

Colchester United Football Club Ticket Terms & Conditions

Valid from 4th June 2018 and replace any prior version published.

Club Information and Contact Details

Colchester United Football Club Ltd.

Company registration: 2705301

VAT: GB 974 892 456

Address: JobServe Community Stadium, United Way, Colchester,
CO4 5UP

Website: <http://colchesterunited.net/>

Online Ticket Purchasing: <https://tickets.colchesterunited.net>

Telephone: Ticket Office: 01206 755161

Main Switchboard: 01206 755100

Email: ticketing@colchesterunited.net

Definitions

"**Ground**" means this football Stadium and all locations owned, occupied or utilised by the Club;

"**Club**" means Colchester United Football Club;

"**Stadium**" means JobServe Community Stadium, United Way, Colchester, Essex CO4 5UP;

"**Match**" means any Club Home Football Association Match (or any part or aspect of such a Match) taking place at the Ground;

"**Season**" means the football Season (usually running from August to May inclusive)

"**Season Pass**" means a product entitling a person to attend certain competitive Home Matches of the Club taking place during the course of the Season;

"**Annual Subscription**" means a product entitling a person to attend certain competitive Home Matches of the Club taking place for a minimum of 1 year from the date of purchase;

"**Season Ticket**" means a Season Pass or an Annual Subscription defined above;

"**Ticket**" means a Car Park Ticket, Match Ticket, Season Pass or Annual Subscription;

"**Ticket Holder**" means the registered holder of a Ticket;

"**Proof of Concession**" means ID i.e. passport, birth certificate, photocard driving licence or pension book and Armed Forces ID or Discharge Book;

General

1. This Ticket is issued subject to rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The English Football League in respect of the relevant competition, Colchester United FC Ground Regulations and these Terms and Conditions. The [Ground Regulations can be viewed here](#).
2. This Ticket is valid for the date shown on the face of this Ticket or a re-arranged Match date.
3. The use of this Ticket to enter the Ground shall constitute acceptance of the Ground Regulations and the Club reserve the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Ground Regulations.
4. The Club accepts no responsibility whatsoever if the seat to which this Ticket refers is affected by adverse weather conditions.
5. The Club accepts no responsibility to replace lost, damaged or stolen Tickets.
6. 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.
7. This Ticket shall remain at all times the property of the Club 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 reserve the right to require the immediate return of this Ticket at any time.
8. This Ticket is sold subject to availability and is non-refundable.
9. A non-refundable administration fee will be charged for relevant postage and applicable credit card transaction fees.
10. Match dates and/or kick off times may be subject to change at short notice for reasons beyond the Club's control. It is the responsibility of the Ticket Holder to ascertain the date and kick-off time of any Match; refunds will not be given to supporters who arrive late.
11. The Club reserve the right to reschedule any Match without notice and without any liability. Where any Match is cancelled, abandoned or postponed, the Club shall not have any liability to you or your Guests, except that following any cancellation, abandonment or postponement of a Match you shall be entitled to attend the re-arranged Match using the Match Ticket purchased for the original Match date or via such application procedure as the Club shall publish on its Website as applicable.

12. This Ticket is subject to age restrictions for concessions as follows:

Type	Match Day Tickets or Annual Subscription	Season Pass
Adult	Person who is aged 18 or over	Person who is aged 18 on 1st September during Season
Senior 65+	Person who is aged 65 or over	Person who is aged 65 or over on 1st September during Season
18-21 South Stand Only	Person who is aged between 18 and 21	Person who is aged between 18 and 21 on 1st September during Season
U18	Person who is aged 17 or under	Person who is aged 17 or under on 1 st September during Season
U14	Person who is aged 13 or under	Person who is aged 13 or under on 1 st September during Season
U11	Person who is aged 10 or under	Person who is aged 10 or under on 1 st September during Season

13. Any person attempting admission with an invalid concession Ticket, or is unable to provide proof of concession entitlement will be refused entry on this Ticket and no refund will be issued. Any person found to be doing so and still wishes to enter the Stadium, depending on availability, will then need to purchase a new Ticket at full price.

14. Family Seating:

- a) Tickets in the designated Family Area can only be purchased with the intention that an adult and child, up to and including 18 years of age, attend and enter the Ground together.
- b) Each paying adult (Adult/Senior 65+) who purchases a Match Ticket is entitled to a maximum of four free U11s Match Tickets.
- c) Each paying adult who purchases a Season Ticket in the designated Family area is entitled to a maximum of one free U11s Season Ticket.
- d) Additional U11s Tickets in the designated Family Area can be purchased for a small fee.
- e) In the interests of safeguarding, each paying adult is allowed to purchase a maximum of eight child tickets (either U11s, U14s or U18s).

- f) There may be times that the child will not be able to attend the game, but we do not want to penalise the adult by not allowing them to attend, therefore:
 - i. Season Ticket Holders will need to contact the Ticket Office of their wish to attend without the accompanying child, giving the date of the game in question; this should take place no later than 24 hours before the day of the game. This then allows us to notify the Safety Officer and Turnstile Operators so that they will give you access to your usual place.
 - ii. Match Ticket Holders will be asked to move to another block of the Ground either at the same cost or as an upgrade.
 - g) If the Season Ticket Holder is a child and cannot attend a particular game, another child within the specified age bracket could use this Ticket or, if requested permission at least 24 hours in advance of the game in question.
 - h) All of these options are subject to monitoring and will be at the discretion of the Safety Officer and Club Officials.
15. In the event that you forget your Ticket in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a duplicate Match Ticket is issued, the Club will charge a non-refundable administration fee.
16. When choosing a Print at Home Ticket it will be the Purchaser's responsibility to ensure that this Ticket is printed on a blank A4 piece of white paper. If the Print at Home Ticket is printed incorrectly, or is damaged or illegible in any way, this Ticket will not be valid and a new ticket may need to be purchased or a duplicate printed incurring a non-refundable administration fee.
17. Upgrading of Match Ticket may be subject to a non-refundable administration fee and must be requested at least 24 hours prior to kick off and be undertaken in person at the Ticket Office or over the telephone. If the original Match Ticket was received by post or collected at the Ticket Office it must be returned to the Ticket Office prior to issuing an upgraded Ticket. If the request is made four working days in advance of the game in question, the ticket can be posted, otherwise collection from the Ticket Office is required.
18. These Terms and Conditions are subject to regular monitoring and may be changed during the course of the Season. Details can be found on the website or requested from the Ticket Office.
19. These Terms and Conditions of Issue 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 (including in relation to any non-contractual disputes or claims).

Season Tickets

20. The issue of a Season Ticket and subsequent access to the Ground is subject to the rules and regulations in Point 1 and these Terms & Conditions.
21. This Season Ticket is for the use of supporters of the Club only. By applying for a Season Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club.
22. Any Season Ticket obtained or used in breach of these Terms & Conditions shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Any person seeking to use a Season Ticket in breach of the Terms and Conditions 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 their Season Ticket cancelled or withdrawn. No refund shall be payable to the Ticket Holder in respect of any unexpired portion of the Season Ticket. The Club further reserve the right to take any legal or disciplinary action against any person as it sees fit in connection with such matters.
23. If a Season Ticket Holder is under 18 years of age, his/her parent and/or guardian are responsible for his/her actions, conduct and compliance with these Terms and Conditions.
24. If this Season Ticket is damaged, lost, stolen or destroyed, a duplicate Season Ticket shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration fee.
25. On occasion this Season Ticket may be used by a person who is not the Ticket Holder with appropriate concession entitlement to attend a Match only, pursuant to and in accordance with these Terms and Conditions. Subject to Terms and Conditions, Season Tickets are personal to Ticket Holders, are not transferable and shall not be transferred or re-sold under any circumstances, except where expressly permitted by the Club in its absolute discretion.
26. A Season Ticket Holder may request to transfer their allocated seat to a different seat in any block, subject to availability and a non-refundable administration fee. All other requests to change or upgrade this Season Ticket are at the discretion of the Club; subject to availability and any applicable administration fees.
27. This Season Ticket is not refundable, either in part or in full, apart from 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.
28. In the event that this Season Ticket is withdrawn or cancelled the Club reserve the right to exclude the Ticket Holder 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).

29. Although this Season Ticket is for a particular seat, the Club reserve the right in its ultimate discretion 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 repairs, maintenance or redevelopment;
 - b) when it is deemed desirable by the Club or the 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;
30. It is the responsibility of the Ticket Holder to notify the Club of any personal detail changes such as email or address details.
31. To qualify for a concession this Season Ticket Holder must:
- a) fulfil the age criteria detailed by the Club in point 12;
 - b) provide proof of concession within 60 days of date of purchase either via your online account or by post or in person at the Ticket Office during opening hours;
32. If proof of concession entitlement is not provided within 60 days of purchase the Club will:
- a) suspend that Season Pass by denying access to the Stadium until it is upgraded to a full price Adult Season Pass;
 - b) automatically re-issue the Annual Subscription increasing the monthly payment to a full price Adult Annual Subscription;
33. The Club reserve the right to offer Ticket Promotions throughout the Season, which cannot be exchanged or the value thereof refunded to the Season Ticket Holder on any one Match.

Season Pass

34. This Season Pass entitles the named Ticket Holder the seat indicated on this Season Ticket (or a temporarily allocated seat at the Club's sole discretion) for all Club Home Football League games for the current Season.
35. This Season Pass entitles the Ticket Holder to be a member of the Club's Official Membership scheme for the current Season; based on concession entitlement and a valid membership registration within the specified time period after the purchase of this Season Pass. Such membership shall entitle the Ticket Holder to certain benefits and priority services as outlined in the schemes.
36. This Season Pass can be purchased online or by telephone via the Ticket Office. Once successful payment is received by the Club, the Ticket Holder is issued with a card allowing appropriate access to the Stadium for Home League Matches (during the course of the current Season) and redemption of membership benefits applicable to registered Membership scheme. Dependent on the delivery method requested the card will either be available for collection at the Ticket Office during opening hours or posted within four working days of date of purchase.

37. This Season Pass is subject to the Renewals Policy as follows:
- a) renewal information will be either sent through the post or via email to the Season Ticket Holder's current registered postal address or email address as recorded on our database;
 - b) Season Ticket Holders should check prior to the commencement of the Season that their contact details are correct;
 - c) if payment for a Season Pass 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;
 - d) where a closing date has been set, the Club cannot accept responsibility for re-allocation of seat(s);
 - e) the Club reserve the right to put on general sale any seat(s) that are unclaimed by a Season Ticket Holder by the closing date specified by the Club through its Official Communication Channels.

Annual Subscription

38. This Annual Subscription entitles the named Subscriber to the seat indicated on the Season Ticket card (or a temporarily allocated seat at the Club's sole discretion) for all Club Home Football League games for a minimum of 1 year from the date of purchase.
39. This Annual Subscription entitles the Subscriber to be a member of the Club's Official Membership scheme for a minimum of 1 year from the date of purchase; based on concession entitlement and a valid membership registration within the specified time period after purchase of this Annual Subscription. Such membership shall entitle the Ticket Holder to certain benefits and priority services as outlined in the schemes.
40. This Annual Subscription can only be purchased online and requires a valid email address. Once successful payment is received by the Club, the Subscriber is issued with a card allowing appropriate access to the Stadium for Home League Matches (for a minimum of 1 year from date of purchase) and redemption of membership benefits applicable to the registered Membership scheme. Depending on the delivery method requested the card will either be available for collection at the Ticket Office during opening hours or posted within four working days of date of purchase.
41. Subscribers MUST advise the Club of any changes relating to their credit/debit card details, mobile number and email address by updating their online account. This includes any changes to your card provider, card validity dates and card numbers. Failure to do so will result in payment failures and the subsequent suspension of this Annual Subscription.
42. This Annual Subscription is a 1 year minimum term Subscription from the date of purchase and is payable monthly by direct debit. The first payment is taken at time of purchase which is deemed the anniversary date and will continue to be taken on this date until such time the Subscription is cancelled.
43. An Annual Subscription is automatically renewed (with the same seat allocation) at the price at the time of renewal, 1 year from the date of purchase (anniversary date) for a further 1 year minimum term unless the Subscriber cancels the Subscription before this date.

44. A renewal reminder will be emailed to the Subscriber 30 days before the automatic renewal.
45. Cancellation of an Annual Subscription must be done via the online account and can be done at any time however, the Subscriber is liable for the full cost of the 1 year minimum term agreed from date of purchase.
46. In the event that the Club is unable to take the monthly payment due to a failed transaction the Club will notify you by email and continue to attempt to take payment for a further 11 days. If payment is not received by this time your details will be passed to Credit Control for collection. While in payment arrears you will continue to be charged for the monthly fees. The registered Subscriber is liable for payment of the minimum term of the Subscription and legal action may be taken to obtain any outstanding monthly fees.

Match Credits and Hospitality Credits

47. Credits are sold subject to availability and are non-refundable.
48. Match Tickets purchased using redeemed Credits are subject to the general Ticket Terms & Conditions in this document.
49. Credits must be redeemed for Match Tickets to permit access to Club Home Football League games.
50. Match Credits must be purchased and redeemed online with the exception of wheelchair access, disabled concessions or carer tickets which must be redeemed via the Ticket Office.
51. Hospitality Credits must be purchased online but redeemed via the Commercial Sales Office on 01206 752020.
52. Credits can be redeemed immediately unless purchased on the day of a match where they become valid for use the following day.
53. Credits remain valid for 12 months from the date that the first Credit from the batch is redeemed.
54. As long as the Credit is redeemed within the valid period, it can be used against any Club Home Football League game that is live on the website at the time of redemption (subject to availability). For example, if a Credit is redeemed in August a day before it expires it can be redeemed against a game that is online for the following April.
55. Credits are purchased for Club Home Football League games in particular blocks. However, it can also be redeemed to secure a seat in any block so long as the seat is in the same stand and priced the same or cheaper. For example Credits purchased for W3 & W7 can also secure a seat in any other part of the West Stand apart from W4, W5 & W6 as these blocks are the only 3 blocks in the West Stand that are more expensive.
56. Match Credits are redeemed automatically whenever a supporter goes online to buy one or more tickets and selects a seat in an area and age group for which they already hold valid Match Credits.

57. If a supporter with Adult Match Credits wants to take someone to the game who is a concession then they will either need to redeem 2 of their Adult Match Credits (one for them and one for the concession) or alternatively they can redeem 1 Adult Match Credit for themselves and buy the concession ticket.

Car Park Ticket

58. This Ticket is valid for the date and zone shown on the face of this Ticket and where it displays a vehicle registration number it must match the vehicle on entry.
59. This Ticket must be displayed in the windscreen of the valid vehicle whilst unattended in the Stadium Car Park.
60. Vehicles must adhere to the Stadium Car Park operating hours which can vary depending on the event attended.

Matchday Coupon

61. The Club accepts no responsibility to replace lost, damaged or stolen Coupons.
62. A Coupon is sold subject to availability and is non-refundable.
63. When choosing a Print at Home Coupon it will be the Purchaser's responsibility to ensure that this Coupon is printed on a blank A4 piece of white paper. If the Print at Home Coupon is printed incorrectly, or is damaged or illegible in any way, this Coupon will not be valid and a new ticket may need to be purchased or a duplicate printed incurring a non-refundable administration fee.
64. A Matchday Programme Coupon is redeemable for a single Matchday Programme at a home Football League game or specific Cup Competition game, whichever is applicable; in the current season at the Stadium on match day; subject to availability.
65. Matchday e-Programme Purchasers will be sent a link by email to the Matchday e-Programme 2 hours before the game. The email will be sent to the Purchaser's registered email address. It is the responsibility of the Purchaser to notify the Club of any changes to their email address.

Gift Card

66. Gift Cards are subject to point 18 and 19 of the general Ticket Terms & Conditions in this document.
67. Gift Cards are non-refundable and expire 24 months from the date of issue. They cannot be resold, transferred for value or redeemed for cash.
68. The club is not responsible for replacing Gift Cards that are lost (including in the post), damaged, stolen or used without your permission.
69. Gift Cards purchased online will be despatched within two business working days from date of purchase by UK Standard Mail or can be collected at the Club Shop at the Stadium during opening hours.

70. Gift Cards may only be redeemed for merchandise in the Club Shop at the Stadium and Match Tickets (including Car Park Tickets) purchased online at <http://colutickets.com> or at the Ticket Office. To use this card to purchase Match Tickets you must sign in or register as a new user on <http://colutickets.com> and apply the Gift Card funds to your account.
71. Gift Card funds will be applied to the final balance of a transaction after all other offers, discounts or products have been applied.
72. Purchases are deducted from the redeemer's Gift Card balance. Any unused Gift Card balance will be available on the card and your online account (if the Gift Card funds have been applied to your online account). If a purchase exceeds the redeemer's Gift Card balance, the remaining amount must be paid with another payment method. Your Gift Card balance can be viewed on the dashboard of your online account.
73. Match Tickets purchased using a Gift Card are subject to the general Ticket Terms & Conditions in this document.
74. Merchandise purchased using a Gift Card are subject to the Club Shop Terms & Conditions of Merchandise Sales available at <https://cufcretail.com>.

Premium Meal Deal Ticket

75. This ticket is only valid in conjunction with an associated Match or Season Ticket for the same Seat and Block.
76. This ticket is sold subject to availability and is non-refundable.
77. This ticket is valid for the Match and date shown on the face of this ticket or a re-arranged Match date (point 11 of these terms).
78. To redeem a Premium Meal Deal Ticket you must either bring the printed ticket or code that appears on the ticket.
79. This ticket can only be redeemed from 2 hours before the Match up to 30 minutes before kick-off.
80. The ticket purchaser is entitled to change their menu selection online any time prior to redeeming on Match Day.
81. The Drink Voucher entitles the ticket holder to one drink for full or part payment to the maximum value stated on the voucher and any unused funds will not be exchanged for credit or cash.
82. The order confirmation you receive upon redemption will estimate how long before your meal will be delivered to your table and it is the ticket holders responsibility to be at the table to receive the meal.