Ipswich Town U21 Ticketing Terms & Conditions

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Club Information and Contact Details

Ipswich Town Football Club
Home matches hosted and ticketing managed by
Colchester United FC

Address: JobServe Community Stadium, United Way, Colchester, Essex CO4 5UP
Tickets Website: https://itfcu21.colchesterstadium.com/
Telephone — Ticket Office: 01206 755161
Email: tickets.itfcu21@mail.colchesterstadium.com

Definitions

"Ground" means JobServe Community Stadium and all locations owned, occupied, or utilised by Colchester United in connection with hosting Club matches;

"Club" means Ipswich Town U21;

"Stadium" means JobServe Community Stadium, United Way, Colchester, Essex CO4 5UP;

"Match" means any Club Home Premier League 2 Match (or any part or aspect of such a Match) taking place at the Ground;

"Season" means the football Season

"Match Ticket" means a Ticket for a single match;

"Ticket" means a Car Park Ticket or Match Ticket;

"Ticket Holder" means the registered holder of a Ticket;

"Proof of Concession" means ID i.e. passport, birth certificate, photocard driving licence or pension book, NHS Staff ID and Armed Forces ID or Discharge Book and Disabled PIP or DLA.

General

1. This Ticket is issued subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The English Football League in respect of the relevant competition, and is subject to the Ground Regulations of Colchester United, who own and operate the Ground, as well as these Terms and Conditions issued by Ipswich Town U21. The Ground Regulations can be viewed here.
2. This Ticket is valid for the date shown on the face of this Ticket or a re-arranged Match date.
3. The use of this Ticket to enter the Ground shall constitute acceptance of both the Colchester United Ground Regulations and these Terms and Conditions issued by Ipswich Town U21. Ipswich Town U21 reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with these Terms, and Colchester United reserves the right to do so in respect of Ground Regulations.
4. Ipswich Town U21 accepts no responsibility for adverse weather conditions affecting seats within the Ground. The Ground is managed and operated by Colchester United, who maintain the stadium facilities.
5. The Club accepts no responsibility to replace lost, damaged or stolen Tickets.
6. Ipswich Town U21 excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons or property in or around the Ground. Colchester United, as operator of the Ground, is separately responsible for stadium safety and management.
7. This Ticket shall remain at all times the property of Ipswich Town U21 and must be produced together with evidence of your identity if required by any official, steward or employee of Ipswich Town U21, Colchester United or any police officer. Ipswich Town U21 reserves the right to require the immediate return of this Ticket at any time.
8. This Ticket is sold subject to availability and is non-refundable.
9. Match dates and/or kick off times may be subject to change at short notice for reasons beyond the Club's control. It is the responsibility of the Ticket Holder to ascertain the date and kick-off time of any Match; refunds

will not be given to supporters who arrive late.

10. The Club reserve the right to reschedule any Match without notice and without any liability. Where any Match is cancelled, abandoned or postponed, the Club shall not have any liability to you or your Guests, except that following any cancellation, abandonment or postponement of a Match you shall be entitled to attend the re-arranged Match using the Match Ticket purchased for the original Match date or via such application procedure as the Club shall publish on its Website as applicable.
11. This Ticket is subject to concessions as follows:

Type	Match Tickets
Adult	Person who is aged 18 or over on date of match
Senior 65+	Person who is aged 65 or over on date of match
U18	Person who is aged 17 or under on date of match
U11	Person who is aged 10 or under on date of match

Some matches may offer other age concessions such as Under 16 or Under 12. These concessions will apply with rules similar to above.

12. Any person attempting admission with an invalid concession Ticket, or is unable to provide proof of concession entitlement will be refused entry on this Ticket and no refund will be issued. Any person found to be doing so and still wishes to enter the stadium, depending on availability, will then need to purchase a new Ticket at full price.
13. Family Seating:
    a. As part of Ipswich Town U21 matchday safeguarding policy, all under 14s must be accompanied by an adult.
    b. For some fixtures, each paying adult who purchases a Ticket is entitled to a maximum of two free U11s Tickets only in areas of the stadium offering this concession.
    c. Each paying adult is allowed to purchase a maximum of eight child tickets (either U11s, U14s or U18s).
    d. Additional U11s Tickets where offered can be purchased for a small fee.
    e. All of these options are subject to monitoring and will be at the discretion of the Safety Officer and Officials appointed by Ipswich Town U21 and/or Colchester United (as Stadium Operator).
14. In the event that you forget your Ticket for any individual Match, Ipswich Town U21 shall not be obliged to admit you or issue any other form of ticket for that Match. If a duplicate Match Ticket is issued, Ipswich Town U21 may charge a non-refundable administration fee.
15. These Terms and Conditions issued by Ipswich Town U21 are subject to regular monitoring and may be changed during the course of the Season. Details can be found on the Club website or requested from the Ticket Office.
16. These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Both Ipswich Town U21 and Colchester United submit to the exclusive jurisdiction of the Courts of England and Wales (including in relation to any non-contractual disputes or claims).

Car Park Ticket

17. Some matches may offer pre-booked car park tickets managed by Colchester United as Stadium Operator.
18. This Ticket is valid for the date and zone shown, and if a vehicle registration is displayed, it must match the vehicle on entry.
19. This Ticket may need to be shown to Colchester United staff in the Stadium Car Park.
20. Vehicles must adhere to Car Park operating hours as set by Colchester United, which may vary by event.
21. For matches without pre-booked parking, drivers must use the Ringo car park app to pay for parking at JobServe Community Stadium.

Match Postponement

22. In the event of postponement and rescheduling of a match, any purchased Match or Car Park Ticket (where applicable) remains valid for the rearranged date.
23. Any purchase made on the Ipswich Town U21 ticket website, for the original scheduled match will be given Match Postponement Protection.
24. Ticket Holders have until 7 days prior to the rearranged kick-off to redeem this protection by:
    - Move the ticket to a future match, within the same competition and in the same seating area. Only fixtures which are for sale at the time are eligible.
25. Any purchase made on the Ticket Machine at the Stadium may request a full refund if the ticket holder cannot attend the rearranged match. Refunds will be to the original payment method and processed within 7 days.
26. Away Fans who have purchased directly via the ticket website or a Ticket Machine at the Stadium and are

unable to attend the rearranged match, may request a full refund by contacting the Ticket Office. Refunds will be processed within 7 days.

— End of Ticketing Terms & Conditions —