Manchester City Football Club Limited
Terms and Conditions – City Live

The following terms and conditions apply to all bookings for City Live

In these terms and conditions, the expression "the Club" refers solely to Manchester City Football Club Ltd and "the Client" means the person, firm or company booking the package. "Venue" means Manchester Central Convention Complex. "Host" means Manchester Central Convention Complex Limited. "Event" means City Live being on 8th August 2013 at the Venue.

1. General Admission Tickets may be purchased using any of the following purchase methods:
   a. via www.mcfc.co.uk/tickets; or
   b. via www.seetickets.com*; or
   c. over the telephone by calling +44(0) 161 444 1894 (option 1,1,2)**; or
   d. in person at the ticket office at the Etihad Stadium.

* an 8% booking fee will apply to the purchase of each ticket plus a fee of £1.50 per transaction.
** a booking fee of £2.50 (including VAT) will apply to the purchase of each ticket.

N.B. Disabled supporters are not able to purchase online. Please call the disabled ticket line on +44(0) 161 444 1894 (option 1, 1, 1,) or visit the Stadium Ticket office.

2. VIP Tickets may be purchased using any of the following purchase methods:
   a. over the telephone by calling hospitality on +44(0) 161 444 1894 (option 1,2); or
   b. in person at the ticket office at the Etihad Stadium.

3. A maximum of six tickets can be purchased for both General Admission and VIP tickets.

4. A disabled attendee who would usually be entitled to bring a personal assistant free of charge to the Etihad Stadium shall be entitled to bring a personal assistant free of charge to the Event. For the avoidance of doubt, disabled supporters are not automatically entitled to bring a personal assistant to the Event and the disabled supporter must complete and submit a 'Personal Assistant Registration Form' for Club approval prior to obtaining a ticket. For further details please see the s.12 of the Seasoncard 2013/2014 terms and conditions published on the website at www.mcfc.co.uk/Tickets-and-Seasoncards/General-Information.

5. To guarantee a booking payment is required strictly on booking. The Club reserves the right to refuse entry to the Venue and its facilities where the Client has any outstanding debt to the Club.

6. Full payment must be received 30 days from the date of booking or seven days prior to the Event, whichever is the sooner. In the case of VIP tickets and payment is required upon receipt of invoice this time limit shall run from the date of invoice.

7. MCFC reserves the right to charge the Client interest on any out balances on a daily basis at an annual rate of 5% above the UK base rate until all outstanding balances and interest are paid.

8. In the Event that any invoice (in whole or in part) is outstanding beyond the period stipulated in clause 6 above, the Club reserves the right to take such action as it deems necessary to recover sums due to the Club, and the Club reserves the right to appoint a third party to recover any such sums. The Client shall also be liable for any costs incurred in recovering any such sums.

9. Payment must be received before tickets will be released.

10. Event tickets will be forwarded approximately 5 working days prior to the Event providing full payment has been received. In the case of VIP tickets a full itinerary will accompany the ticket.

11. Admission times will be noted on the Event invitations and/or itinerary. Admittance is strictly by officially sanctioned invitation and guests will not be permitted entry until times indicated on the invitation/itinerary.

12. The Club shall be entitled to provide alternative facilities to those specified on the invitation/ticket in the Event that this is reasonably required for the staging of the Event.

13. The re-sale of this ticket for commercial gain will make the ticket/invitation void. Clients should be aware that tickets sold from unofficial sources may not be valid.

14. The unauthorised use of photographic and recording equipment (whether audio or visual) is prohibited.

15. As members of the audience, Clients consent to being photographed, filmed and/or sound recorded for broadcast and/or publications without payment.

16. Please note that strobe lighting, show smoke and pyrotechnics may be used during events, and the sound level may be loud.

17. The Club always tries to ensure that pricing and ticketing information provided by the Club (including but not limited to on the website, on any literature or by a sales representative) is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a ticket which has been purchased, the Club will endeavour to inform the Client as soon as reasonably practicable using the contact details provided to the Club. The Club will then provide the Client with the option of reconfirming the order at the correct price/product description or cancelling the order. If the Club is unable to contact the Client having made reasonable attempts to do so, the Club will treat the order as cancelled.

18. If the order is cancelled or treated as cancelled, the Club will provide a full refund to the Client using the payment details provided (including any booking fees incurred). If valid payment details have not been provided, no further action will be taken by the Club. If original payment was provided by cheque, a cheque for the requisite amount will be sent by the Club to the Client's Address as soon as reasonably practicable.

19. No refund or exchange shall be given on a ticket after purchase otherwise than in accordance with these Terms.

20. Where the Event is cancelled or rescheduled by the Club the Client will be entitled to claim a refund from the Club in accordance with this clause. If the Event is cancelled because of adverse weather, the Club shall not be liable to make any refund or pay any compensation beyond the refunds that may be payable under this Agreement. Where such a refund is sought the Client must bring this to the attention of the Club as soon as possible upon becoming aware of such change and, where the Event has been rescheduled, prior to the rescheduled Event. The refund for tickets equals the face value of the tickets purchased plus the relevant per ticket booking fee. In order to claim your refund, please apply in writing to your point of purchase, enclosing your complete unused tickets promptly. Refunds shall only be made to the person who purchased the tickets and, where possible, be made using the same method as was used to purchase the tickets. These terms and conditions do not and shall not affect the Client's statutory rights as a consumer.

21. In order to obtain a refund in relation to a VIP ticket the Client should apply in writing by letter to the Sales Department, Manchester City Football Club, Etihad Stadium, Etihad Campus Manchester M11 3FF or by email to hospitality@mcfc.co.uk.

22. It is the responsibility of the Client to check with the Club and/or the Host prior to the Event in case there is a variation in the dates of the Event and/or times. In the Event of a change in date or time of the Event, the Club will not be liable for any additional costs incurred by the Client such as travel or accommodation costs.

23. Where reasonably necessary, the Host and/or the Club reserves the right to make alterations to the published Event programme.

24. The Club may cancel the booking at any time:
    - If the booking might, in the opinion of the Club, prejudice the reputation of the Club, or
    - If the Client is more than 30 days in arrears of previous payments due to the Club.

25. The Club does not grant the Client any rights whatsoever to transfer tickets to any other person without the written consent of the Club.

26. The Club will not be liable for any failure to provide or delay in providing facilities, services, food or beverages as a result of events or matters outside its control.

27. The Club reserves the right to vary the provision and packages depending on Event times and licensing restrictions.

28. It is not permitted for the Client or any guest to bring to or consume at the Venue any food or drink (whether alcoholic or otherwise) not provided by the Club.

29. There are no age restrictions however under 18's must be accompanied by a responsible adult (over 18) at all times. Children over the age of 2 are required to have their own seat for the Event, therefore a ticket will need to be purchased for them. Under 14's are not allowed to purchase standing tickets for the Event.

30. The Client and any guests shall act in an orderly, proper and lawful manner and shall abide by the Rules. For the purposes of this condition, "**Rules**" means the rules and regulations of the Venue, the Host and any licensing or regulatory authority.

31. The Client and any guests shall not:
    a) cause any damage to the Venue;
    b) stand on seats or climb onto barriers or other structures;
    c) treat the staff in a threatening or abusive manner;
    d) bring into the Venue any food, alcohol or dangerous or illegal substances; or
    e) smoke in any areas apart from the parts of the Venue designated for such purpose.

32. The Client shall be responsible for the conduct of any guests and shall ensure that they adhere with conditions 25, 27, 28, 29 and 30.

33. The Client and/or their guests may be ejected from the Venue without entitlement to a refund for a failure to comply with conditions 30 and 31.

34. The Club shall take all reasonable precautions for the security of the property of Clients and guests, but all property is left unattended at the owner's risk.

35. The facilities used are to be left in a clean and tidy condition at the end of each period of use. If any damage is done to the facilities or any part of the Venue by the Client or their representatives or guests, then the expense of making good the same is to be paid by the Client.

36. The Client shall indemnify the Club against any and all costs, expenses and/or losses of whatever nature and howsoever caused or incurred, whether suffered directly or indirectly by the Club as a result of (without limitation):
    a) any breach by the Client of these terms and conditions; and/or
    b) any damage caused by the Client and/or the guests to the Venue or any property or equipment at the Venue.

37. The Club shall not be deemed to be in breach of these terms and conditions or otherwise liable to the Client as a result of any delay or failure in the performance of its obligations under these Terms if and to the extent that such a delay or failure is caused by a Force Majeure Event. For the purposes of this clause, a "Force Majeure Event" means any circumstances outside the reasonable control of the Club including, without limitation, acts or threatened acts of terrorism, strikes, lockouts, industrial disputes or other restraints or stoppages of labour, acts of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order rule or direction, rules or instructions of any regulatory body, inability to obtain supplies, inclement weather, accident, breakdown of equipment, plant or machinery, fire, flood or storm.

38. To the fullest extent permitted by law, the Club, its officers or employees shall not be liable for, whether in tort, contract or otherwise and howsoever caused:
    a) any loss, damage or injury to the Client's property; and
    b) any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever.

39. Nothing in these terms and conditions shall limit either party's liability for death or personal injury caused by its negligence, or for fraudulent misrepresentation.

40. The Client acknowledges that when booking the package certain personal information including, without limitation, their name, address, and/or email address will have been made available to the Club (the "**Personal Data**"). All Personal Data will be held and used by the Club in accordance with the Club's privacy policy (which can be found at **http://www.mcfc.co.uk/Common/Privacy)** and the Data Protection Act 1998.

41. The invalidity or unenforceability of any term of, or any right arising pursuant to, these terms and conditions shall not in any way affect the remaining terms or rights which shall be construed as if such invalid or unenforceable term or right did not exist.

42. By accepting the written confirmation the Client agrees to adhere to and be bound by these terms and conditions.

43. These shall be governed by and interpreted in accordance with English law and the parties shall be subject to the exclusive jurisdiction of the courts of England and Wales.

44. The Club reserves the right to change any of the above terms and conditions at any time and will publicise such changes on the Club's website.

    For further information please see the City Live FAQS which can be found on the MCFC website.