

GLOUCESTER RUGBY HALF-SEASON MEMBERSHIP – TERMS AND CONDITIONS

1. DEFINITIONS

- “The Official Communication Channels” means Gloucester Rugby website (www.gloucesterrugby.co.uk), the match day programme, official Club social media channels, Club emails and the Gloucester Rugby Ticket Office “Club Member” means the registered owner(s) of the Half-Season Club Membership(s).
- “Concession” means 65 Plus, Student and Forces.
- “Juniors” means anyone aged 3-15 years old on 1, September of season year.
- Forces: Any current serving members of forces including those working in the emergency services.
- “The Club” means Gloucester Rugby
- “The Stadium” means Kingsholm Stadium, Kingsholm Road, Gloucester.
- “Carer Package” means a complimentary Ticket for those accompanying a Club Member who requires access assistance due to a disability.
- “Club Membership (s) card” means an encoded access card used to enter the Stadium.
- • “Half-Season” means December 2018 through to May 2019.
- “Ticket Office” means the office located at Kingsholm Stadium, Kingsholm Road, Gloucester, GL1 3AX.

2. AGE & CONCESSIONS CRITERIA

2.1 For the purpose of all Club Membership and Match Ticket purchases:

- 65Plus: Anyone aged 65 or over on 1, September of season year.
- Adult: Anyone aged 16 or over on 1, September of season year.
- Junior: Anyone aged 3-15 years old on 1, September of season year.
- Forces: Any current serving members of forces including those working in the emergency services that can provide proof via a valid ID.
- Students: Any full-time student that can provide ID via school or Student Card.

3. BENEFITS

3.1 A Half-Season Club Member has the following benefits:

- Entry to 8 Home matches at Kingsholm:

Heineken Champions Cup Pool Matches *:

Exeter Chiefs - Friday 14 December – KO 7.45pm

Munster Rugby – Friday 11 January 2019 – KO 7.45pm

Gallagher Premiership Rugby Cup Pool Matches *:

Sale Sharks – Saturday 29 December – KO 3pm

Exeter Chiefs - 15/16 February 2019 – KO TBC

Saracens - 22/23 February 2019 – KO TBC

Wasps – 22/23 March 2019 – KO TBC

Bath Rugby – 12/13 April 2019 – KO TBC

Newcastle Falcons – 4/5 May 2019 – KO TBC

- Exclusive Gloucester Rugby Club Membership card
- Complimentary admission to all home 'A' League games*
- • Discounted tickets for End of Season Awards Dinner
- Regular communication giving you exclusive behind the scenes news, access and interviews before anyone else.
- Discount of 10% for events and conferences booked at Kingsholm. Please note the booking must be made under the name of the Club Member and your Club Membership number should be provided.
- Exclusive discount offers for Club Members
- * Subject to any scheduling changes by PRL, EPCR or RFU.

5. UPGRADES

5.1 Half-Season Club Membership (s) are fully transferable except when upgrading a Club Membership. The fee must be paid in advance at the Ticket Office by the Club Member.

5.2 Junior and Concession Half-Season Club Members are limited to four upgrades to an adult ticket per season.

6. ENTRY INTO THE STADIUM

It is the responsibility of the Club Members to remember to use their Half-Season Club Membership Card to access the Stadium. If Club Members' arrive at the Stadium without their Half-Season Club Membership Card then a fee of £1 may be charged for a duplicate ticket.

7. CONCESSION HALF-SEASON CLUB MEMBERSHIP(S)

7.1 In order to qualify for a Concession the Half-Season Club Members or Supporter must:

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

7.1.2 Provide Proof of Age to the Ticket Office at the time of application for their Club Membership.

7.1.3 Provide Proof of Age to the Ticket Office prior to the first match of the Half-Season Membership.

7.1.4 Concession Half-Season Club Members should bring Proof of Age to each match, as checks may be carried out at the turnstile.

7.1.5. Any current serving members of forces including emergency services should bring a valid ID card that shows you are currently a member of the forces or emergency services.

7.1.6. Full-time students will need to carry and produce proof that they are a full-time student via a school or student ID.

7.2 Carer Half Season Club Membership (s)

7.2.1 A carer Half Season Club Membership is allocated to a Half Season Club Member who requires assistance to attend the Stadium.

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

8. REFUNDS

Half Season Club Membership (s) are not normally refunded, either in part or in full, apart from in exceptional circumstances and at the discretion of the Club. Half Season Club Members' requesting a refund must do so in writing stating the reason for the request and enclosing all relevant documentation supporting the request.

9. LOST CLUB MEMBERSHIP CARDS

9.1 If a Half Season Club Membership Card is lost or stolen, written confirmation should be supplied to the Ticket Office.

9.2 A non-refundable administration fee of £5 will be required to be paid before a new Club Membership Card is issued.

9.3 Replacement Club Membership Cards will not be printed on a Matchday.

10. SEAT RELOCATION

10.1 Although the Half Season Club Membership is for a particular seat, the Club reserves the right in its ultimate discretion to allocate the Club Members, 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.

10.2 The Club will use its best endeavours to publicise any re-allocation of seats through the Official Club Communication Channels.

11. HALF-SEASON CLUB MEMBERSHIP WITHDRAWAL

11.1 The Club reserves the right to suspend or withdraw Half Season Club Membership benefits without compensation or reimbursement if 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 Half-Season Club Membership to any person.
 - d) Deliberate misuse of the Half-Season Club Membership.
 - e) The supply of any misleading or incorrect information in any application.
12. Persistent swearing or offensive language during a Match.
13. The throwing of any object within the Ground without lawful authority or excuse.
14. The chanting of anything of an indecent or racist nature.
15. 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 Half-Season Club Membership.

15.1 In the event that your Half-Season Club Membership 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 Club Membership at its discretion.