

## THE FA's TICKET REFUND POLICY

When dealing with request for refunds for tickets to its matches The FA will apply the following policy and procedures. Refunds will not be provided in any other circumstances (including, without limitation, where a ticket holder is ejected from a Ground).

### 1. Postponement of Match before kick-off

In the event of the postponement of a Match before you have entered the Ground, the Ticket will be valid for the rearranged playing of the Match.

Where a Match is postponed after you have entered the Ground, but before the Match has kicked-off, entry to the Ground for the rearranged playing of the Match shall only be permitted on presentation of the Ticket and subject to compliance with any other arrangements announced by The FA at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund of the face value of Ticket (including any booking fee and related transaction charge). The procedure for obtaining such a refund is set out in paragraph 5 below.

### 2. Postponement of the Match after kick-off

In the event of the postponement of a Match after kick-off, a person shall be permitted to enter the Ground for the rearranged fixture on the presentation of the Ticket and subject to compliance with any other arrangements announced by The FA at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund, save that the refund shall be: (i) 60% of the face value of the Ticket (including any booking fee and related transaction charge) if the Match is postponed before the commencement of the second half; or (ii) 40% of the face value of the Ticket (including any booking fee and related transaction charge) where the Match is postponed between the commencement of the second half and the completion of the Match. The procedure for obtaining such a refund is set out in paragraph 5 below.

### 3. Abandonment of a Match (no rearranged playing of the Match)

When a Match is abandoned before kick-off and it is not rearranged, a person shall be entitled to a refund of the Ticket face value (including any booking fee and related transaction charge).

Where a Match is abandoned between kick-off and commencement of the second half, the refund shall be 60% of the face value of the Ticket (including any booking fee and related transaction charge) if the Match is postponed before the commencement of the second half and 40% of the face value of the Ticket (including any booking fee and related transaction charge) where it is postponed between the commencement of the second half and the completion of the Match. The procedure for obtaining such a refund is set out in paragraph 5 below.

### 4. Match played 'behind closed doors'

In the event that The FA is subject to an order to play a Match without any spectators present inside the Ground, a person shall be entitled to a refund of the ticket price paid (including any booking fee and related transaction charge). **No Ticket holder shall be entitled to entry to the match in such circumstances.** The procedure for obtaining such a refund is set out in paragraph 5 below.

### 5. Procedure for obtaining a refund

If any of the above circumstances apply then The FA will announce the address to send such refunds to, this may be The FA, its agent, the appropriate participating Club or the Ground. The FA recommends that all refund applications are sent to the relevant address by registered post and marked "MR Dept", you must enclose your Ticket when you apply for your refund **a refund shall only be made if Ticket is included with an application.** The name and address for each ticket holder must be supplied in block capitals for a refund to be given. All refunds must be claimed within 28 days of the day of the announcement regarding the claiming of refunds.

Please allow 60 days for a refund to be made. Refunds will only be made to the original purchaser of the Ticket and will be made through the same payment method as the Ticket was originally purchased.

In each of the above circumstances. The FA shall not be liable in any event for any other amounts incurred by the Ticket holder including, for example, but without limitation for any hotel and/or travel expenses.

In this policy, the following terms have the following meanings:

**"Ground"** means the football stadium hosting the Match;

**"Match"** means any Match staged by The Football Association Ltd ("**The FA**"); and

**"Ticket"** means a printed paper ticket (and/or any rights arising out of or in connection with that paper ticket) for admission to a Match.

**April 2007**