



<b>Department</b>	Club Services
<b>Policy</b>	Ticket Office Terms & Conditions 2025-26
<b>Date of Issue</b>	1 June 2025
<b>Date of Review</b>	31 May 2026

## **Lincoln City Football Club – Ticket Office Terms and Conditions 2025-26**

### **1. Introduction**

- 1.1 When you submit your order for tickets, you are offering to buy tickets at the price stated in accordance with these Terms and Conditions, which, if accepted by us, will result in a binding contract. It is therefore important that you read and accept these terms and conditions before submitting your order.
- 1.2 Once you have completed your order, you will be asked to confirm that it is correct. If it is not, you can amend or cancel the order before submitting it. It is your responsibility to ensure it is correct before submission.
- 1.3 Whilst we try to ensure that pricing and ticketing information on our website is correct at all times, errors may occasionally occur. If we discover an error in the price or nature of the ticket you have ordered, we will inform you as soon as possible, and give you the option of reconfirming your order at the correct price/specification or cancelling it. If we are unable to contact you, we will unfortunately have to treat the order as cancelled. If the order is cancelled, we will of course provide you with a full refund.
- 1.4 The Club offers two different types of options for General Admission tickets (i.e. **Season Membership** and **Match by Match** tickets) enabling you to select a ticket to suit your personal budget. There are three different types of Season Membership, namely **Gold**, **Silver** and **Bronze Membership** (together with **Junior Imps Membership**, see below). In addition, the Club offers Hospitality tickets and memberships (please see **Hospitality Terms and Conditions**).
- 1.5 **Gold Memberships** entitle attendance to all home League Matches during the 2025-26 season. Gold Members will be given a priority period to renew their Membership ahead of each season, prior to Silver and Bronze Members and subsequently General Sale. Following the renewal period(s) a short time will be offered to allow seat swaps, enabling Gold Members to exchange their seat for a stand and seat of their choice (subject to availability). Any remaining seats will then be made available for General Sale prior to the commencement of the new season. Gold Members in General Admission seating, Hospitality, and the Junior Imps Area will have their seats guaranteed for all home league Matches in the English Football League (unless otherwise stated).
- 1.6 **Silver Membership** allows those who may not be able to commit to a Gold Membership to purchase either a 6 or 12 Match package, with priority for home and away league Matches and certain cup games.
- 1.7 **Bronze Membership** is intended for those who will attend regularly but want flexibility, with a discount on all home Match prices when purchased in advance as well as priority for all games ahead of General Sale.



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- 1.8 **Silver and Bronze Membership** can be purchased online prior to the start of the season through to a closing date set by the Club. Closure of the Silver and Bronze Membership purchase date will be announced on the Club website [www.weareimps.com](http://www.weareimps.com) and social media channels. Tickets are usually made available to Silver and Bronze Members in advance of the fixture date. Information and sales periods will be announced via the Club website [www.weareimps.com](http://www.weareimps.com). The Club may suspend membership sales for a period of time at its discretion, which will be announced on the Club website.
- 1.9 **Junior Imps Memberships** are available to purchase online prior to the start and throughout the season. The membership for under 18's provides priority ticket purchasing windows and reduced match by match priced tickets for home games. Information and sales periods will be announced via the club website [www.weareimps.com](http://www.weareimps.com). Each Junior Imp Adult/Concession match ticket purchased must have at least one Junior Imp attached, and the junior must attend in order for the adult/concession get the reduced Junior Imp price. The maximum discounted ticket per junior member is one under 18 and one adult or concession. These seats are only available in Lower 1 of the GBM Stand ("the Fun Farm Family Area"). Junior Imps Members are not permitted to upgrade from the family area to other areas of the Ground.
- 1.10 By applying for a Gold, Silver or Bronze Membership, Home Match Ticket or Away Match Ticket and/or using the same you hereby warrant and represent that you are a supporter of the Club (or neutral). Away supporters are not permitted to attend any Matches in areas occupied by Home supporters, which is an offence. We reserve the right to cancel tickets believed to be purchased by Away supporters in areas occupied by Home supporters and to eject any such Away supporters from the Ground.
- 1.11 **Home Match Tickets** (General Admission, Hospitality, Silver and Bronze Memberships and the Junior Imps Area) will be made available online allowing priority to Silver and Bronze Memberships and Junior Imps Members. The Club reserves the right to restrict the number of tickets that can be purchased under this priority. The Club may (in accordance with EFL Regulations) offer ticket promotions to supporters.
- 1.12 **Away Match Tickets** will be made available online using priority windows. Gold Members will be granted initial priority (80% of the allocation), followed by Silver and Bronze members and Junior Imps members (20% of the allocation). Should there be any allocation remaining, Away Tickets will be made available for General Sale. Sale dates/times and travel information will be announced via the Club website at [www.weareimps.com](http://www.weareimps.com). The club reserves the right to operate a 'like for like' policy during priority purchase periods i.e. a junior Gold Member may only purchase an equivalent ticket for the away fixture. The Club may condense priority windows where anticipated demand exceeds capacity.



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- 1.13 All purchasers of Gold, Silver, Bronze, Young Imps, Junior Imps and John O’Gaunts Memberships apply to join Lincoln City Supporters Society Limited (commonly known as “Red Imps Community Trust”) and agree to abide by its rules and policies, which can be viewed at [www.redimpstrust.co.uk](http://www.redimpstrust.co.uk). Any purchaser of a Gold, Silver, Bronze, Young Imps, Junior Imps and John O’Gaunts Memberships who would like to opt out of joining Lincoln City Supporters Society Limited can do so by emailing [tickets@theredimps.com](mailto:tickets@theredimps.com).
- 1.14 **Away Travel** tickets on the Red Imps Travel Association official supporters’ coaches will only be sold to persons over the age of 16 years. Reference should be made to the terms and conditions relating to Away Travel for further details.
- 1.15 **Concessionary tickets** are offered at reduced prices to Juniors under the age of 18, Young Adults (18-21) and those aged 65+. All concessionary season tickets are determined by the supporter’s age as of 01 August prior to the start of the season. Concessionary match by match tickets are determined by the age on the date of the fixture. Proof of age may be requested at any time. In the event that a ticket holder is unable to provide valid identification upon request, the Club reserves the right to: deny entry to the premises; cancel the ticket without refund; remove the individual from the stadium; or require payment of the applicable ticket price based on the accurate age category.
- 1.16 **Disabled Supporters.** Disabled supporters who use a wheelchair are eligible for a concessionary ticket upon providing evidence of a medium to high rate of Disability Living Allowance (DLA), enhanced rate of Personal Independence Payment (PIP), or other suitable supporting documentation (e.g. Access Card). Ambulant disabled supporters will pay the age-relevant ticket price.  
Where required, all disabled supporters – whether wheelchair users or ambulant – may request the support of a personal assistant (PA). A complimentary ticket will be provided for the PA upon receipt of appropriate supporting documentation (e.g. high-rate DLA, enhanced PIP, Access Card, or other forms of evidence assessed on a case-by-case basis).
- 1.16.1 All PAs must enter the stadium at the same time as the supporter they are accompanying and must remain with them throughout the event. PAs are not charged for admission in either General Admission or Hospitality areas unless they choose to make use of chargeable extras (e.g. food, drink, matchday programme), which will be billed at cost.
- 1.16.2 Supporters attending in a support capacity must be seated with the disabled person they are assisting unless prior written approval is granted by the Club. By accepting a PA Ticket, the PA agrees to provide essential support to ensure that disabled supporter can safely enjoy their matchday experience. This may include help with access, movement, communication seating within the stadium, assisting in emergency evacuation and any other necessary support during the match.



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- 1.16.3 PA ticket are issued solely for this purpose, and the PA must be capable of fulfilling these responsibilities throughout the matchday. This applies to both home and away fixtures.
- 1.16.4 Failure to fulfil the role may result in future PA ticket requests being reviewed.
- 1.16.5 If the PA is unable to provide the required support during a home or away fixture, the club reserves the right to take action. We will assess the situation with the disabled supporter and their PA and may need to make alternative arrangements for continued support. In extreme cases, this may result in asking the disabled supporter and their PA to leave the match. It is therefore important that the disabled supporter selects a PA who can reliably support them to avoid disruption during the matchday experience.
- 1.16.6 Applications from disabled children requesting a PA – and those where the nominated PA is under the age of 18 – will be considered on an individual basis. The Club recognises that some children require support beyond what is typically expected from a parent or guardian, and that young carers may legitimately act as companions.
- 1.16.7 If the club believe that the PA system is being misused, we may treat the matter as fraud and take appropriate legal action. This could lead to the confiscation of tickets for future games.
- 1.16.8 PA tickets are transferable; but tickets for the disabled supporter are not. If a disabled supporter is unable to attend, they may request to upgrade their tickets, including the PA ticket. However, this must be discussed and approved in advance (at the DLO's discretion). Also additional charges and changes to seating arrangements may apply.
- 1.16.9 If any terms and conditions are violated, the club reserves the right to refuse entry and take further action.
- 1.17 **Under 14s.** The Club encourages supporters of all ages to attend matches but all children under the age of 14 must be accompanied by an adult over the age of 18 at all times. Supporters who are under the age of 18 may accompany adult disabled supporters as a personal assistant, provided that they are at least 15 years of age. Personal assistants accompanying disabled supporters under the age of 18 must be at least 18 years old.
- 1.18 **Restricted View Seats** are classed as a restricted view if the view of one, or both goals, is impaired without reasonable movement in the seat. Stanchions, dugouts or handrails may interrupt the supporter's view. All seats that the Club deems to be restricted view will be sold on the ticketing system as part of the zoning system. These seats are classified as part of the zoning pricing structure, so are priced accordingly and will be marked during the sales process.
- 1.19 **Cup fixtures.** Where demand is expected to exceed allocation, Gold Members will have a priority period to secure their seat for any home cup matches, at the discretion of the Club. Where the Gold Member's seat is unavailable due to closure of the particular area



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or stand in which the seat is located, the Club retains the right to allocate an alternative seat to the Gold member in a different area or stand. Silver, Bronze and Junior Imps Members will then have a priority period to purchase tickets before any remaining seats will be made available for General Sale. The Club may condense the priority period where anticipated demand exceeds capacity.

- 1.20 **Group Bookings.** In the case of Group Bookings (i.e. a minimum of 10 people) the purchasers should contact the Ticket Office at [tickets@theredimps.com](mailto:tickets@theredimps.com) or on 01522 880011. Any concession shall be applied at the Club's absolute discretion and dealt with on a case-by-case basis. When requesting a group booking for groups that include 8 or more children (under the age of 16), the following will apply: In line with current Safeguarding guidance, the Club recognises the importance of appropriate adult to child supervision ratios when groups of young people visit the Stadium. Therefore, group ticket sales will be made on the following basis:

The Club recommends having at least two adults present when supervising children and young people. Group tickets will therefore be made with the following adult to child ratios as the minimum numbers to keep children safe:

0 - 2 years - one adult to three children;  
2 – 3 years – one adult to four children;  
4 - 8 years - one adult to six children;  
9 - 12 years - one adult to eight children;  
13 – 18 years – one adult to ten children.

The purchaser must provide the Ticket Office with the name and contact details of each supervisory adult in the group before group tickets will be issued. The children and their supervisory adult(s) will be allocated seats together within the Stadium so that the adult can adequately supervise the safety and behaviour of their group.

- 1.21 **Finance** options are available to Gold Members through a direct debit option which spreads payment over 4 monthly instalments. This is only available if the gold membership is purchased before the close of the 1st sales window primarily. There may be further opportunities provided by the club during window 2 but all payments would need to be received before the start of the season.

## **2. Admission to the Ground**

- 2.1 The issue of a Gold, Silver or Bronze Membership, Home Match Ticket or Away Match Ticket and subsequent access to the Ground is subject to the Ground Regulations (which can be found on – or accessed via – the Club's website at [www.weareimps.com](http://www.weareimps.com) or can be provided upon written request to the Club), the Club's Prohibited Items and Search Policy, all applicable laws, regulations, and Government guidance. Use of a Gold Membership card, Home Match Ticket or Away Match Ticket constitutes acceptance of the Ground Regulations and the Club's Prohibited Items and Search Policy.



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- 2.2 A Gold Membership, Home Match Ticket or Away Match Ticket permits you to occupy at the Match the seat indicated on the Gold Membership, Home Match Ticket or Away Match Ticket or such other alternative seat of equivalent value as the Club may allocate to you at its reasonable discretion. Once issued, it will not be possible to transfer your Membership to a different seat unless the Club has approved this beforehand. If individuals sit in a different seat to that which they have been issued without the Club's prior consent or approval, they will be ejected from the Ground and their Season Membership may be cancelled without a refund.
- 2.3 Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the seat indicated on the Gold Membership card, Home Match Ticket or Away Match Ticket in any subsequent Match or season.
- 2.4 Save as set out in clause 2.5 below, you shall not bring into (or use within) the Ground any equipment that 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 the Match or any aspect of it. Any person acting in breach of this provision may have such equipment confiscated and/or will be required to deliver up any tapes, films, disks or other recordings or data to the English Football League and/or the Club and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the English Football League. Audio headset equipment which has been issued by the Club is, however, permitted.
- 2.5 Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.
- 2.6 Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.
- 2.7 You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt, this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 above where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.8 The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Ground Regulations and/or the Club's Prohibited Items and Search Policy.
- 2.9 In light of Gold Members, Home Match Ticket or Away Match Ticket holders being grouped together in designated areas, any attempt to gain access to the Ground wearing or carrying apparel (including, without limitation, hats and/or scarves) that demonstrate





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support for the Visiting Club (Home Match Tickets) or Home Club (Away Match Tickets), may result in admission being refused or you being ejected from the Ground and in such circumstances no refund or alternative seat will be offered.

- 2.10 Supporters under the age of 14 will not be permitted entry into the Ground unless accompanied and supervised by an adult aged 18 or over, and therefore a child under the age of 14 cannot purchase a ticket independently.
- 2.11 Adults purchasing tickets for supporters under 14 will be allocated seats together so that the adult can adequately supervise the child whilst in the ground. The child must be in possession of a valid Ticket for the Match they are attending.
- 2.12 Supporters aged 14 years and over may buy a Ticket without the need for an accompanying adult. Only one ticket for a child aged 14 years and over may be purchased in a single transaction under this condition, unless at least one adult Ticket for a person aged 18 or over is also purchased in that transaction.
- 2.13 Supporters over 14-years of age and under 18-years of age are allowed entry to the stadium unaccompanied, however, they are not allowed to be responsible for another supporter. Only supporters aged 18-years or over can be responsible for a child under the age of 14-years.
- 2.14 Supporters under the age of 14 will not be permitted to purchase tickets in Block 7 in both the Upper and Lower tiers of the GBM stand.
- 2.15 The ticket office must be notified of any children attending who are under 2 years of age. A match ticket will be issued to the child free of charge which will be marked with 'babes in arms'. The child does not require their own seat but must sit on their parent or guardian's lap. Prams, pushchairs, and buggies are not permitted within the stadium premises unless prior arrangements have been made and approved by the Club.
- 2.16 We do ask all parents and guardians to carefully consider if a football stadium is an appropriate environment before bringing a young child to the Ground. During the warm-up and the game itself, there is a risk of spectators being hit by a ball from the pitch. In the case of a young child, significant injury could therefore be sustained. 'Babes in arms' tickets are therefore only available in selected areas of the Ground as dictated by the ticket office. The Club reserves the right to prohibit supporters with children under 2 years of age access to selected seating within the Ground which are considered greater risk of harm areas, such as behind the goals. Supporters with infants deemed "babes in arms" found seated in such prohibited areas will be requested to move to an alternative area by Club staff. Failure to comply may result in you being ejected from the Ground and in such circumstances, no refund or alternative seat(s) will be offered.
- 2.17 Parental or legal guardian consent is required for processing personal data of individuals under the age of 14. The Club complies with safeguarding standards set out by the FA and EFL.



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- 2.18 **Ticket Checks.** On the stadium footprint which includes inside and outside the Ground, the Club may request sight of your ticket. Upon demand, you may also be requested to produce identification to prove your entitlement to your ticket. Should you be in receipt of a concession ticket and be unable to prove your entitlement to such, then the Club may revoke your ticket and eject you from the Ground, without any liability to you whatsoever. The Club may also place restrictions on your account for future events.
- 2.19 **Zoning and Seat Allocation.** The Club operates a zoned seating system for Gold Memberships and General Admission Match Tickets, each with distinct pricing, views, and seating characteristics. It is the responsibility of each ticket holder to ensure they are seated in the specific seat stated on their ticket. Supporters must not sit in any seat other than the one allocated to them on their ticket without prior approval from the steward section supervisor or Club official. Unauthorised movement between zones or occupation of unassigned seats constitutes a breach of these Terms and Conditions. The Club reserves the right to eject any individual found to be deliberately sitting in the wrong seat or abusing the zoning structure. Repeated or serious breaches may result in suspension or cancellation of ticket privileges or memberships, with no entitlement to a refund. The Club may review and revise zone designations periodically and any such changes will be communicated via the Club website. It is the responsibility of the ticket holder to remain informed of their ticket's designated zone and applicable conditions.
- 2.20 **Concessionary Ticket Misuse.** Concessionary tickets are issued strictly based on eligibility criteria such as age or disability status. Supporters using a concessionary ticket must be able to provide valid, original photographic identification (e.g., passport, driving licence, student ID, or proof of DLA/PIP) upon request by Club staff, stewards, or authorised personnel. If a supporter is unable to produce appropriate identification, the Club reserves the right to refuse entry, require payment of the full adult ticket price, or eject the individual from the Ground. Tickets found to be used fraudulently may be cancelled without refund. Where there is reasonable suspicion of concessionary ticket misuse – including, but not limited to, repeat offences, impersonation, or transfer of tickets for gain – the matter may be referred to the Club officials for investigation. Sanctions may include suspension of ticketing privileges, cancellation of Memberships, or stadium bans, at the Club's absolute discretion with no refunds provided. The Club will take a zero-tolerance approach to deliberate abuse of concessionary pricing structures in order to protect fairness for all supporters.
- 2.21 **Safe Standing in Seated Areas**

Where designated safe standing areas are located within seated sections of the ground, the following conditions apply:

Allocated Standing Position: Ticket holders must occupy only the designated space immediately in front of the seat allocated to them, as stated on their ticket. Movement to other positions within the section is strictly prohibited and will be treated as a breach of these terms.

Standing Expectations: The area is specifically designated for safe standing. Ticket holders should expect that spectators around them will be standing





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throughout the event. However, individuals may sit on their allocated seat prior to the event, during any interval or half-time break, or after the event has concluded.

Use of Barriers and Seats: Standing or sitting on barriers, or standing on the seats themselves, is strictly prohibited at all times.

Access and Ticket Verification: Only valid ticket holders are permitted access to the safe standing section. Ticket holders must not allow others without valid tickets to enter the area. Secondary ticket checks may be conducted, particularly in circumstances where the safe standing section is not physically segregated from other parts of the ground.

Failure to comply with any of the above conditions may result in ejection from the stadium and/or further disciplinary action, including the suspension or withdrawal of ticketing rights.

### **3. Use of Ticket**

- 3.1 Subject to clause 3.2 below, a Gold Membership card, Home Match Ticket or Away Match Ticket is issued for your sole use and you shall not sell, assign or transfer or lend the Gold Membership card, Home Match Ticket or Away Match Ticket or the benefit of it to any other person without the prior written consent of the Club. The reference to selling the Gold Membership card, Home Match Ticket or Away Match Ticket includes offering to sell a Gold Membership card, Home Match Ticket or Away Match Ticket (including, without limitation, via any online auction website), exposing a Gold Membership card, Home Match Ticket or Away Match Ticket for sale, making a Gold Membership card, Home Match Ticket or Away Match Ticket available for sale by another and advertising that a Gold Membership card, Home Match Ticket or Away Match Ticket is available for purchase. For the avoidance of doubt (and by way of example only), a Gold Membership card, Home Match Ticket or Away Match Ticket may not be offered as a prize in any promotion or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose (all save as expressly authorised by the English Football League or the Club).
- 3.2 You may only sell or transfer a Gold Membership to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such sale or transfer will be permitted except where the same takes place in respect of an individual Match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest is hereby provided subject to these Terms and Conditions which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original purchaser of the Gold Membership (and you must inform the Guest of this). Tickets may not be used for promotional, commercial, or advertising purposes (including competitions or giveaways on social media) without prior written consent of the Club.



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- 3.3 The unauthorised sale or disposal of a Gold Membership card, Home Match Ticket or Away Match Ticket may amount to a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police when it becomes aware that a Gold Membership card, Home Match Ticket or Away Match Ticket has been sold illegally and will press for charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed such an offence, we will notify the English Football League who may, in turn, notify other English Football League clubs and/or the relevant law enforcement authorities. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticket touting offences and disorder at matches.
- 3.4 If more than one Home Match Ticket or Away Match Ticket is issued to you, one Home Match Ticket or Away Match Ticket must be retained by you, for personal use (subject to the provisions below) and the remainder may be transferred to your Guest(s) for his/her/their personal use only PROVIDED THAT such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket or Away Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such transfer to any Guest will be subject to the Ground Regulations which will (save for any rights to transfer under this clause or any rights to a refund under clause 4.3 below) apply to each Guest as if he/she was the original purchaser of the Home Match Ticket or Away Match Ticket (and you must inform the Guest(s) of this). You will provide the name and address of your Guest(s) when asked to do so by any official, steward or employee of the Club and/or any police officer. In the event that you and/or your Guest(s) are unable to use any Home Match Ticket or Away Match Ticket then you may transfer that Home Match Ticket(s) or Away Match Ticket to a natural person who is known to you personally and who would be entitled (under the Ground Regulations and otherwise) to purchase such Home Match Ticket or Away match Ticket and attend such Match PROVIDED THAT such transfer takes place in consideration of no payment or benefit in excess of the face value of the Home Match Ticket or Away Match Ticket, and such transfer does not take place in the course of any business or for the purpose of facilitating any third party's business. Such transfer will be subject to the Ground Regulations which will (save for any rights to transfer under this clause or any rights to a refund under clause 4.3 below) apply to the transferee as if he were the original purchaser of the Home Match Ticket or Away Match Ticket (and you must inform the transferee of this). You will provide the name and address of the transferee when asked to do so by any official, steward or employee of the Club and/or any police officer.
- 3.5 The Club operates an authorised ticket return scheme for Members unable to attend at certain fixtures. Contact [tickets@theredimps.com](mailto:tickets@theredimps.com) for eligibility and process.
- 3.6 Entry to the stadium is dependant on obeying the ground regulations.



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- 3.7 The Gold Membership card, Home Match Ticket or Away Match Ticket will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Gold Membership card, Home Match Ticket or Away Match Ticket at any time.
- 3.8 Any Gold Membership card, Home Match Ticket or Away Match Ticket obtained or used in breach of the Ground Regulations shall be automatically void and all rights conferred or evidenced by such Gold Membership card, Home Match Ticket or Away Match Ticket shall be nullified. Misuse of a Gold Membership card, Home Match Ticket or Away Match Ticket may result in the holder being refused entry to, or ejected from, the Ground in respect of a particular Match and/or the cancellation and withdrawal of the Gold Membership card, Home Match Ticket or Away Match Ticket. In the event of any cancellation and withdrawal in accordance with this clause, no refund shall be payable. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim for an account of any profits made from an unauthorised use of a Gold Membership card, Home Match Ticket or Away Match Ticket.
- 3.7 Where cancellation or ejection occurs, the ticket holder may appeal the decision by contacting [feedback@theredimps.com](mailto:feedback@theredimps.com). The Club's sanctions committee will review and respond within 14 working days.
- 3.8 By entering the Ground, all attendees consent to being photographed, filmed or recorded for broadcast, marketing, or Club documentation purposes.
- 3.9 The Club prefer to issue digital tickets via email or apps. It is the responsibility of the ticket holder to ensure they can access their ticket electronically on Matchday. Failure to do so may result in denied entry.

#### **4. Changes to Dates, Refunds & Exchanges**

- 4.1 No guarantees can be given by the Club that the Match will take place at a particular time or on a particular date. It is the ticket holder's responsibility to check whether the Match is going ahead at the scheduled date, time and venue and the Club will not be able to inform each individual of any changes to the date, time or venue of any Match. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever.
- 4.2 **Cancellation.** In the event of the cancellation of a Match (i.e. a cancellation due to circumstances beyond the Club's control, including Acts of God, power failure and flooding), Gold Members will be entitled to attend the re-arranged Match using their Gold Membership card at no additional charge. Home Match Ticket or Away Match Ticket holders will be entitled to receive a full refund (including any booking fee) or receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates. The Club will have no further liability to you



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whatsoever in relation to the cancelled Match, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs. The Club will have no liability to you whatsoever if you are unable to attend the rearranged Match. All details of the cancelled Match will be announced via the Club website.

- 4.3 **Postponement.** In the event of the postponement of any Match, Gold Members will be entitled to attend the re-arranged Match using their Gold Membership card at no additional charge. Home Match Ticket or Away Match Ticket holders will be entitled to receive a full refund (including any booking fee) or receive the equivalent ticket for the subsequent re-arranged Match via such application procedure as the Club stipulates. The Club will have no further liability to you whatsoever in relation to the postponed Match, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs. The Club will have no liability to you whatsoever if you are unable to attend the rearranged Match. All details of the postponed Match will be announced via the Club website.
- 4.4 **Rescheduled TV Fixtures.** In the event that a Saturday 3pm kick-off match is rescheduled due to TV broadcasting, Gold Members will be entitled to release their seat and receive ticketing account credit at the agreed rate as per the terms set out in the Gold Membership Policy for Rescheduled TV Fixtures. Gold Members may claim account credit for up to two games per season. Full terms of this offer are available in the Gold Membership Policy for Re-Scheduled TV Fixtures.
- 4.5 **Abandonment.** In the event of the abandonment of any Match, the following policy shall apply. If the Match is played but abandoned before half time or during the half time interval, Home Match Ticket holders will be entitled to keep their ticket for the rescheduled fixture. If the Match is played but abandoned after half time, Home Match Ticket holders will be required to purchase another ticket for the rescheduled Match. Gold Members will be entitled to attend the rescheduled Match using their Gold Membership card at no additional charge. The Club will have no further liability to you whatsoever in relation to the abandoned Match, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs. The Club will have no liability to you whatsoever if you are unable to attend the rearranged Match. All details of the abandoned Match will be announced via the Club website.
- 4.6 **Behind-Closed-Doors.** In the event that any Match has to be played out of view of the public ('behind-closed-doors') (including for reasons relating to the COVID-19 pandemic or any other reason), Gold Members will be entitled to a refund for the face value price of their Gold Membership card on a pro rata basis for those Match(es) that they have been prevented from attending. The Club may in its absolute discretion offer Gold Members an alternative to a refund, such as a credit or pro-rata payment scheme and/or access to view the Match via a live streaming platform such as Imps+ service, if this is available for the Match. If a Gold Member accepts such an alternative offer, any refund they receive shall be offset by the value of this alternative offer. This clause 4.6 shall



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not apply to any Match which is postponed and subsequently rearranged (in which case clause 4.3 above shall apply).

- 4.7 **Reduced Capacity Restriction.** In the event that any Match is subject to any reduced capacity restriction (whether for reasons relating to the COVID-19 pandemic or any other reason), the Club shall hold a ballot process of all season ticket holders in order to ensure that the available capacity is allocated fairly. Details of the relevant ballot process shall be made available to all season ticket holders via the Club's website [www.weareimps.com](http://www.weareimps.com). Gold Members who are unsuccessful in the ballot process will be given priority in the ballot process which is undertaken for any subsequent Match which is subject to a reduced capacity restriction. Unsuccessful Gold Members will also be entitled to a refund for the face value price of their Gold Membership on a pro rata basis for the Match that they have been prevented from attending. The Club may in its absolute discretion offer unsuccessful Gold Members an alternative to a refund, such as a credit or pro-rata payment scheme and/or access to view the Match via a live streaming platform such as the Imps+ service, if this is available for the Match. If a Gold Member accepts such an alternative offer, any refund they receive shall be offset by the value of this alternative offer. This clause 4.7 shall not apply to any Match which is postponed and subsequently rearranged (in which case clause 4.3 above shall apply).
- 4.8 **Refunds for Cancelled, Postponed, or Abandoned Matches – General Admission and Hospitality.** In order to obtain a refund for a cancelled, postponed or abandoned Match, the Home Match Ticket or Away Match Ticket must be returned to the Club's ticket office no later than 7 days prior to the commencement of the rearranged Match. A refund will only be issued on production of identification that the individual requesting the refund is the person to whom the Home Match Ticket or Away Match Ticket was originally sold. For the avoidance of doubt, the final decision belongs to the Club's Head of Club Services.
- 4.9 **Refunds for General Admission tickets where the Match is not Cancelled, Postponed or Abandoned.** Refund requests for General Admission Home Match Tickets where a Match has not been cancelled, postponed or abandoned, will only be authorised up to three hours prior to kick off (e.g. 12 noon for a Saturday 3pm fixture). Visiting supporters should seek refunds from their respective clubs and refunds will only be issued at the discretion of the Visiting Club prior to taking tickets off sale. Refund requests for General Admission Away Match Tickets will only be authorised if the ticket is returned to the Ticket Office before tickets are taken off sale.
- 4.10 **Refunds for Hospitality tickets where the Match is not Cancelled, Postponed or Abandoned.** Please refer to the Matchday Hospitality Terms and Conditions for further details in this regard.
- 4.11 **Refunds of Gold Memberships** may only be granted at the discretion of the Club in extenuating circumstances. Supporters requesting a refund must apply in writing to





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the Club, stating the reason for the request, and enclosing any supporting documentation. Should your request be granted, you will be refunded on a pro rata basis minus a £5 administration fee plus any other fees associated with the purchased ticket.

- 4.12 **Gold Memberships are non-transferable** and must be used by the ticket holder only. Without prejudice to any other remedies it may have, the Club shall have the right to cancel or withdraw any Gold Membership in the event of any breach of this clause. In the event of such cancellation, no rebate or refund will be paid and the Club reserves the right to charge an administration fee in these circumstances.
- 4.13 **Club Suspensions.** The Club is not liable to offer any rebate or refund in the event that any individual is prohibited from attending any fixture at the Ground as a result of his or her own anti-social behaviour or other conduct.
- 4.14 **Approved Refunds** will be processed within 14 working days from the date of approval, unless otherwise notified.

## **5. Lost or Stolen Tickets**

- 5.1 In order to gain admission to the Ground the Gold Membership card, Home Match Ticket or Away Match Ticket must be presented in its entirety at the Match.
- 5.2 The Club shall not be obliged to issue any replacement for a lost, stolen or destroyed Home Match Ticket or Away Match Ticket.
- 5.3 If, in the Club's opinion, a Gold Membership card is damaged, lost, stolen or destroyed, a duplicate Gold Membership card shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration charge. Only one duplicate Gold Membership card will be issued per season and you will be required to sign a document confirming that the original Gold Membership card is damaged, lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club.
- 5.4 In the event that a Gold Member forgets their Gold Membership card in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match-day duplicate ticket is issued, the Club may require payment of a non-refundable administration charge.

## **6. Cancellation & Withdrawal of Tickets**

- 6.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Ground Regulations to cancel and withdraw any Gold Membership card, Home Match Ticket or Away Match Ticket issued to you. In the event of such cancellation, no refund will be paid. Without prejudice to the





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general nature of the above the following actions shall constitute a serious breach of the Ground Regulations:

- 6.1.1 Smoking or vaping in designated non-smoking areas;
- 6.1.2 Being (or appearing to be) drunk or intoxicated or drinking in view of the pitch ;
- 6.1.3 Persistent standing in seated areas whilst the Match is in progress;
- 6.1.4 The sale or transfer (save as permitted) of a Gold Membership card, Home Match Ticket or Away Match Ticket to any person;
- 6.1.5 The deliberate misuse of a Gold Membership card, Home Match Ticket or Away Match Ticket;
- 6.1.6 Any misrepresentation in relation to clause 1.2 above;
- 6.1.7 The possession of a banner or flag that bears material or slogans that are offensive, obscene, abusive, racist or discriminatory on the grounds of race, gender, disability, age, sexual orientation, religion or belief;
- 6.1.8 The chanting of anything of an indecent, racist or of discriminatory nature in accordance with the Equality Act 2010;
- 6.1.9 The throwing of any object within the Ground that may cause injury or damage to people or property without lawful authority or excuse;
- 6.1.10 The use of foul, obscene, abusive and/or racist language and/or gestures;
- 6.1.11 The supply of any misleading or incorrect information in any application;
- 6.1.12 Any breach of clauses 2.4 or 2.5 above;
- 6.1.13 Any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of any Gold Membership card, Home Match Ticket or Away Match Ticket;
- 6.1.14 Breach of the terms of any Membership; and
- 6.1.15 Away supporters purchasing Tickets or entering areas occupied by Home Supporters.
- 6.1.16 Covering of the face through fancy dress or other means.
- 6.1.17 The consumption of alcohol in view of the pitch, in breach of the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), including for the avoidance of doubt, low or no-alcohol beverages presented in containers or packaging that could reasonably be mistaken for alcoholic drink.

6.2 Any incidents may be reported to the EFL and police and may result in legal action and Club-imposed bans.

6.3 In the event that your Gold Membership card, Home Match Ticket or Away Match Ticket 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 season ticket at its discretion.

## **7. Information for Visiting Supporters**

7.1 For most matches, the Club welcomes visiting supporters to the LNER Stadium in our hospitality areas. Please be advised, however, that these hospitality areas are regarded



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as home supporter areas and the vast majority of guests will be Lincoln City fans. Visiting supporters are therefore asked not to identify themselves as such or behave in a manner which is likely to incite home supporters, including cheering or celebrating goals. The Club reserves the right to remove any visiting supporters from hospitality areas who do not adhere to these rules in accordance with the Ground Regulations.

- 7.2 The Club reserves the right to remove from the stadium footprint any away supporters who are found to have purchased tickets within home general admission seating areas without the need to provide a refund in accordance with Ground Regulations.

## **8. Exclusion of Liability**

- 8.1 The Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground except in respect of death or personal injury resulting from any negligence of the Club.
- 8.2 Neither the English Football League nor the Club shall be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

## **9. General**

- 9.1 The invalidity or partial invalidity of any provision of these Terms and Conditions shall not prejudice or affect the remainder of these Terms and Conditions, which shall continue in full force and effect.
- 9.2 Notwithstanding any other provision in these Terms and Conditions and with the exception of FIFA, UEFA, The FA, Premier League and the English Football League, no other person other than you or the Club has any rights under the Contracts (Rights of Third Parties) Act 1999 to rely on or enforce any term of these Terms and Conditions. Nothing in these terms of conditions shall affect any right or remedy of a third party that exists or is available other than as a result of the aforementioned Act.
- 9.3 These Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute or claim arising out of or in connection with these Terms and Conditions (including in relation to any non-contractual disputes or claims).
- 9.4 The Club processes personal data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Full details of how your data is used, stored, and your rights can be found in our Privacy Policy at [www.weareimps.com](http://www.weareimps.com).
- 9.5 Accessibility Standards and Advice. The Club is committed to continuous improvement of accessibility in line with the Accessible Stadia Guide, Building Regulations, and



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relevant British Standards as well official organisations, including Level Playing Field. While the Club values input from all supporters and stakeholders, any advice received from non-qualified individuals or non-accredited consultants will be considered anecdotal. For stadium developments or accessibility-related decisions, the Club will consult suitably qualified professionals with appropriate indemnity insurance.

- 9.6 The Club shall not be liable to any supporter for any delay or failure to perform its obligations under these Terms and Conditions if such delay or failure results from events or circumstances beyond its reasonable control ('Force Majeure'), including but not limited to acts of God, war, terrorism, pandemic, governmental actions, or natural disasters.
- 9.7 Details of the complaints policy can be found in the Club's Customer Charter available on [www.weareimps.com](http://www.weareimps.com).

## 10. Definitions

In these Terms and Conditions, the following words and phrases shall have the following meanings:

**"Away Club"** means the football club playing against the Club.

**"Away Match Ticket"** means a printed paper ticket or any other form of ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to a match at another club.

**"General Admission"** means those Match tickets with seating that does not provide access to the Legends Lounge, 200 Club, or Executive Boxes.

**"General Sale"** means the offer to purchase Match tickets for non-Members following the closure of the priority period(s) during which Gold, Silver, Bronze, and Junior Imps Members have the opportunity to purchase Match tickets.

**"Ground"** means the football stadium and all other locations owned, occupied or utilised by the Club.

**"Ground Regulations"** means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground.

**"Guest"** means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Home Match Ticket under these Terms and Conditions.

**"Home Match Ticket"** means a printed paper ticket or any other form of ticket (and/or any rights arising out of or in connection with any of the foregoing) for admission to the Match.

**"Hospitality"** means those Match tickets with seating that provides access to the Legends Lounge, 200 Club, or Executive Boxes.

**"Match"** means that English Football League football match in which the Club participates and that takes place at the Ground during Season 2025-26 as designated upon the ticket to which the Ground Regulations apply.

**"Membership"** means any rules and regulations agreed upon in relation to your participation in the Club's membership scheme which can be found at [www.weareimps.com](http://www.weareimps.com).

**"Terms and Conditions"** means the terms and conditions governing the issue and use of a Home Match Ticket.



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**"Visiting Club"** means the football club playing against the Club.