



Essex Rebels Season Ticket



Terms & Conditions

Section 1: General

A holder of Essex Rebels Season Ticket ("Season Ticket Holder") is subject to the following terms and conditions (collectively referred to as the "Season Ticket Terms and Conditions"):

- These Terms & Conditions govern the purchase and use of Essex Rebels Season Tickets ("Season Tickets") for the 2024-2025 season.
- By purchasing a Season Ticket, you ("Season Ticket Holder") agree to be bound by these Season Ticket Terms and Conditions.
- Where a Season Ticket Holder has a disability, additional Season Ticket Terms and Conditions are set out in Section 4.
- The Arena Regulations applicable for the 2024/2025 Season are referred to in Section 5.

Section 2: Season Ticket Terms & Conditions

These terms and conditions shall govern how the Essex Rebels issues the Season Ticket Holder with, and their use of, season tickets. If these conditions are not accepted, the Season Ticket Holder should not purchase a season ticket. By purchasing this Season Ticket, the holder and any nominee fully accept these conditions.

- All season ticket sales are final and non-refundable once the Essex Rebels 24-25 season has commenced. Season Ticket Holders can cancel their purchase before the season starts for a full refund. **No refunds are possible once the season has started.**
- A Season Ticket can only be used by the named individual(s) and is not transferable.
- Concession season tickets can only be purchased by presenting a supporting ID proving eligibility for a discounted rate, i.e. blue light card, work ID, passport, or a driving license. An ID must be provided at least once.
 - Any supporter entering the Arena on an ineligible concession season ticket will have the season ticket withdrawn and no refund will be given on the remaining games. The Club reserves the right in such cases to pursue a criminal prosecution.
- To qualify for 'Under 18' season tickets (Child Season Ticket), the ticket holder must be under the age of 18 on 1st September 2024.
- To maintain the safety and security of young supporters, any person 14 years of age or under must be accompanied by an adult at all times.
- The Club reserves the right to run special offers on gameday tickets throughout the season, ensuring these offers do not negatively impact season ticket holders.
- In respect of home games, games may require to be rescheduled due to external factors such as to accommodate progression into other competitions (National Cup / Trophy), Arena availability or due to other circumstances. Your season ticket will enable you to attend any rearranged home fixtures. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel costs.
- The Club reserves the right to relocate the Season Ticket to any other seat in the Arena at any time, within reason, if the original seat is unavailable due to maintenance, repairs, or other unforeseen circumstances.



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- The Essex Rebels, Essex Sport, and the University of Essex accept no responsibility for lost or damaged items. Attendees are advised not to leave personal belongings unattended in the Arena.
- The Essex Rebels exclude, to the maximum extent permitted by law, any liability for loss, injury, or damage to persons or property in or around the Arena.
- By Purchasing this ticket through Fanbase, you adhere to the **Essex Rebels Privacy Policy**.
- In the event of a force majeure situation, including but not limited to natural disasters, war, civil unrest, acts of terrorism, pandemic, government restrictions, or any other events beyond the control of Essex Rebels, we reserve the right to cancel, postpone, or reschedule games. Under such circumstances, refunds or exchanges for season tickets will be considered on a case-by-case basis, in accordance with applicable laws and regulations.

Section 3: Season Ticket Benefits

- **Priority Seating:** Choose your own seat for every game.*
- **10% Discount on Merchandise:** Show your support in style.**
- **Meet the Players:** At our season opener.
- **10% Discount on Food and Beverages:** At every game.
- **Junior Matchday Mascot:** Opportunity for children (6-14 years) to lead the players out on matchday***
- **Priority Access to Club Events**
- **Free Entry:** To all cup, trophy, and playoff home games, and access to WBBL, Men's D1, and Men's D2 home games
- **Free Entry to All Rebels Volleyball Games:** Up to 18 league games plus cup competitions.

*Only available on Stand B (balcony)

** Only available for in-Arena purchases (not applicable for online purchases)

*** For junior season ticket holders only (not applicable to children of adult season ticket holders)

Section 4: Essex Rebels Supporters with Disabilities – Additional Season Ticket Terms & Conditions

- The following additional terms and conditions shall apply to any Supporter with a Disability. A Supporter with a Disability is defined as any supporter of the Club who has a physical or mental condition that significantly and persistently affects their ability to perform normal daily activities.
- Supporters with a Disability who can provide the Club with any of the following as proof of their disability shall be entitled to purchase a Concession Season Ticket. This Season Ticket shall include a free personal assistant ticket for each Gameday attended by the Supporter with a Disability. The qualifying criteria is as follows (or as otherwise determined at the discretion of the Club):
 - Disability Living Allowance (DLA) or Personal Independence Payment (PIP) award letter.
 - Attendance Allowance award letter.
 - Blind or partially sighted registration certificate, CredAbility Access Card; and/or
 - Any other special documentation at the discretion of the Club.



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Proof of disability must be provided to the Club prior to the start of the season. Where such proof is not provided, the Club reserves the rights to cancel the Season Ticket and the personal assistant ticket and/or charge the full price for the Season Ticket and to cancel the personal assistant ticket.

- Any ticket (of any type) provided for a personal assistant for a Supporter with a Disability is provided solely for the personal assistant to care for the Supporter with a Disability and is only valid when the personal assistant is accompanying the Supporter with a Disability. Should the personal assistant wish to attend a gameday without the Supporter with a Disability, the personal assistant must purchase a full price ticket, unless eligible for a concession ticket.
- The personal assistant is not recognised as a Season Ticket Holder in their own right and as such are not entitled to any other benefits to which a Season Ticket Holder is entitled.
- The personal assistant must sit with the Supporter with a Disability to assist them. Whilst the Club accepts that the personal assistant may be another Supporter with a Disability or a young person, the Club requests that the personal assistant is fully capable of meeting the needs of the Supporter with a Disability. It should also be noted that when entering the Arena, the personal assistant must enter at the same time as the Supporter with a Disability. Although a Supporter with a Disability can enter the Arena on their own, the personal assistant will not be admitted without being in the presence of the Supporter with a Disability.
- Should any Supporter with a Disability or personal assistant be found to be abusing these Terms and Conditions or any other policy relevant to Supporters with a Disability, the Club reserves the right to deny entry or to take further action (which may include the suspension and/or cancellation of the Season Tickets).

Section 5: Essex Sport Arena Rules and Regulations

- Spectators must provide the appropriate ticket to gain access to the Essex Sport Arena or upon request by a member of Essex Sport staff. If a spectator loses access to their ticket, they must report to reception to enable their status to be checked before access can be given.
- The supervisor on duty or any Essex Sport staff may refuse the admission or request leaving the Essex Sport Arena to anyone who, in their opinion, is causing a nuisance, damage, disturbance, annoyance, inconvenience or interference to others. Any Season Ticket Holder suspected to be under influence of alcohol or drugs will be refused entry.
- The Essex Sport Arena is a smoke-free arena and smoking, or the use of electronic cigarettes is only permitted in designated areas.
- We expect our staff to be able to carry out their duties without being subjected to threatening, abusive or violent behaviour. In any of these circumstances Essex Sport staff have the right to refuse service or entry to the Essex Sport Arena. Essex Sport reserves the right to refuse entry or cancel a booking at its discretion.
- Spectators are expected to treat the facilities and other spectators / visitors at the Essex Sport Arena with respect. Please report any faults to a member of staff. Mistreatment of equipment, other spectators or staff may result in a ban or termination of season ticket.



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- We reserve the right to close areas within our facilities from time to time at our discretion e.g. for repairs and maintenance, refurbishment, deep cleaning, public holidays and events.
- Spectators / guests must abide by UoE parking regulations as set out at <https://www.essex.ac.uk/visit-us/plan-your-visit/travel-to-colchester>

Section 5.1: General Safety

- Should the fire alarms sound, do not panic. Leave the building quickly and quietly by the nearest fire exit. Move away from any doors and remain a safe distance away from the building. Please follow any instructions given by Essex Sport or Security staff and do not re-enter the building until you have been told it is safe to do so.
- In the event that an ambulance is required, contact 01206 872222 or go to Essex Sport reception and provide as much information as possible. A member of staff will then contact the emergency services on your behalf. The University had agreed mobilising arrangements with the emergency services and a call made directly could delay their attendance.

Section 5.2: Liability

- Essex Sports liability to compensate you (in the case of loss or damage other than death or personal injury) is limited to a reasonable amount having regard to such factors as whether the damage was due to negligent act or omission by Essex Sport. Any member who suffers an accident using Essex Sports facilities must report the accident, without delay, to the senior staff member on duty.
- Willful abuse of, or negligent damage to the facilities or equipment will result in appropriate charges being raised to the individual concerned.
- You shall behave appropriately at all times and in such manner so as not to cause nuisance or annoyance or to cause risk or harm to other spectators / users of Essex Sport or Essex Sport staff.
- Essex Sport does not accept liability for loss or damage to personal possessions placed or left in the Essex Sport Arena.
- Any items of value that are handed into Essex Sport reception will be treated as lost property. When possible, efforts will be made to contact the owner, otherwise items will be taken to the information Centre Square 3. Items such as drink bottles will be disposed of.