

Season Ticket

Refund Policy

Release date: 04/03/2024

Revision: 2024.01 – Terms valid for season tickets purchased for the 2024-25 season onwards unless replaced by revision.

Definitions in these Conditions of Issue the following words and phrases shall have the following meanings:

“Club” means Bradford City Football Club Limited and derivatives there of i.e. Bradford City AFC.

“Conditions of Issue” means these terms and conditions governing the issue and use of a Season Ticket.

“Football Authority” means each of the Premier League, The English Football League, The Football Association, The Football Association of Wales, FIFA, UEFA and other relevant governing body of association football.

“Ground” means the University of Bradford stadium, Valley Parade 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 (copies of which are available on the Club’s website or upon request from the 1911 Reception, located on Burlington Street, Bradford, BD8 7DY.

“Season Ticket(s)” means any card ticket (physical or digital) issued by the Club for admission to Matches.

“Guest” means a relative, friend or colleague who is not excluded from the Ground due to breach of the conditions included in Section 9 or otherwise and would be entitled to purchase a Season Ticket under the Conditions of Issue.

“Match(es)” means any Football Authority match in which the Club participates and that takes place at the Ground during the Season to which the Season Ticket applies. For the avoidance of doubt this does not include any English Football League Play-Off fixtures.

“Season” refers to the current football year in which matches are played. For the avoidance of doubt this would be described as ‘the YY-YY Season’ or ‘the 2024-25 Season’. i.e. the 24-25 Season, or the 2024-25 Season.

“Material” means any audio, visual or audio-visual material or any information or data.

“Terms & Conditions of Entry” means each of the rules and regulations of any Football Authority; the Ground Regulations; and the Conditions of Issue (all of which are available from the Club on request; the Ground Regulations and Conditions of Issue are also available via the Club website).

1. No refunds will be granted for Season Ticket(s) after 14 days from the date of purchase.
2. In exceptional circumstances, a partial refund (pro-rata) may be considered at the discretion of the Director of Ticketing and Supporter Services. These exceptional circumstances may include, but are not limited to, serious illness, relocation, or other unforeseen events that significantly impact the ticket holder's ability to attend Matches.
3. To request a refund under exceptional circumstances, the Season Ticket holder must submit a written application to the Director of Ticketing and Supporter Services, providing detailed information and supporting documentation regarding the circumstances that warrant a refund.
4. The Director of Ticketing and Supporter Services will review each request on a case-by-case basis and determine whether a partial refund is warranted. Their decision will be final.
5. If a partial refund is approved, the refunded amount will be determined based on the remaining Matches in the Season and the face value of the unused tickets. Any applicable processing fees or administrative charges may be deducted from the refund amount.
6. Refunds, if approved, will be processed within a reasonable timeframe, and using the same payment method used for the original purchase.
7. Refunds will only be issued to the original ticket purchaser and cannot be transferred to another individual or account.
8. Any tickets that have been used to gain entry to matches will not be eligible for a refund, regardless of exceptional circumstances.
9. This refund policy applies only to Season Ticket(s) purchased directly from the Club, where a Supporter has purchased a ticket via a third party i.e. a fellow Supporter; No refund will be issued.

Printed copies, and large formats of this document can be provided on request by emailing hello@bradfordcityafc.com marking the subject with ‘Accessibility Terms & Conditions’.