

2021/22 Coventry City Football Club 'Ricoh Return Membership' Terms and Conditions

1. The Ricoh Return Membership is sold on a strictly non-refundable basis.
2. Season Tickets purchased by Ricoh Return Members are sold on a strictly non-refundable basis.
3. Ricoh Return Memberships and Season Tickets remain the property of the Club at all times.
4. In the event of any Coventry City English Football League league games being played behind closed doors, Ricoh Return Members who purchase a Season Ticket will not be able to claim any refund from Coventry City Football Club or Ticketmaster under any circumstances - if a match gets cancelled or played behind closed doors, the value of that match won't be refunded but will be donated to Coventry City Football Club as a gratuity.
5. Ricoh Return Membership and Season Tickets may not be re-sold or lent for value by Members/Season Ticket Holders under any circumstances.
6. Ricoh Return Members must provide their shirt size upon purchase of their Ricoh Return Membership. Coventry City Football Club is unable to amend sizes after the date of purchase.
7. The exclusive Ricoh Return Memberships shirts are expected, but not guaranteed, to be delivered to supporters three months after the closing of the Ricoh Return Member offer. Supporters are advised to check the club website ccfc.co.uk for updates. These shirts are exclusive for Members and will not be available for retail.
8. Membership Shirts are on a one per member basis – it is not possible to order additional shirts.
9. It is the responsibility of the Ricoh Return Member to ensure their given size is correct - Coventry City Football Club accepts no liability and no refund will be given.
10. Purchase of a Ricoh Return Membership entitles fans to purchase a 2021/22 Season Ticket at a discounted rate if they wish to – Members are under no obligation to buy a Season Ticket.
11. Ricoh Return Members who purchase a Season Ticket will receive additional priority for access to the stadium, if capacity is reduced due to social distancing measures.
12. Ricoh Return Members will receive priority access to purchase Away and Cup match tickets.
13. Ricoh Return Members who also purchase a Season Ticket will receive access to iFollow for any home league matches that are held behind-closed-doors, and subsequent games with a reduced capacity as determined by the English Football League.
14. Standard Season Tickets Terms and Conditions will apply to any Season Ticket purchased by Ricoh Return members, and these are available to view on the Club website or on request at the Ticket Office.
15. Any changes with the Ricoh Return Member's or Season Ticket Holder's contact and personal details as held by the Club should be notified to the Club as soon as possible.
16. The Club reserves the right to require any Ricoh Return Member Season Ticket Holder or Guest to be temporarily or permanently relocated to any other part of the Stadium and seat of an equivalent or higher value, this may be due to but not restricted to the following causes:
 - Advice of local authority, Police or Safety Officer.

- Construction, development, maintenance or other works being required to any part of the Stadium.
- Unforeseen circumstances or incidence of force affecting any part of the Stadium.
- Social distancing rules

The Club reserves the right for supporters not to be allowed into the Stadium and for games to be played behind closed doors, in line with Government and local authority regulations regarding Coronavirus, and for no refund to be given to supporters in these circumstances.

17. The Club and its partners accept no liability in the event that a Ricoh Return Membership Season Ticket Holder or Guest is precluded from admission to the designated part of the Stadium or the designated seat shown on the Season Ticket by reason of the circumstances described in clause 15 above.

18. All fixtures are played in accordance with the relevant rules of the appropriate football governing body. Play cannot be guaranteed to take place on a particular day or at any particular time. All Fixtures are subject to change and the Club reserves the right to alter its advertised Fixtures without notice or liability. It is the responsibility of the Ricoh Return Member, Season Ticket holder or Guest to monitor fixture amendments, and if games are played behind closed doors.

19. It is against the law to smoke within the Stadium, and associated facilities are NO SMOKING zones and as such all Ricoh Return Members, Season Ticket Holders and Guests must adhere to these restrictions.

20. All Ricoh Return Members, Season Ticket Holders and Guests shall at all times act in a civil manner. Any person who uses foul, obscene, abusive, racist, homophobic or other abusive language at any time shall be subject to arrest or ejection from the Stadium, and shall have no claim for any refund or compensation from the Club. Any person who uses such language in the near vicinity of the Stadium shall be refused entry to the Stadium and shall have no claim for any refund or compensation from the Club.

21. All Ricoh Return Members, Season Ticket Holders and their Guests shall at all times observe the proper directions of Stewards, other employees of the Club and Police Officers, and adhere to social distancing rules as/when required.

22. During play Ricoh Return Members, Season Ticket Holders and their Guests shall remain in their allocated seat and shall not block any aisles, stairs, gangways or emergency exits. Any person who engages in persistent standing while play is in progress having been warned about such conduct shall be liable to be ejected from the Stadium and shall have no claim for refund or compensation from the Club.

23. Any Ricoh Return Member, Season Ticket Holder or Guest who commits any criminal offence whilst attending, travelling to or from any home or away Coventry City Football Club match or who breaches the ground regulations of the host club shall be liable to have his/her Season Ticket cancelled or be banned from the Stadium for a period to be determined at the Club's discretion, without refund or compensation.

24. Any breach of these Terms and Conditions shall render the Ricoh Return Member, Season Ticket Holder or Guest liable to be ejected from the Stadium, refused entry to the Stadium, and/or made the subject of a ban from the Stadium, in each case without refund or compensation and in the Club's sole discretion.

25. Any Ricoh Return Member, Season Ticket Holder made the subject of a Club ban from the Stadium may appeal against the ban within 21 days by giving notice in writing to that effect, addressed to the Club Chief Executive. Rules of procedure for an appeal are available upon request from the Club.

26. The Club reserves the right to refuse any application for Ricoh Return Memberships and Season Tickets at its sole discretion.

27. The Club reserves the right to withdraw a Ricoh Return Membership from a Ricoh Return Member or a Season Ticket from a Season Ticket Holder or Guest in accordance with these Terms and Conditions.

28. The Club's Ground Regulations shall be incorporated into these Terms and Conditions save where there is a conflict between these Terms and Conditions and the Ground Regulations where the former shall prevail. The Ground Regulations are available for inspection at entry points around the Stadium or at ccfc.co.uk