket Holder smoking anywhere in the Stadium. For the avoidance of doubt, the foregoing includes smoking of imitation cigarettes, personal vaporizers or any other form of electronic or e-cigarette.

16. Ticket Holders shall abide by the Sporting Events (Control of Alcohol, etc.) Act 1985 (as amended) and by all other instruction issued by the Club relating to the consumption of alcohol at the Stadium. If the Ticket Holder is convicted of an offence contrary to the Sporting Events (Control of Alcohol, etc.) Act 1985 (as amended) or fails to comply with any instructions issued by the Club relating to the consumption of alcohol at the Stadium (or the Club reasonably suspects that such an offence has been committed or that such instructions issued by the Club have not been complied with) it may immediately suspend access to and/or terminate the contract for the Facilities. In the event of such suspension or termination, no refund will be paid in respect of any matches missed or for the remainder of the Season save to the extent the Club is able to resell the Facilities (which if such resale was on a match by match basis, will be made at the end of the Season). For the avoidance of doubt, the Club shall also be entitled to refuse to serve alcohol to any Ticket Holder in its absolute discretion.

17. If a Ticket Holder loses or misplaces their Entry Materials, or has the same stolen, they should report this to the Club as soon as possible. Entry Materials are stolen, the Police should also be contacted immediately by the Ticket Holder and the relevant crime number should be quoted in all correspondence with the Club. The Club may issue duplicate Entry Materials in its absolute discretion and on such terms and conditions as the Club directs. Unless otherwise directed by the Club, there shall be a fee charged to the Ticket Holder for the issue of any such duplicate. The level of such fee at the relevant time shall vary depending on the specific circumstances and the Ticket Holder shall be informed of the level of the fee prior to the issue of any such duplicate (which will not be posted out but must be collected from the Club). The current fees are as follows: to reissue lost Entry Materials £10.00 in the first instance, with subsequent reissues charged at £30; replacement of stolen Entry Materials no fee (subject to production of a crime reference number); issue of a replacement ticket on a matchday £5.00.

18. The Ticket Holder shall pay for any additional food and drink ordered by the Ticket Holder (over and above the food and drink provided with the Facilities) and/or any additional goods or services (for example, merchandise or commemorative photographs) purchased by the Ticket Holder on a matchday. The Club may (in its discretion) either (i) require the Ticket Holder to pay for such food, drink, goods or service on the day they are purchased; or (ii) provide the Ticket Holder with an invoice (either on the matchday or subsequent to it) for such additional food, drink, goods or services, which shall specify the timeframe within which any sums must be paid. If the Ticket Holder fails to pay any sum due for such additional food, drink, goods or services, either on a matchday or (if applicable) within the timeframe specified by the Club in an invoice, the provisions of paragraph 28 shall apply.

19. The Club shall have the right to charge a Ticket Holder for the cost of any repairs, cleaning, maintenance and/or replacement of any facilities in the Stadium resulting from any act or omission of the Ticket Holder, except as a result of reasonable wear and tear.

## Re-sale / transfer of Entry Materials

20. Entry Materials are personal to Ticket Holders, are not transferable and shall not be transferred or resold under any circumstances, save: (i) where expressly permitted by the Club in its absolute discretion; (ii) via any ticket exchange system operated by or on behalf of the Club if that system becomes applicable to the Facilities; and (iii) that Entry Materials may be used by (but not sold to) guests in accordance with these terms and conditions. Each Ticket Holder shall ensure that each such guest complies with these terms and conditions at all times and, in any event, the Ticket Holder shall be held responsible and shall be liable for any failure to comply with these terms and conditions by any guest.

21. The unauthorised sale or disposal of football tickets is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. If a Ticket Holder is convicted of a criminal offence related to the illegal sale of football tickets, or the Club reasonably suspects that they have committed such an offence, it may: (i) notify the Premier League, who in turn may notify the UK Football Policing Unit. Information that the Club may disclose includes contact details of the Ticket Holder, information about the offence (or suspected offence) and about any other ticket purchases; and/or (ii) immediately suspend access to and/or terminate the contract for the remainder of the Season save to the extent the Club is able to resell the Facilities (which if such resale was on a match by match basis, will be made at the end of the Season).

22. The Club shall not be obliged to transfer the contract for the Facilities to any third party. However, if a Ticket Holder wishes for a contract for Facilities held in his/her name to be transferred to another person, such Ticket Holder shall write to the Club and the Club shall consider such request. Where the Club, in its absolute discretion, consents to such a transfer, the Ticket Holder shall comply with the Club's reasonable instructions and directions to effect such transfer at his/her own cost.

23. Entry Materials will remain the property of the Club at all times and the Club reserves the right to require the immediate return of the Entry Materials at any time.

24. Without the Club's prior written permission, to be given or withheld in its absolute discretion, Ticket Holders shall not use the Facilities as gifts or prizes in any competitions or other promotional activities of whatever nature, nor shall Ticket Holders make any public statement, announcement or declaration or carry out or be associated with any promotional activity or whatever nature expressly or impliedly referring to a relationship between: (i) the Ticket Holder or any third party associated with the Ticket Holder; and (ii) the Club and/or Leicester City Limited.

## Away matches

25. The purchase of Facilities does not guarantee a ticket for any of the Club's away matches. Where a Ticket Holder obtains a ticket for any away match through the relevant application process conducted by the club, that ticket shall be personal to the Ticket Holder, is not transferable and shall not be transferred or resold in any circumstances, save: (i) where expressly permitted by the Club in its absolute discretion; and (ii) that the relevant ticket may be used by (but not sold to) a guest in accordance with the terms and conditions of the away club.

26. All tickets for the Club's away matches are sold: (i) by the Club as agent on behalf of the away club (or, if applicable, the governing body or competition organiser); (ii) subject to the relevant terms and conditions of the away club (or, if applicable, the governing body or competition organiser) and all issues relating to access to, crowd control and stewarding at the away club's stadium shall be the responsibility of the away club (or, if applicable, the governing body or competition organiser) and not the Club (and the Club shall have no liability to the Ticket Holder); and (iii) subject to any additional terms and conditions imposed by the Club in respect of away match tickets. If, when attending such away matches, any Ticket Holder commits a breach of the terms and conditions and/or ground regulations of the relevant away club (or, if applicable, the governing body or competition organiser) and/or any additional terms and conditions imposed by the Club in respect of away match tickets, it shall be deemed to be a breach of these terms and conditions and for the avoidance of doubt the provisions of paragraph 28 shall apply.

## Car parking

27. Certain hospitality facilities have a car parking space in one of the Club's designated car parks included as part of the facilities. In addition, further parking facilities may be available to purchase. Where the Facilities include a parking space or where additional spaces are purchased by a Ticket Holder, the terms of the Car Parking Terms and Conditions shall apply to the purchase and use of such car parking facilities.

## Breach of these terms and conditions

28. The Club reserves the right to:

(a) suspend access to the Facilities (and/or any other tickets or hospitality facilities) held in the name of the Ticket Holder for a period of time;

(b) immediately eject from the Stadium any Ticket Holder; and/or

(c) terminate the contract between the Club and the Ticket Holder for the Facilities;

If any of the following events occur;

(i) a Ticket Holder (or any individual in possession of the relevant Entry Materials) breaches any of these terms and conditions or otherwise misuses the Facilities or Entry Materials;

(ii) the Ticket Holder is prohibited by law from attending any football ground (including the Stadium);

(iii) any monies are due from a Ticket Holder to the Club and/or Leicester City Limited (including, without limitation, in respect of the provision of catering and associated facilities to the Ticket Holder); or

(iv) the remittance tendered by a Ticket Holder in payment of catering and associated facilities shall be dishonoured or in any other way refused (other than by the Club)

If Facilities are suspended or the contract for Facilities is terminated, the Ticket Holder is not entitled to any refund.

29. The Ticket Holder shall indemnify the Club against any and all costs, expenses and/or losses of whatever nature, however incurred, suffered directly or indirectly by the Club as a result of any breach of these terms and conditions buy the Ticket Holder, or a failure by such persons or entities to pay any sums to the Club when due. Such costs and/or expenses shall include (without limitation):

(i) any legal costs incurred by the Club or its professional advisors; and (ii) interest on sums due to the Club at a rate of 8% above the base rate of the Bank of England from time to time.

## General

30. The name "Leicester City" and the Club crest are trademarks owned by the Club and in which the Club has built up a substantial amount of goodwill. Use of the name or the Club crest by a Ticket Holder without the express written consent of the Club is strictly prohibited and for the avoidance of doubt paragraph 28 of these terms and conditions shall apply in the event of such unauthorised use. The Club reserves the right to take any action as it deems appropriate (including commencing legal proceedings) to protect its brand and image.

31. Nothing in these terms and conditions or any Entry Materials gives any guarantee that a Ticket Holder will be entitled to renew any contract for the purchase of Facilities or purchase any tickets or facilities at the Stadium in any subsequent season.

32. The Club may at any time in its reasonable discretion substitute a Ticket Holder's usual Facilities with an alternative seat and/or facilities of equal (or greater) price.

33. Ticket Holders shall not bring into (or use within) the Stadium any equipment which is capable of recording footage of a match, save in respect of mobile phones used only for the purpose of making telephone calls or sending messages or emails in text form.

34. The Club may from time to time create images and/or audio-visual video footage of Ticket Holders attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use it for the purpose of:  
(i) promoting the Club and its commercial partners; and (ii) any other commercial activity; provided in each case that such use does not harm the reputation of the relevant individual whose image is used.

35. In the absence of negligence or other breach of duty by the Club or its servants or agents, a Ticket Holder will be responsible for any loss, theft, injury or damage to any of their articles left or displayed in or at the Stadium.

36. The Club shall not have any liability to a Ticket Holder for any failure to carry out or delay in carrying out any of the Club's obligations under these terms and conditions, including admitting a Ticket Holder to the Stadium for a particular match, caused by any circumstance outside its reasonable control.

37. The Club shall not have any liability to a Ticket Holder for any late delivery or non-delivery of any Entry Materials, documents or other materials (including, tickets to away matches or finals of competitions in which the Club participates) resulting from the actions or omissions of any postal service provider.

38. IF YOU CLAIM THAT THE CLUB HAS BEEN NEGLIGENT OR HAS BREACHED THESE TERMS AND CONDITIONS IN SOME WAY, THE CLUB SHALL ONLY BE LIABLE FOR ANY LOSS, DAMAGE, COST OR OTHER EXPENSE YOU INCUR, OR IN RESPECT OF DEATH OR PERSONAL INJURY SUFFERED, THAT IS A FORESEEABLE CONSEQUENCE OF THE CLAIMED NEGLIGENCE OR BREACH.

## MATCHDAY HOSPITALITY TERMS & CONDITIONS

The terms below apply to the use of Matchday Hospitality Facilities. In particular, we ask you to note the following:

- Facilities are located in the 'home' section of the Club. The Club may eject from the stadium anyone who is visibly supporting the opposition team and/or whose behaviour may create or increase potential crowd trouble.
- Facilities may be used by a guest of the Ticket Holder subject to and in accordance with these terms and conditions. Otherwise, they may not be re-sold without the prior written consent of the Club.
- The Club operates a dress code, with which all Ticket Holders and their guests are required to comply.
- You will not receive any refund if the contract for the Facilities is cancelled by the Club following a breach of any of these terms and conditions.
- Ticket Holders will be charged for damage caused during the use of their Facilities, save for reasonable wear and tear.
- No one under the age of 18 shall be permitted to enter the Facilities unless accompanied by an adult.
- The Club does not permit children under the age of 2 at King Power stadium to safeguard supporters safety.

These terms and conditions below contain further details on each of these points.  
Definitions

1. In these terms and conditions:  
"Booking Form" means the form for the purchase of the Facilities which sets out the details of the Facilities purchased and their cost;  
"Club" means Leicester City Football Club Limited  
"Entry Materials" means the paper ticket and/or other materials relating to the Facilities which are provided to a Ticket Holder in order for such Ticket Holder to access the Facilities for the Match;  
"Facilities" means a seat (or seats) and associated facilities at the Stadium, as such seats and/or facilities are identified in the Booking Form;  
"Match" means the specific match during the Season for which a Ticket Holder has purchased the Facilities;  
"Season" means the football season (usually running from August to May inclusive);  
"Stadium" means the Club's ground at King Power Stadium, Filbert Way, Leicester, LE2 7FL; and  
"Ticket Holder" means the registered holder of the Facilities.

### Purchase of Facilities

2. The purchaser of the Facilities is required to agree to these terms and conditions at the point of purchase. Any individual purchasing Facilities for a third party shall be deemed to be acting with the consent of each Ticket Holder for whom they are making that purchase, including acting with the authority of each Ticket Holder to agree to these terms and conditions on their behalf.

3. Purchase of the Facilities shall permit the Ticket Holder to attend the Match for the purpose of enjoying the Facilities and to watch the relevant Match.

4. For the avoidance of doubt, the purchase of Facilities only grants the Ticket Holder the right to use the Facilities for the Match and does not grant the Ticket Holder exclusive possession of the Facilities or create a tenancy of any kind.

5. The Ground Regulations issued from time to time by the Premier League and the Football League and which are part of the General Safety Certificate for the Stadium issued by Leicester City Council (copies of which are exhibited at the Stadium and which can also be obtained from the Club on request) shall form part of these terms and conditions. The issue of Entry Materials and subsequent access to the Stadium is subject to the rules and regulations of The FA, the Premier League and the Football League.

6. Once booked and/or purchased no Ticket Holder shall be entitled to cancel a contract for the purchase of Facilities or obtain any refund, and the Club shall be entitled to seek full payment in respect of all Facilities booked.

7. It is the responsibility of a Ticket Holder to check that the Entry Materials are complete when they arrive by post. If any items are missing from the Entry Materials, the Ticket Holder should contact the Club as soon as practicable.

### Use of Facilities

8. Facilities are located in the 'home' section of the Stadium (i.e. the section for supporters of the Club). The Club shall be entitled to immediately eject from the Stadium any person if the Club or the Club's officials consider that: 9(i) such person is visibly supporting the opposition team; and/or (ii) the presence or behaviour of such person may create and/or increase potential crowd disorder at the Stadium. Additionally, in both cases the use of the Facilities by such person shall be deemed a breach of these terms and conditions by the Ticket Holder and, for the avoidance of doubt, the provisions of paragraph 23 shall apply.

9. The dates and times of all of the Club's fixtures for the Season are subject to alteration. Reasonable endeavours shall be made by the Club to publicise any fixture change as far in advance as possible. If a fixture date or time is changed and the Ticket Holder is unable to attend, a credit will be held for the value of the Facilities purchased to be used against another fixture. No refunds will be given by the Club. Where any Match is cancelled, abandoned, postponed or re-arranged, the Club shall have no liability whatsoever to any Ticket Holder in respect of any such event except that a Ticket Holder shall be entitled to attend the rearranged Match (if any).

10. a) Only one person (irrespective of age) per Match will be admitted to the Stadium in respect of each seat connected to the Facilities and any Ticket Holder under the age of 18 must be accompanied by an adult over the age of 18 to use the Facilities. The Club reserves the right to refuse to admit a Ticket Holder to the Stadium in its reasonable discretion (for example, where the admission and presence of a Ticket Holder may cause a nuisance to other Ticket Holders and/or their guests, where the Club considers that the presence of such Ticket Holder may lead to the damage, destruction or loss of property or where the relevant Ticket Holder is in breach of these terms and conditions or their entry to the Stadium may lead to or cause a breach of these terms and conditions).  
b) The Club does not permit children under the age of Two at King Power stadium to safeguard supporters safety.

11. Admittance to the Stadium shall only be permitted upon the satisfactory production by a Ticket Holder of the Entry Materials. Admission will be refused to any person who attempts to: (i) use Entry Materials which have been cancelled or for which the contract has been terminated; or (ii) use the same Entry Materials on more than one occasion at the same Match. For the avoidance of doubt such acts shall be deemed a breach of these terms and conditions and the provisions of paragraph 24 shall apply.

12. No Ticket Holder will be permitted access to the Stadium unless they comply with the relevant dress code (as directed by the Club from time to time) which applies to the Facilities. Whether any Ticket Holder or guest complies with the dress code shall be at the sole discretion and judgement of the Club.

13. Ticket Holders are unable to re-enter the Stadium if they leave the Stadium at any time on a matchday, save where otherwise permitted by the Club in its absolute discretion.

14. Smoking is not permitted in any part of the Stadium and the Club takes a serious view of any individual in breach of this policy. The Club reserves the right to eject from the Stadium any Ticket Holder smoking anywhere in the Stadium. For the avoidance of doubt, the foregoing includes smoking of imitation cigarettes, personal vaporizers or any other form of electronic or e-cigarette.

15. The Club shall have no liability to a Ticket Holder for: (i) any interruptions and/or restrictions to the view of any match; and/or (ii) any impact on the Ticket Holder's enjoyment of any Match; in each case which is caused by either: (1) the position of the Ticket Holder's allocated seat; and/or (2) other ticket holders in the Stadium.

16. Ticket Holders shall abide by the Sporting Events (Control of Alcohol etc) Act 1985 (as amended) and by all other instructions issued by the Club relating to the consumption of alcohol at the Stadium. If the Ticket Holder is convicted of an offence contrary to the Sporting Events (Control of Alcohol etc) Act 1985 (as amended) or fails to comply with any instructions issued by the Club relating to the consumption of alcohol at the Stadium (or the Club reasonably suspects that such an offence has been committed or that such instructions issued by the Club have not been complied with) the Club may either: (i) terminate the contract for the Facilities (if LCFC becomes aware that the Ticket Holder has committed any such offence prior to the Match); or (ii) eject the Ticket Holder from the Stadium (if the offence or suspected offence is committed on the date of the Match). For the avoidance of doubt, the Club shall also be entitled to refuse to serve alcohol to any Ticket Holder in its absolute discretion.

17. If a Ticket Holder loses or misplaces their Entry Materials, or has the same stolen, they should report this to the Club as soon as possible. If Entry Materials are stolen, the Police should also be contacted immediately by the Ticket Holder and the relevant crime number should be quoted in all correspondence with the Club. The Club may issue duplicate Entry Materials in its absolute discretion and on such terms and conditions as the Club directs. Unless otherwise directed by the Club, there shall be a fee charged to the Ticket Holder for the issue of any such duplicate. The level of such fee shall vary depending on the specific circumstances and the Ticket Holder shall be informed of the level of the fee prior to the issue of any such duplicate (which will not be posted out but must be collected from the Club).

18. The Ticket Holder shall pay for any additional food and drink ordered by the Ticket Holder (over and above the food and drink provided with the Facilities) on the matchday on which they are purchased.

19. The Club shall have the right to charge a Ticket Holder for the cost of any repairs, cleaning, maintenance and/or replacement of any facilities in the Stadium resulting from any act or omission of the Ticket Holder, except as a result of reasonable wear and tear.

### Re-sale / transfer of Entry Materials

20. Entry Materials are personal to Ticket Holders, are not transferable and shall not be transferred or resold under any circumstance, save: (i) where expressly permitted by the Club in its absolute discretion; (ii) via any ticket exchange system operated by or on behalf of the Club if that system becomes applicable to the Facilities; and (iii) that Entry Materials may be used by (but not sold to) guests in accordance with these terms and conditions. Each Ticket Holder shall ensure that each such guest complies with these terms and conditions at all times and, in any event, the Ticket Holder shall be held responsible and shall be liable for any failure to comply with these terms and conditions by any guests.

22. Entry Materials will remain the property of the Club at all times (and each Ticket Holder retains Entry Materials on behalf of the Club and is entitled to the benefits conferred by the Entry Materials subject to these terms and conditions) and the Club reserves the right to require the immediate return of Entry Materials at any time.

23. Without the Club's prior written permission, to be given or withheld in its absolute discretion, the Ticket Holders shall not use the Facilities as gifts or prizes in any competitions or other promotional activities of whatever nature, nor shall Ticket Holders make any public statement, announcement, or declaration or carry out or be associated with any promotional activity of whatever nature expressly or impliedly referring to a relationship between: (i) The Ticket Holder or any third party associated with the Ticket Holder; and (ii) the Club and/or Leicester City Limited and/or any Leicester City group company.

40. These terms and conditions shall be governed by and interpreted in accordance with English law and the parties shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

## Breach of these terms and conditions

24. The Club reserves the right to:

- (a) suspend access to the Facilities (and/or any other tickets or hospitality facilities) held in the name of the Ticket Holder;
- (b) immediately eject from the Stadium and Ticket Holder and/or guest; and/or
- (c) terminate the contract between the Club and the Ticket Holder for the Facilities;

If any of the following events occur:

- (i) a Ticket Holder or any individual in possession of the relevant Entry Materials breaches any of these terms and conditions or otherwise misuses the Facilities or Entry Materials;
- (ii) the Ticket Holder is prohibited by law from attending and football ground (including the Stadium);
- (iii) any monies are due from a Ticket Holder to the Club and/or Leicester City Limited and/or any Leicester City group company (including, without limitation, in respect of the provision of catering and associated facilities to the Ticket Holder); or
- (iv) the remittance tendered by a Ticket Holder in payment of catering and associated facilities shall be dishonoured or in any other way refused (other than by the club).

If Facilities are suspended or the contract for the Facilities is terminated, the Ticket Holder is not entitled to any refund.

25. The Ticket Holder shall indemnify the Club against any and all costs, expenses and/or losses of whatever nature however incurred, suffered directly or indirectly by the Club as a result of any breach of these terms and conditions by the Ticket Holder, or a failure by such persons or entities to pay any sums to the Club when due. Such costs and/or expenses shall include (without limitation): (i) any legal costs incurred by the Club or its professional advisors; and (ii) interest on sums due to the Club at a rate of 8% above the base rate of the Bank of England from time to time.

## Car parking

26. Certain hospitality facilities have a car parking space in one of the Club's designated car parks included as part of the facilities. Where car parking is included, a minimum of four places must be booked per Match (strictly one space per four guests booked). Car parking is not included for bookings of three or fewer guests. Where the Facilities include a parking space, the terms of the Car Parking Terms and Conditions shall apply to the use of such car parking facilities.

## General

27. The name "Leicester City" and the Club crest are trademarks owned by the Club and in which the Club has built up a substantial amount of goodwill. Use of the name or the Club crest by a Ticket Holder without the express written consent of the Club is strictly prohibited and for the avoidance of doubt paragraph 24 of these terms and conditions shall apply in the event of such unauthorised use. The Club reserves the right to take any action as it deems appropriate (including commencing legal proceedings) to protect its brand and image.

28. The Club may at any time in its reasonable discretion substitute a Ticket Holder's allocated Facilities with an alternative seats and/or facilities of equal (or greater) price.

29. Ticket Holders shall not bring into (or use within) the Stadium any equipment which is capable of recording footage of a Match, save in respect of mobile phones used only for the purpose of making telephone calls or sending messages or emails in text form.

30. The Club may from time to time create images and/or audio-visual video footage of Ticket Holder's attending the Stadium. The Club owns all rights in such images and footage and shall be entitled to use it for the purpose of: (i) promoting the Club and its commercial partners; and (ii) any other commercial activity, provided in each case that such use does not harm the reputation of the relevant individual whose image is used.

31. In the absence of negligence or any other breach of duty by the Club or its servants or agents, a Ticket Holder will be responsible for any loss, theft, injury or damage to any of their articles left or displayed in or at the Stadium.

32. The Club shall not have any liability to a Ticket Holder for any failure to carry out or delay in carrying out any of the Club's obligations under these terms and conditions, including admitting a Ticket Holder to the Stadium for a particular Match, caused by any circumstances outside its reasonable control.

33. The Club shall not have any liability to a Ticket Holder for any late delivery or non-delivery of any Entry Materials, documents or other materials resulting from the actions or omissions of any postal service provider.

34. IF YOU CLAIM THAT THE CLUB HAS BEEN NEGLIGENT OR HAS BREACHED THESE TERMS AND CONDITIONS IN SOME WAY, THE CLUB SHALL ONLY BE LIABLE FOR ANY LOSS, DAMAGE, COST OR OTHER EXPENSE YOU INCUR, OR IN RESPECT OF DEATH OR PERSONAL INJURY SUFFERED, NEGLIGENCE OR BREACH.

35. The Club reserves the right to change these terms and conditions from time to time and shall publicise such changes on its website.

36. These terms and conditions, together with the Booking Form and (if applicable) the Car Parking Terms and Conditions, comprise the entire agreement between the Club and a Ticket Holder in relation to the purchase and use of Facilities.

37. The Club and its group companies shall be entitled to enforce these terms and conditions against each Ticket Holder. The Club shall at any time be entitled to assign, transfer or novate the benefit and/or burden of (and any right or obligation of the Club under) these terms and conditions to any of its group companies.

38. If any of these terms and conditions is 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.

39. The failure by the Club to exercise or a delay by the Club in exercising a right or remedy provided by these terms and conditions 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 terms and conditions does not constitute a waiver of any other breach and shall not affect the other terms and conditions.