



ECFC Matchday Hospitality Booking - Terms and Conditions

1. PAYMENTS

Tickets and other admission documents will not under any circumstances be issued prior to receipt and bank clearance of full payment except where otherwise agreed in writing. The Club reserves the right to cancel the booking without notice if the Club has not received payment/bank clearance of all payments. Applications may be subject to credit checks undertaken at the club's discretion.

2. CONFIRMATION

Contracts for hospitality packages shall be deemed to have been made on receipt of full payment. All bookings must be made with payment in full, the Club will not take deposits or hold bookings under any circumstances.

Except for match day sponsorship hospitality packages, the Club reserves the right to omit or amend any part of the hospitality package where necessary and reasonable to do so and where practical will notify the Customer of the change as soon as reasonably possible.

The club cannot guarantee seat or table allocation for any bookings made separate to the initial booking.

3. CANCELLATIONS

In the event of the customer wishing to cancel, the book will be moved to an alternative fixture. The club does not offer refunds on hospitality bookings.

4. EVENT CANCELLATION

The Club gives no warranties that advertised matches shall take place in the time and place stipulated or at all. The Club shall not be liable to give any refund in the event of the match being cancelled or postponed. Any booking made where a match is to be rescheduled, the original tickets shall be transferred to the new date. If the date is not suitable your booking can be moved to a more suitable date depending on availability.

The Club shall not be liable for any loss, damage, or expense caused by cancellation of a match because of any force majeure incident. In no circumstances whatsoever shall Club be liable for any consequential loss or damage.



5. RESALE AND USE OF TICKETS

Hospitality packages and tickets shall not be resold or transferred. If more than one hospitality package or ticket is issued to a customer those hospitality packages or tickets may be used only by those persons intending to attend the Club event with that Customer to and at the Event or with the Customer's authority provided the Customer has not sold on the package for any additional payment.

6. CODE OF CONDUCT

All hospitality areas are governed in line with our Code of Conduct, and we ask all patrons to adhere to the rules set by the football club. The ECFC Code of Conduct can be found the Exeter City website and on display in the hospitality areas.

7. DATA PROTECTION

Customer confirms that it has allowed the Club to retain Customer information on the Club's database to be used by the Club's group companies, and passed to selected third parties, to assist in communicating products and services which may be of interest to the Customer by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If Customer wishes to stop receiving such information, please inform above the Club office in writing. For training and security purposes telephone calls maybe recorded.