



EXTRACT FROM THE ARSENAL MEMBERSHIP SCHEME TERMS AND CONDITIONS 2022/23 RELATING TO DISABLED SUPPORTERS WITH GOLD MEMBERSHIP

The terms and conditions highlighted below are extracts from the Arsenal Membership Terms and Conditions 2022/23. The purpose of the extracts is to draw your attention to particular terms applicable to Disabled Members but in no way serves to replace the Arsenal Membership Terms and Conditions 2022/23 For more information, please see <https://www.arsenal.com/ticket-membership-terms>

- You must bring your current Gold Membership Card with you when attending a home match. If you will be attending a match with a personal assistant, your personal assistant must also bring their membership card with them.
- If you have a personal assistant, your personal assistant must **NOT** attend matches on their own or with any non-disabled person. If you are unable to attend a match, please notify the Disability Liaison Team as soon as possible and, unless in exceptional circumstances, not later than 72 hours prior to the relevant match so that we can help you to sell or donate, via the Disability Liaison Team, your tickets to another disabled supporter, a charity or local disability organisation.
- You must also bring a form of photographic identification with you when attending a home match.
- Please note that stewards and Club staff will be carrying out checks on all ticket holders and members. **All** proven abuses of the disabled supporters' concessionary scheme will be dealt with severely and **will result in the loss of your membership**. It may also result in criminal prosecution.
- Contact details for the Disability Liaison Team are as follows (and may be updated from time to time on www.arsenal.com):
 - Telephone: +44 (0)20 7619 5000 (Monday to Friday 09.30am to 5pm and matchdays)
 - Online: Submit an enquiry at <https://arsenalfc.freshdesk.com/support/tickets/new>
- Please note that in previous seasons, a number of disabled supporters have been found to have abused the Club's disabled supporters' concessionary scheme and, in exercising its above rights, the Club has subsequently withdrawn those individuals' memberships.
- You should also be aware that you are responsible for your Personal Assistant's behaviour while they are attending Emirates Stadium with you and, in the event that they breach the terms and conditions, both you and your Personal Assistant may be ejected from Emirates Stadium and/or face other disciplinary or legal action.
- We hope that you will understand the reasons behind these terms and conditions and that by abiding by the rules of the disabled supporters concessionary ticket scheme you are helping to keep this generous scheme available to disabled supporters now and in the future.