

Ticket Terms and Conditions

DEFINITIONS AND INTERPRETATION

"You" and "Your" refers to you, the individual accessing this website, whether to purchase tickets or otherwise and you acknowledge that by doing so you are accepting the Company's Terms and Conditions.

"ETPRM", "Ealing Trailfinders Rugby Club", "Ourselves", "We", and "Us" refers to Ealing Trailfinders Professional Rugby Management Limited. We are registered in England under Company

number: **08992845** and VAT Reg No:188 1739 64. Our registered office is at: Abingdon Road, London, W8 6AH and we play at Trailfinders Sports Club, Vallis Way, West Ealing, W13 0DD.

"Ealing Trailfinders Sports Club" means the venue where all our home games take place or otherwise responsible for hosting our relevant event for which you are purchasing tickets. Trailfinders Sports Club, Vallis Way, West Ealing, W13 0DD.

Purchasing tickets

1. You must inform ETPRM of any change of address, contact phone number or email address both before and after receipt of the tickets. Our contact details are below. Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.
2. Home games are professionally photographed and filmed (for game analysis, television and marketing). Buying a ticket affirms your consent (and those you are buying tickets for) to photographs, filming and sound recording as a member of the audience. If you have any objection, should this happen when you attend a show or event, please contact us BEFORE the event and we may be able to accommodate your needs.
3. By purchasing a ticket, you will be added to our mailing list. If you wish to unsubscribe to this mailing list, please do so by selecting unsubscribe at the bottom of the email.
4. Whilst we allocate specific seats to you we have the right to change these seats to others of equal value.
5. Tickets will be dispatched to you electronically as confirmation of purchase. The ticket will show a QR code that you must present at the gate on your phone or printed.
6. Always check your tickets upon receipt and advise us promptly of any errors. Mistakes when ordering cannot always be corrected, and any corrections are discretionary.
7. If you have an issue and your tickets needs to be transferred, exchanged, or refunded once purchased please contact info@etprm.com with the reasons and we will consider if we can accommodate.

Cancellation and Refunds

8. In the unlikely event that a home game is cancelled ETFC will be in contact with details of when the game will be rescheduled.



9. Refunds (once authorised by Ealing Trailfinders Rugby Club) are processed by TicketCo and should take no more than 5 working days (after the refund has been processed) to be back into your bank account.
10. Once a ticket has been cancelled, exchanged or refunded the QR will no longer work, and the ticket will not be valid for entry.
11. Ealing Trailfinders Rugby Club is not responsible for the grounds on game day the grounds are managed by Trailfinders Sports Club (TFSC)
12. ETF has no responsibility for any loss or damage of any kind suffered at or in connection with any event (including loss, damage or theft of any personal property at an event).
13. You will need to comply with health and safety rules and any security requirements (including security searches for the safety of those attending the event). The venue has right to refuse admission or eject you in certain circumstances and these are likely to include if you are involved with abusive, threatening, drunken or other anti-social behaviour, or carry offensive weapons or illegal or prohibited substances or make unauthorised audio, video or photographic recordings. There will often also be rules restricting or preventing the admission of latecomers.

14. DISABLED

Disabled supporters pay the relevant price according to age and the stand they choose to sit in.

Ambulant-disabled/wheelchair-using supporters are entitled to bring a carer to a match free of charge if they have one of the following:

- Receipt of the medium to high rate Disability Living Allowance (mobility or care component)
- Enhanced Rate P.I.P (Personal Independence Payment)
- Receipt of either the Employment & Support Allowance or Attendance Allowance

If you are not in receipt of any of these, we will consider a signed letter from a doctor on headed paper explaining why you require a carer.

If you are entitled to a carer free of charge, we will need to see proof of one of the above entitlements, which we will attach to your account for future reference. If you send us an award letter, then we will not need to see evidence again until the review date.

Ambulant disabled/wheelchair-using supporters' tickets may be purchased via the TicketCo website. There are 15 wheelchair-accessible spaces at TFSC, and each of these has space for one carer. Disabled parking is available on site.

The disabled toilets are situated in the East Stand and main Club House.

Privacy

15. We will not share that information for marketing or any other purposes without your consent (as part of the booking process or otherwise) unless required by law.
16. We will always respect your privacy and any personal communication between you and



ourselves. We will always comply with United Kingdom data protection legislation.

General

17. Ealing Trailfinders Rugby Club cannot be liable in any way for the acts or omissions of others (including venue operators).
18. We exclude any liability for loss, injury or damage to persons/property in or around the Grounds or the negligence of the venue operator.
19. The purchase by you of tickets and these terms and conditions (and any contractual or non-contractual matters arising in relation to these terms and conditions) are governed by English law and any disputes arising out of any transaction between you and the Company are subject to the exclusive jurisdiction of the English Courts.

