

SPIRIT OF WARRIORS



2018/19 SEASON TICKET TERMS AND CONDITIONS

1. Definitions

“The Official Communication Channels” means Worcester Warriors website (www.warriors.co.uk), the matchday programme, official Club social media channels, Club emails and the Worcester Warriors Ticket Office (01905 459309).

”Season Ticket holder(s)” means the registered owner(s) of the Season Ticket(s).

“Concession” means 65 Plus and Young Adult.

“Proof of Age” means a copy of a valid Passport, photo ID driving licence or Birth Certificate.

“The Club” means Worcester Warriors Rugby Club, Sixways Stadium, Warriors Way, Worcester, WR3 8ZE.

“The Stadium” means Sixways Stadium, Warriors Way, Worcester, WR3 8ZE.

“Carer Season Ticket” means a complimentary Season Ticket.

“Season Ticket(s)” means an encoded smartcard used to enter the Stadium.

“Renewing” means buying Season Tickets in consecutive Seasons.

“Season Ticket Promotion” means ‘Introduce a Friend’, ‘£50 Under 12 Season Ticket’ and ‘Family Ticket’.

“Season” means June 2018 through to May 2019.

“Ticket Office” means the office located at Sixways Stadium, Warriors Way, Worcester, WR3 8ZE.

2. Age Criteria

2.1 For the purpose of all Season Ticket and Match Ticket purchases:

65 Plus:	Anyone aged 65 or over on 1, September 2018.
Adult:	Anyone aged 18 or over on 1, September 2018.
Young Adult:	Anyone born between 2, September 1992 and 1, September 2000.
Junior:	Anyone aged 17 or under on 1, September 2018.
Under 12s:	Anyone aged 11 or under on 1, September 2018.

3. Seating Categories

As identified in the Stadium plan found at www.warriors.co.uk/stadiumplan. The Club reserves the right to amend these seating categories within reason at any time without prior notice.



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4. General

- 4.1 It is the responsibility of the Season Ticket holder to notify the Club of any personal detail changes. Season Ticket holders can update their details by contacting the Worcester Warriors Ticket Office or emailing tickets@warriors.co.uk
- 4.2 Season Ticket holders and Supporters must at all times do everything within their power and control to protect and enhance the good name of the Club.
- 4.3 The Club reserves the right to amend these Terms and Conditions, within reason, at any time and without prior notice.
- 4.4 Season Tickets are issued subject to such rules and regulations of the relevant authorities and in accordance with the Stadium ground regulations.
- 4.5 Terms and Conditions are deemed to be acceptable to Season Ticket holders upon purchase of a Season Ticket.

5. Benefits

- 5.1 A Season Ticket holder has entry to the Club's home playing venue for:
 - a) 11 Premiership fixtures
 - b) 3 European Rugby Challenge Cup fixtures
 - c) 2 Anglo-Welsh Cup fixtures
 - d) All Worcester Cavaliers fixtures
- 5.2 The dates of all matches included within the Season Ticket are subject to revision and Season Ticket holders are responsible for making themselves aware of any changes to fixtures by using Official Club Communication Channels.
- 5.3 The Club reserves the right to change the date and venue of any fixture.
- 5.4 Only home pool matches of competitions are included in the Season Ticket. Quarter-final, semi-final and final play-off games are not included in the Season Ticket. The Club is not obliged to offer reduced price match ticket promotions or priority booking periods to Season Ticket holders for these matches. If ticket promotions are offered the Club reserves the right to offer these without liability to Season Ticket holders.

6. Renewals

- 6.1 Season Ticket renewal information will be either sent through the post or via email to all Season Ticket holders to their current registered postal address or email address as recorded on our database.
- 6.2 If payment for a Season Ticket is not received or cannot be processed by the notified date all seat(s) will be re-allocated without further notice to the Season Ticket holder.
- 6.3 The Club cannot accept any responsibility for any Season Ticket application forms which are lost or delayed in the post.
- 6.4 Where a closing date has been set, the Club cannot accept receipt of late applications.
- 6.5 Season Tickets Cards remain the property of the Club at all times. Season Ticket holders should check prior to the commencement of the Season that their Season Ticket holder details are correct.
- 6.6 The Club reserves the right to put on general sale any seats that are unclaimed by Season Ticket holders by the closing date specified by the Club through its Official Communication Channels.
- 6.7 Those Season Ticket holders paying for their Season Ticket (or the Season Tickets of other persons) by way of direct debit shall have the Season Ticket(s) in question automatically renewed each season (in accordance with the relevant Terms and Conditions at that time in force) before the first deadline for renewal. The Season Ticket holder will be sent a renewal notice including a cancellation notice at least 10 working days before the renewal is processed. The cancellation notice will give details of how the Season Ticket may be cancelled, and the Season Ticket holder should complete the cancellation within the stated deadline in the event that the Season Ticket holder wishes to cancel the automatically renewed Season Ticket(s).

7. Upgrades

- 7.1 Season Tickets are fully transferable except when upgrading a Season Ticket. The fee must be paid in advance at the Ticket Office by the Season Ticket holder.
- 7.2 If a Junior Season Ticket is used by an Adult Supporter and the Junior Season Ticket has not been upgraded, the Junior Season Ticket holder may lose their Season Ticket for the remainder of the Season.

8. Entry Into The Stadium

It is the responsibility of the Season Ticket holder to remember to use their Season Ticket Card to access the Stadium. If Season Ticket holders arrive at the Stadium without their Season Ticket Card then a fee of £1 may be charged for a duplicate ticket.

9. Concession Season Tickets

9.1 In order to qualify for a Concession the Season Ticket holder or supporter must:

9.1.1 Fulfil the age criteria as detailed by the Club in section 2.

9.1.2 Provide Proof of Age to the Ticket Office at the time of application for their Season Ticket.

9.1.3 Provide Proof of Age to the Ticket Office at the start of every Season.

9.2 Concession Season Tickets are available in the Bronze and Blue seating categories as referred to in section 3.

9.3 Concession Season Ticket holders should bring Proof of Age to each match, as checks may be carried out at the turnstile.

9.4 Carer Season Tickets

9.4.1 A carer Season Ticket is allocated to a Season Ticket holder who requires assistance to attend the Stadium and receives the higher rate Disability Living Allowance.

9.4.2 The Club reserves the right to request proof of disability.

10. Offers And Promotions

10.1 Introduce a Friend and Save

10.1.1 Introduce a Friend and Save can only be purchased at the Ticket Office.

10.1.2 To qualify for the Introduce a Friend promotion a Season Ticket holder must be Renewing their Season Ticket.

10.1.3 The supporter being introduced cannot have been a Season Ticket holder for the previous two Seasons i.e. 2016/17 and 2017/18.

10.1.4 For each supporter introduced the Season Ticket holder is entitled to a 25% reduction on the Season Ticket they are Renewing.

10.1.5 A maximum reduction of 100% can be claimed per Season Ticket holder, per Season.

10.1.6 This promotion is available in the Platinum, Gold, Silver, Bronze, Blue and Standing seating categories as referred to in section 3.

10.1.7 This promotion cannot be used in conjunction with any other Season Ticket Promotion.

10.1.8 This promotion cannot be used retrospectively and only applies to Season Tickets purchased in the 2018/19 Season.

10.1.9 This promotion can only be applied at the point of purchase.

10.2 **£50 Under 12 Season Ticket**

10.2.1 £50 Under 12 Season Tickets can only be purchased at the Ticket Office.

10.2.2 A maximum of one £50 Under 12 Season Ticket can be claimed for each full paying Adult or 65 Plus Season Ticket holder

10.2.3 To qualify for a £50 Under 12 Season Ticket the Under 12 must fulfil the age criteria as detailed by the Club in section 2.

10.2.4 The Under 12 must provide Proof of Age to the Ticket Office at the time of application for their Season Ticket.

10.2.5 Proof of Age of the Under 12 must be provided to the Ticket Office at the start of every Season.

10.2.6 This promotion is available in the Gold, Silver, Bronze, Blue and Standing seating categories as listed in section 3.

10.2.7 This promotion cannot be used in conjunction with any other Season Ticket Promotion.

10.2.8 £50 Under 12 Season Tickets can only be purchased with an Adult or 65 Plus Season Ticket.

10.2.9 This promotion is not available when buying a Young Adult, Family or Junior Season Ticket as defined in section 2.

10.2.10 This promotion cannot be used retrospectively and only applies to Season Tickets purchased in the 2018/19 Season.

11. Refunds

Season Tickets are not normally refunded, either in part or in full, except for in exceptional circumstances and at the discretion of the Club. Season Ticket holders requesting a refund must do so in writing stating the reason for the request and enclosing all relevant documentation supporting the request.

12. Lost Season Ticket Cards

- 12.1 If a Season Ticket Card is lost or stolen, written confirmation should be supplied to the Ticket Office.
- 12.2 A non-refundable administration fee of £5 will be required to be paid before a new Season Ticket Card is issued.
- 12.3 Replacement Season Ticket Cards will not be printed on a Matchday.

13. Seat Relocation

- 13.1 Although the Season Ticket is for a particular seat, the Club reserves the right to allocate the Season Ticket holder, on a temporary basis, an alternative seat in another part of the Stadium in the following circumstances:
 - a) When part of the Stadium is closed for repair, maintenance or redevelopment.
 - b) When it is deemed desirable by the Club or its security to re-allocate a seat in the interest of safety or crowd control.
 - c) When the Club is required to re-allocate seats by any official instructions.
 - d) If the seat is unavailable or damaged alternative seats can be offered without prior notice within the same stand.
- 13.2 The Club will use its best endeavours to publicise any re-allocation of seats through the Official Club Communication Channels.

14. Season Ticket Withdrawal

- 14.1 The Club reserves the right to suspend or withdraw Season Ticket benefits without compensation or reimbursement if Season Ticket holders are in serious or persistent breach of any of the following Terms and Conditions of entry:
 - a) Smoking in designated non-smoking areas.
 - b) Persistent standing in seated areas whilst the Match is in progress.
 - c) Sale or transfer (save as permitted) of this Season Ticket to any person.
 - d) Deliberate misuse of the Season Ticket.
 - e) The supply of any misleading or incorrect information in any application.
 - f) Persistent swearing or offensive language during a Match.
 - g) The throwing of any object within the Ground without lawful authority or excuse.
 - h) The chanting of anything of an indecent or racist nature.
 - i) Any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of this Season Ticket.
 - j) Sitting in a seating category not representative of the Season Ticket purchase price.
- 14.2 In the event that your Season 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.