

# WEST HAM UNITED FOOTBALL CLUB

## MATCH TICKET TERMS AND CONDITIONS



**July 2021**

1. This ticket is issued subject to the Rules and Regulations of FIFA, UEFA, The Football Association, The FA Premier League, The Football League, The Women's Super League (WSL) respect of the relevant competition and West Ham United Football Club Ground Regulations ("the Regulations") and is valid for the date shown on the face or rearranged date. Copies of the Regulations are available online at [www.eticketing.co.uk/whufc](http://www.eticketing.co.uk/whufc) and [www.whufc.com](http://www.whufc.com) or upon request from the Ticket Office.
2. Home Match Tickets are for the use of supporters of the Club only. By applying for the Home Match Ticket and/ or using the same you hereby warrant and represent that you are a supporter of the Club and/or that you are not a supporter of the Visiting Club.
3. The use of this ticket to enter the stadium constitutes acceptance of the Regulations and the Club reserves the right to refuse admission or to eject from the Stadium any person who fails to comply with the Regulations. You are responsible for the actions of anyone entering the stadium on your behalf or on your ticket and as such you are liable to the same regulations during their attendance.
4. No person may bring into the Stadium or use in the Stadium any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio visual material or any information or data in relation to a match or the Stadium.
5. Mobile telephones are permitted within the Stadium provided that they are used for personal and private use only
6. If the ticket is resold or transferred without the prior written consent of West Ham United Football Club or any one of its authorised sub-agents, it will become void and the holder will be refused entry to or ejected from the Stadium for that and all future fixtures.
7. The price of the ticket will not be refunded to the holder in any circumstances if the match has to be abandoned
8. The Club accepts no responsibility if the seat to which the ticket refers is affected by adverse weather or if the view from there is restricted.
9. Match Tickets are non-refundable! Any requests are only considered in exceptional circumstances and on a discretionary basis via written confirmation no later than 72hours prior to kick off of the match (change of date and/or kick-off time is not an exceptional circumstance).
10. The Club has the right to hold any tickets for collection in exceptional circumstances, Photo ID and the card used to pay for them will need to be shown before collection and no refunds are offered on non-collected tickets.
11. Duplicate tickets will not be issued under any circumstance.
12. Any persons trying to enter the stadium with an incorrect age concession ticket, will be denied entry and the ticket will become void. Any supporter found to be doing so and still wishes to enter the stadium, depending on availability, will then need to purchase a new seat at the full price.
13. It is a condition of entry to the Stadium that the holder of the ticket agrees to remain seated during the match. Failure to do so will result in the holder being ejected from the Stadium without refund of the Ticket price.
14. 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.
15. The ticket shall remain at all times the property of the Club.
16. All administration and booking fees, along with any relevant postage fees are non-refundable.
17. All children under 16 years of age must be accompanied by a full paying adult.
18. Terms and Conditions may be updated at any given time.
19. Wet Seat Policy  
North and South Stand Lower Tier – 522 Wet Seats.  
Any supporter who purchases a listed 'Wet Seat' is subject to a separate set of Terms and of conditions:
  - Definition of a 'Wet Seat', is a seat that is not considered to be covered by the overhanging roof and is subject to potentially inclement weather
  - Under no circumstances can a supporter occupying a 'wet seat' or any other seats within Stadia, migrate to another area of the stadium
  - Any supporter who purchases online, must acknowledge acceptance of this and all other Terms and Conditions, including our Ground Regulations, as well as Season Ticket Terms & Conditions
  - Any supporter purchasing over the telephone, will be advised of the relevant Terms and Conditions ahead of purchase completion