



## **NORFOLK ARSENAL SUPPORTERS CLUB**

### **CLUB RULES AND TICKET AND TRAVEL POLICY**

**SEPTEMBER 2020**

(IN FORCE UNTIL AMENDED BY AGM)

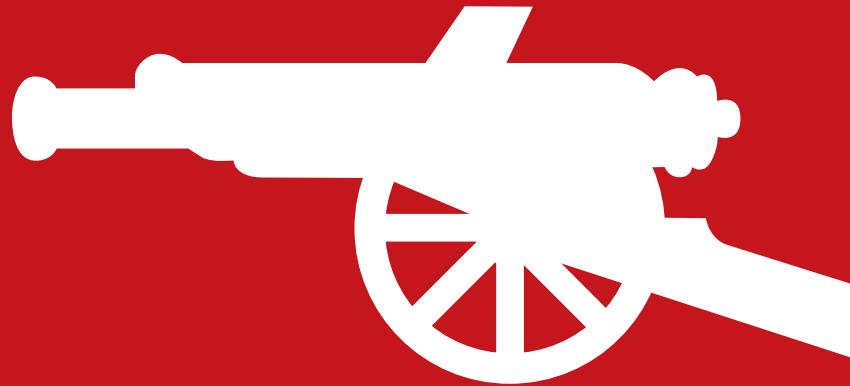




# NORFOLK ARSENAL SUPPORTERS CLUB

## CLUB RULES

SEPTEMBER 2020



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## 01 OVERVIEW

- a) The name of the club is **Norfolk Arsenal Supporters Club**.
- b) The aim of the club is to provide tickets and travel to Arsenal FC matches and to facilitate social engagement with other Arsenal supporters.
- c) The club is established by its members for their own social or recreational objectives.
- d) The affairs of the club are managed by an annually elected committee made up from members and acting in accordance with these rules.
- e) The club is self financing. The finances of the club are raised primarily from members and used for the purpose of running the club in accordance with these rules.

## **02 MEMBERSHIP**

- a) Membership of the club is open to Arsenal supporters of any age living in Norfolk and Suffolk subject to successful completion of the membership application process.
- b) Membership of the club may be granted to Arsenal supporters living outside of Norfolk and Suffolk if approved by the committee.
- c) To successfully complete the membership application process applicants must complete the membership application form, agree to accept these club rules, pay the appropriate enrolment and annual membership fees and have their application approved by the committee.
- d) The committee reserves the right to accept or reject any membership application.
- e) Except in very exceptional circumstances, membership is offered for a maximum of 12 months and membership of the club shall be renewable on the 1st August every year.
- f) Continued membership of the club is subject to successfully completing the annual membership renewal process.
- g) To successfully complete the membership renewal process existing members must complete a membership renewal form, agree to accept these rules, pay the appropriate annual membership fees and have their renewal application approved by the committee.
- h) The committee reserves the right to accept or reject any renewal application.
- i) The enrolment and annual membership fees are reviewed annually by the committee and presented to members for debate and approval at the club's Annual General Meeting.
- j) Membership of the club is restricted to 500 members; thereafter a waiting list to join will be in operation.

### **03 ANNUAL GENERAL MEETING**

- a) The club shall hold an Annual General Meeting (AGM) at least once a year unless unable to do so due to exceptional circumstances outside the club's control (force majeure).
- b) The purpose of the AGM is to elect a new committee to serve for one year until the next AGM, and to consider the affairs of the club including but not limited to committee decisions, membership fees, ticket and travel arrangements and rules.
- c) The outgoing committee is responsible for organising and completing the AGM, including the recording of any decisions made by way of formal minutes.
- d) The incoming committee takes over immediately following conclusion of the AGM and is responsible for implementing decisions made at the AGM.
- e) All members are entitled to attend the AGM, and encouraged to do so.
- f) All members are entitled to make proposals (including changes to these rules) for consideration at the AGM. These should be provided in writing to the Secretary at least 14 days prior to the AGM so that they may be included on the written agenda.
- g) Proposals received later than 14 days before the AGM, including those made at the AGM in writing or verbally, will be considered by the Chair and accepted or rejected for debate at the Chair's sole discretion.
- h) Proposals accepted for debate will be placed before the AGM for discussion and a vote. A proposal is carried if it receives a simple majority of those members present at the AGM. Each member carries equal voting rights except for the Chair (or acting Chair) who does not vote. In the event of a tied vote, the decision of the Chair (or acting Chair) is final.

## **04 COMMITTEE**

- a) The club will form a committee to manage the affairs of the club in accordance with these rules.
- b) The committee will be elected from the club's membership annually at the AGM. It will consist of not less than three members and not more than eight members and will serve for one year until the next AGM.
- c) The committee will comprise of some or all of the following positions:
  - i) Chair
  - ii) Vice Chair
  - iii) Secretary
  - iv) Treasurer
  - v) Travel Organiser - Home
  - vi) Travel Organiser - Away
  - vii) Social Secretary
  - viii) Member Representative
- d) The committee is not valid unless at least three of the positions are filled, two of which must be Secretary and Treasurer.
- e) In addition to the above, the committee may at its discretion co-opt up to two additional non-voting members to assist with committee or club affairs.
- f) Should any committee positions remain vacant after the AGM, these may be filled at any time and by appointment of the committee without the need for a formal nomination.
- g) The committee will meet formally at its own discretion, but at least three times a year.
- h) Committee meetings are arranged by the Secretary and the committee is quorum if:
  - i) all committee members receive reasonable notice of the intended meeting
  - ii) at least three committee members are present at the meeting
  - iii) at least one of the Chair, Vice Chair or Secretary is present at the meeting.
- i) Each member of the elected committee carries equal voting rights except for the Chair (or acting Chair) who does not vote. In the event of a tied vote, the decision of the Chair (or acting Chair) is final.

- j) All members are eligible to stand for election to a committee position, subject to being nominated by another club member. Existing committee members wishing to continue in their post are eligible to stand without further nomination.
- k) The Secretary must receive all nominations for elected committee positions at least 14 days prior to the AGM. If only one nominee is received for an elected committee position they shall be deemed elected unopposed. If more than one nominee is received for the same position a vote will be held amongst members attending the AGM to determine who takes the position.
- l) If a committee member resigns his or her position during their year in office, they should give a minimum of 30 days notice to the Chair and Secretary. Vacancies arising from such a resignation will be advertised to members in order to seek an immediate replacement, such replacement to take office as soon as practical and by appointment of the committee without the need for a formal nomination.
- m) From time to time, and at the committee's discretion, the committee may organise additional general members meetings to which all members are entitled to attend.

## **05 COMMITTEE ROLES**

The role of each committee member is as follows:

- a) CHAIR
  - To oversee the health and smooth running of the club and the committee;
  - To lead positive representation of the club to its members and outsiders;
  - To chair the AGM, committee meetings and any other general members meetings;
  - To use a casting vote should it be needed to settle tied votes at any meeting.
- b) VICE CHAIR
  - To assist the Chair in his or her role;
  - To chair meetings and settle tied votes in the absence of the Chair;
  - To assist the committee in managing club affairs by taking on ad-hoc duties from time to time as requested by the committee.
- c) SECRETARY
  - To process new member applications;
  - To process membership renewals including the issuing of annual membership cards;
  - To keep accurate membership records;
  - To manage the Arsenal FC extranet system;
  - To organise the AGM, committee meetings and general members meetings;
  - To organise and oversee elections to the committee;
  - To maintain up to date club rules;
  - To deal with all general enquiries and correspondence;
  - To oversee disputes in cooperation with the wider committee.
- d) TREASURER
  - To manage the club funds in an orderly, transparent and sustainable manner;
  - To promptly pay in all incoming funds and promptly pay out all costs;
  - To reimburse committee members their legitimate expenses;
  - To keep the committee informed of the state of the club finances;
  - To keep accurate accounts and produce a full statement of club accounts at the end of each season for presentation to the committee, AGM and auditor(s).
- e) TRAVEL ORGANISERS
  - To manage all ticket and travel requests and payments from members;
  - To obtain match tickets and travel wherever possible for Arsenal home and away games according to demand and availability, and travel wherever possible to home and away matches according to demand and availability;

To allocate ticket and travel places in accordance with the club's ticket allocation policy;  
To administer the club's Silver Add On Scheme;  
To liaise with Arsenal FC over ticket and travel matters.

g) SOCIAL SECRETARY

To organise social events on a discretionary basis and according to demand throughout the year.

h) MEMBER REPRESENTATIVE

To represent the general membership to the committee;  
To assist the committee in managing club affairs by taking on ad-hoc duties from time to time as requested by the committee.

## **06 COMMITTEE EXPENSES**

- a) Committee members can claim reasonable expenses for costs incurred on club business.
- b) Expenses are claimed by submitting a completed club expenses form (with receipts where appropriate) to the club Treasurer.
- c) The Treasurer reimburses legitimate committee expenses from club funds and records these payments in the statement of account presented for approval at the AGM.
- d) In addition to the expenses referred to above, key committee members are entitled to claim an additional fixed seasonal expenses payment in order to cover the cost of tickets and/or travel with the club on match days, such participation being deemed by the club to be a desirable requirement of those particular committee posts and therefore a legitimate and allowable expense.
- e) The additional fixed seasonal expenses payments are as follows:
  - i) Chair £ 100
  - ii) Secretary £ 100
  - iii) Treasurer £ 100
  - iv) Travel Organiser - Home £ 500
  - v) Travel Organiser - Away £ 500
- f) Such entitlement is conditional upon committee members serving satisfactorily in the opinion of the committee for a full year.
- g) The additional fixed seasonal expenses payments are claimed either by:
  - i) Submitting a completed club expenses form to the Treasurer for a single payment or
  - ii) Accepting paid for (by the club) ticket and travel on a match by match basis throughout the season to a value not exceeding the limit shown above.
- h) The additional fixed seasonal expenses payments of 2 x £500 allocated to the Travel Organisers may be divided between them in any amount as they see fit. If only one Travel Organiser is in place for a year he or she may claim the full £1000 payment.
- i) The Treasurer accounts for all additional fixed seasonal expenses payments in the statement of account presented for approval at the AGM.

## **07 FINANCES**

- a) The club raises funds through new membership enrolments, membership fees, booking fees on match tickets, travel fees and any other sundry methods as determined by the committee and/or approved by members.
- b) Funds held by the club belong to the adult members in equal shares. Members consent to the club holding and managing such funds on their behalf.
- c) The funds may only be used for the purposes of running the club in accordance with these rules or as otherwise decided by members at the AGM or a members meeting.
- d) Committee members shall have reasonable access to club funds to carry out their roles.
- e) The club manages its finances through a cheque account accessible by the single signature of any one of the Treasurer, Travel Organiser or Assistant Travel Organiser.
- f) Committee members may use their own payment methods (debit cards, credit cards, paypal etc) on club affairs, and claim back these payments in accordance with these rules.
- g) The Treasurer produces a full statement of club accounts at the end of each season for approval by the committee and AGM.
- h) The committee arranges for the full statement of club accounts produced by the Treasurer to be audited at the end of each season. The committee may appoint an independent third party auditor, or volunteer auditor(s) from the membership, at its discretion.
- i) Committee members and auditor(s) shall have reasonable right of access to inspect the accounts and financial records of the club as held by the Treasurer, at any such time as they may request upon giving reasonable notice to the Treasurer.
- j) The club is run on a 'not for profit' basis, however it is essential for the successful running of the club that an appropriate working balance is available to fund the club's activities. Funding of the club takes this into account. Membership fees, ticket booking fees and travel charges are reviewed on an ongoing basis by the committee in relation to all costs, expenses and practical needs of the club in order to ensure a healthy working bank balance so that the club can function successfully for the benefit of its members.

## **08 TICKETS AND TRAVEL**

- a) All ticket and travel applications or bookings in the name of the club must be made by the Travel Organisers only. Other members (including committee members) are not permitted to contact The Arsenal Supporters Clubs Liaison Officer or the Arsenal Box Office in respect of ticket applications or ticket availability unless they are authorised to do so by the relevant Travel Organiser.
- b) Members apply through the club for tickets and/or travel to Arsenal matches in accordance with the club's **Ticket and Travel Policy** in force at the time of application. The **Ticket and Travel Policy** is appended to, and forms part of, these rules.
- c) The **Ticket and Travel Policy** is varied from time to time following recommendation(s) by the Travel Organisers and following review and approval of those recommendations by the committee. The policy and any proposed changes to it is submitted to members at each AGM for approval and adoption for each new season.
- d) The club endeavours to satisfy as many ticket and travel requests as possible, but tickets and travel places are never guaranteed.
- e) Any decisions relating to ticket allocation, travel arrangements or costs not covered by the **Ticket and Travel Policy**, including those to resolve conflicts, will be made by the appropriate Travel Organiser and his or her decision will be final.

## 09 SILVER ADD ON SCHEME

- a) The club may use individual Arsenal Silver Memberships to obtain home tickets from Arsenal. These Arsenal Silver Memberships may be in the name of individual members past and present who have 'assigned' them to the club by consenting to their use by the club.
- b) The club pays to Arsenal FC the annual renewal fees for each Silver Membership it wants to retain and use as they fall due. The number of Silver Memberships held and used by the club may vary, but the club retains as many as the club sees fit to satisfy the running of the club for as long as is practical.
- c) Arsenal Silver Memberships purchased by the club are offered to members on a first come first served basis as an 'add on' to their membership (**Silver Add On Scheme**). This reduces the cost to the club and assigns additional benefits to the members purchasing the Silver 'add on'. Offers are made on the following basis:
  - i) Adult members can apply for one Silver 'add on'. If successful, that member retains the first option to renew the same Silver 'add on' for the following season.
  - ii) The cost to the member will be 50% of the cost paid by the club to Arsenal.
  - iii) Members paying for an additional Silver 'add on' will receive enhanced rights to available tickets in accordance with the club's **Ticket and Travel Policy**.
  - iv) Members paying for a Silver 'add on' do not have any rights to Silver Membership with Arsenal. The Silver Membership remains with and for the use of the club. If a member leaves the club or no longer wishes to hold a Silver 'add on' the Silver Membership is retained by the club and may be reallocated to another member.
  - v) If there are more members wanting a Silver 'add on' than the club has available, the club will administer a waiting list. When a Silver 'add on' becomes available, it will be offered to the first member on the waiting list.
- d) Silver 'add ons' are completely separate to, and in addition to, regular club membership. Membership fees must be paid for as normal, and Silver 'add on' applied for and paid for as an additional cost to the member.
- e) The Silver Add On Scheme is administered by the Travel Organisers and is renewable annually on June 1st.

## **10 SUNDRIES**

- a) Membership of the club is governed by these rules and is conditional upon agreement to these rules at the time of applying for or renewing membership.
- b) All members are entitled to propose changes to these rules for consideration at the next available AGM. These should be provided in writing to the Secretary at least 14 days prior to the AGM so that they may be included on the written agenda. Rule change proposals will be subject to discussion and voting in the same way as other AGM proposals.
- c) In exceptional cases, rule change proposals may be accepted during the season at the discretion of the committee. Such proposals may be rejected or passed by the committee with or without membership approval after full consideration of the proposal.
- d) Any breach of club rules is investigated by the committee and may lead to suspension or expulsion from the club according to the committee's decision on the matter.
- e) While engaged on club activities, including Arsenal matches, members shall :
  - i) Take responsibility for their own (and their guests') behaviour and safety;
  - ii) Behave in a responsible manner that does not risk the good standing of the club;
  - iii) Be respectful to other members of the club;
  - iv) Refrain from all forms of violent, sexist or racial abuse.
- b) From time to time agreements may be reached by members on activities and procedures within the club and these will be made known through members meetings or newsletters. Whilst not forming part of the rules, members are expected to respect such agreements.

## **11 COMPLAINTS**

- a) Members wishing to make a complaint should do so in writing to the club Secretary. The Secretary will investigate the matter and will seek to resolve the complaint directly with the member. If in the opinion of the member the matter remains unresolved, the Secretary will raise the complaint formally with the committee. The committee will discuss the complaint and seek to resolve the matter. The committee's decision will be final.
- b) Should any member have cause for complaint while travelling to/from or attending an Arsenal match, they should, if they wish for the matter to be resolved immediately, speak to the Travel Organiser or any other committee member in attendance on the day.
- c) In considering making a formal complaint, members should be mindful that the club is run by volunteers, It is not a commercial 'on demand' service. Complaints should be made from, and are considered from, a position of a supportive member not a customer.

## **12 DISSOLUTION**

- a) All practical efforts to maintain the function of the club and to safeguard the future of the club should be fully explored prior to any proposed dissolution of the club.
- b) The committee may call members to an Extraordinary AGM (EAGM) at any time to facilitate these efforts if they deem it necessary.
- c) If after exploring all alternatives consideration must be given to dissolving the club, for whatever reason, any such proposal for dissolution must first be proposed, debated and voted on at an AGM or, if deemed necessary by the committee, an EAGM.
- d) The committee will inform members of any potential proposal to dissolve the club at least 14 days in advance of that proposal being discussed at an AGM or EAGM.
- e) Following discussion of any proposal to dissolve the club at an AGM or EAGM, a vote will be taken of all members present with all members present having equal voting rights including the Chair (or acting Chair). The proposal will pass if a simple majority vote in favour, and will fail in the event of a tie or majority voting against.
- f) If members vote in favour of dissolution of the club, the serving committee members at the time of the vote are responsible for the dissolution procedure and the club will be dissolved within 60 days of the vote.
- g) The dissolution procedure will be as follows:
  - i) The committee will report the decision and the reason behind it to all members;
  - ii) The committee will first seek payment to club funds from any debtors and then arrange payment from club funds to any creditors;
  - iii) Any funds remaining after the above will be used to pay any outstanding expenses to committee members.
  - v) Any funds still remaining shall be returned to members in equal amounts on the basis of one share per adult member. For the purposes of clarity, one adult or senior or concessionary member will be entitled to one share, a family membership with two adults will receive two shares. Child members (under 18) are excluded from the allocation of funds.

- vi) On conclusion of the above procedures, and no later than 60 days after the vote to dissolve to club, the committee will confirm the date of the dissolution to all members, inform Arsenal FC, delete all membership records including those provided to Arsenal, remove the club web site and email facilities from the internet and close any bank accounts in the name of the club.

The club will be then be considered formally dissolved.

END OF RULES  
SEPTEMBER 2020  
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## NORFOLK ARSENAL SUPPORTERS CLUB

### TICKET AND TRAVEL POLICY

SEPTEMBER 2020



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## **01 OVERVIEW**

This Ticket and Travel policy has evolved over many seasons with the input and agreement of members. It aims to ensure a fair allocation of tickets to members, makes responsibilities clear and protects the club and members from loss.

By applying for a match ticket and/or a travel place through the club, members agree to the terms of this Ticket and Travel Policy in full.

Members also agree to be supportive of the Travel Organisers, and appreciative of the key role the Travel Organisers have in the club. Travel Organisers are volunteers from the membership; they take on considerable responsibilities and workloads organising tickets and travel for club members. Members are expected to respect this, and to make every effort to support the Travel Organisers by following procedures - this will make a difficult job a little easier to the benefit of everyone concerned.

## **02 HOW THE CLUB OBTAINS MATCH TICKETS**

To obtain home match tickets, the club applies to Arsenal using individual Arsenal silver memberships.

To obtain away match tickets, the club applies to Arsenal using individual away scheme memberships.

These individual memberships are assigned to and used by the club with the consent of club members past or present.

The number of tickets applied for is at the discretion of the Travel Organiser taking account of the number of applications received and/or the anticipated demand from members.

Typically the club must apply to Arsenal at least 2 months prior to a fixture (and pay in advance) in order to get tickets, which is why the club asks members to apply and pay at least 2 months in advance as well.

### **03 HOW THE CLUB ARRANGES MATCH TRANSPORT**

The method of transport to and from matches is determined by the Travel Organiser at his or her discretion based on demand, availability and cost.

For home matches, a coach is organised whenever viable. If a coach is not viable, a minibus or car share may be arranged instead. Away games are by minibus, car share or no travel provision depending on the fixture. If the club organises a self drive minibus, a driver shall be determined in advance of the journey. An additional (reserve) driver will also be determined to cover for illness or other unforeseen circumstances.

The club recognises that members might be happy to travel by coach, but not happy to travel by minibus or car share. The club therefore allows members to express a preference including a 'non-coach opt out' on the Ticket and Travel Booking Form.

Typically the club must book a coach or minibus at least 2 months prior to a fixture in order to get a vehicle, which is why late travel cancellations cannot be refunded.

## **04 TICKET AND TRAVEL APPLICATION PROCEDURE**

***Use the club application form, send a cheque, and apply at least two months in advance!***

All ticket and/or travel applications must be made by completing the official club Ticket and Travel booking form. The form must be accurately completed and sent to the Travel Organiser at his or her home address at least two months prior to the fixture. A signed blank cheque made payable to NASC must also be sent with the application form, together with a stamped addressed envelope for despatch of tickets.

Applications received less than two months prior to the fixture, or incorrectly completed, or without a cheque, may be accepted or rejected by the Travel Organiser at his or her discretion. If accepted, they will only be considered after any applications correctly made and on time have taken priority.

Members may apply for tickets and/or travel to any Arsenal first team match, home or away.

Members may apply for one ticket and/or travel place per match (and one additional ticket and/or travel place for each family member if included in their family membership). There are no restrictions on the number of matches that members may apply for.

Non members may not apply for tickets and/or travel. However, members may apply for tickets for non members who will be accompanying the members as their guests.

A ticket and/or travel application does not guarantee a ticket or travel place. In addition, the club cannot guarantee that a match seat preference can be accommodated; final allocation of tickets to the club is made by Arsenal, and may not always match the seats the club has requested.

Allocation of tickets and travel places will be determined by the Travel Organiser in accordance with this policy, and in the case of dispute at the sole discretion of the Travel Organiser.

The Travel Organiser will communicate with members making applications as soon as is reasonable in order to let them know if their application has been successful or not.

The Travel Organiser and Treasurer will process payments for all successful applications; this may be before or shortly after the fixture depending on circumstances. Unsuccessful applications will not be charged.

## **05 ALLOCATION OF TICKETS & TRAVEL - HOME GAMES**

Allocation of home match tickets and travel places is different depending on one of two periods of the season, and is as follows:

**PERIOD ONE :** From the **start of each season** up to and including the **28th February**

- |              |   |   |
|--------------|---|---|
| 1st Priority | : | Members with additional NASC Silver add-on    |
| 2nd Priority | : | Members without additional NASC Silver add-on |
| 3rd Priority | : | Non member guests                             |

**PERIOD TWO :** From and the **1st March** until **the end of the season**

- |              |   |   |
|--------------|---|---|
| 1st Priority | : | Members with additional NASC Silver add-on who have attended<br>(or applied to attend) 5 home games or more during period one |
| 2nd Priority | : | All other members in order of home matches attended   |
| 3rd Priority | : | Non member guests   |

For the purposes of ticket and travel place allocation the number of home matches attended does not include testimonials, friendlies, pre-season tournaments, reserve team, youth team or women's team fixtures.

After the above allocation procedure has been followed, if the club does not have enough tickets or travel places to satisfy all ticket and travel applications, final allocation will be at the sole discretion of the Travel Organiser.

## **06 THE SILVER ADD ON SCHEME**

The silver add on scheme is a club initiative, and is separate from both Arsenal silver membership and normal NASC membership. Full details can be found in the rules.

In brief, the club maintains a number of silver memberships with Arsenal (around 50) which the club uses in order to obtain match tickets. Club members can apply for one of our silver add on memberships at a subsidised rate of 50% of the usual Arsenal silver membership cost. In return for helping the club to afford to keep these silver memberships, you have priority access to [\*\*home\*\*](#) match tickets in accordance with this policy.

If you would like a silver add on, please contact the Travel Organiser for further details.

## **07 ALLOCATION OF TICKETS & TRAVEL - AWAY GAMES**

For the entire season all away match tickets (including those in Europe) will be allocated on the following basis:-

- 1st Priority : Members who hold an Arsenal Travel Club membership, and in order of number of away games attended.
- 2nd Priority : All other members, and in order of number of away games attended
- 3rd Priority : Non member guests

For the purposes of ticket and travel place allocation the number of away matches attended does not include testimonials, friendlies, pre-season tournaments, reserve team, youth team or women's team fixtures.

After the above allocation procedure has been followed, if the club does not have enough tickets or travel places to satisfy all ticket and travel applications, final allocation will be at the sole discretion of the Travel Organiser.

For every away game the Travel Organiser will appoint a NASC representative attending the match; their contact details will be notified to The Arsenal Supporters Club Liaison Officer in the event of emergencies etc.

For European away games the club will require the passport number of any member who is successful in getting a ticket. This is a requirement of Arsenal FC. No ticket will be allocated to any member unable or unwilling to provide their passport number to the club.

Any match played on a neutral ground, including cup finals and semi finals, shall be deemed to be an away game for the purpose of ticket and travel allocation.

## **08 SELLING OR GIFTING TICKETS**

Members obtaining tickets through the club for themselves, their family members or their guests must not sell on or gift tickets to another person (including members, non members and ticket touts) under any circumstances. To do so is contrary to the rules under which Arsenal supply tickets to the club and risks the ability of the club to secure future tickets for members. To protect our privileges with Arsenal, the club must know who has our club allocated tickets at all times.

If a member cannot use their ticket for any reason the member must advise the Travel Organiser as soon as possible.

## 09 CANCELLATIONS AND REFUNDS

The club understands that a member's circumstances can change and that some cancellations cannot be avoided. However the club has a responsibility to all members to protect club funds and act fairly to all. Tickets and travel arrangements need to be organised well in advance of any fixture, so late cancellations can have serious consequences to club finances. Therefore members cancelling tickets and/or travel places are **NOT** entitled to a refund.

This cancellation policy applies to all ticket and travel applications without exception.

### A) TICKETS

#### ***Can't use your ticket? Contact the Travel Organiser!***

If a member applies for a ticket and subsequently wishes to cancel, the member must advise the Travel Organiser as soon as possible.

- i) The Travel Organiser will, at his or her discretion, try to reallocate a cancelled ticket to another club member.
- ii) If the Travel Organiser can reallocate the ticket, the member cancelling will not be charged and the member taking the reallocated ticket will be charged instead.
- iii) If the Travel Organiser cannot reallocate the ticket, the original member will be charged the full cost of the ticket and booking fee.

The Travel Organiser may also, at his or her sole discretion, authorise the member cancelling to pass the ticket on to a non member. Tickets will only be available to non members if accompanied by a member. The non member taking the reallocated ticket will be charged the full cost of the ticket and the non member booking fee. If the non member accepting the reallocated ticket fails to pay for it within 1 month, the original member will be charged the full cost of the ticket and booking fee.

Final decisions relating to cancellations and refunds will be at the sole discretion of the Travel Organiser.

***Don't delay - if you need to cancel a ticket booking, the sooner you contact the Travel Organiser the more chance they have of reallocating the ticket for you.***

## **B) TRAVEL**

***Can't use your travel place? Contact the Travel Organiser!***

If a member applies for a travel place and then wishes to cancel, the member must advise the Travel Organiser as soon as possible.

Unlike tickets, the Travel Organiser will not attempt to reassign a cancelled travel cost. Instead the following rules will apply:

**Members cancelling before the club books transport**

No charge (this is usually 8 weeks before a match but can vary).

**Members cancelling after the club books transport**

Charged in full (the club will be unable to change the transport method booked).

The club orders coaches or minibuses in advance depending on demand (the number of travel requests received from members). This is typically 8 weeks or more before a game. It can make a huge difference to costs if the club doesn't have to pay for additional seats that are not required. For example, the difference in cost between a coach and a minibus is substantial. Therefore do let the club know of any changes/cancellations to your booking as early as possible.

***You will be charged in full if you cancel a travel place after we have booked transport.***

## **10 BOOKING FEES**

Every ticket ordered through the club is made available to members at face value plus a small booking fee. Booking fees are reviewed annually and agreed by members at the club's AGM.

The booking fee contributes to the expenses of the club, and helps the club's ability to keep travel fees as low as possible. It also ensures that members booking tickets without travel contribute to the wider social aspect of the club.

Booking fees are currently £3.50 for members, and £5 for non-member guests.

For the purposes of cancellations and refunds, the booking fee is considered integral to the ticket purchase and is treated in exactly the same way.

## **11 FAILURE OF PAYMENT**

In the event of non payment, including non-presented (bounced) cheques, the following action will be taken by the club :

- 1st occurrence : The club will issue a warning letter and a £10 levy will be imposed
- 2nd occurrence : The club will issue a warning letter and a £20 levy will be imposed
- 3rd occurrence : No further tickets or travel places will be issued to the member for the remainder of the season.

Should any member owe money to the club at the end of the season, such amount must be paid in full to the club before the start of the following season. No travel and ticket orders will be accepted from any member owing money until the amount owed has been paid in full.

## **12 MATCHDAY BEHAVIOUR**

The club's privileges with Arsenal and our ability to secure vehicle bookings are dependant on the continued good conduct of our members. Therefore all members should be aware of the importance of their behaviour in enabling the club to continue getting tickets and travel.

While travelling to and attending Arsenal matches with the club, members shall be expected to take responsibility for their own (and their guests') behaviour and safety; behave in a responsible manner that does not risk the good standing of the club; be respectful to other members of the club; refrain from all forms of violent, sexist or racial abuse.

Alcohol is not permitted to be carried or consumed on any club transport used for travel to or from Arsenal matches home or away.

END OF TICKET AND TRAVEL POLICY  
SEPTEMBER 2020  
E & OE



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