Barnet FC: Ticketing Voucher Terms and Conditions
Last updated: October 2026

Thank you for joining us at Barnet FC (the **"Club"**, **"we"**, **"us"**), We give match ticket vouchers to schools, charities and community groups as part of our community outreach work. These terms explain how the vouchers work. Please read them before you use a voucher.

1. Who these terms apply to
1.1 These terms apply to every complimentary ticket voucher, paper or digital, and to any code that comes with it (together, a **"Voucher"**) that the Club issues through its community outreach activities.
1.2 They apply to the organisation that receives the Voucher (the **"Organisation"**), such as a school, charity or community group, and to each person who uses a ticket obtained with it (a **"Ticket Holder"**).
1.3 When you redeem a Voucher or use a ticket obtained with one, you agree to these terms.

2. Our standard ticketing terms
2.1 Every ticket obtained with a Voucher is also covered by the Club's standard Ticketing Terms and Conditions, our Ground Regulations and the EFL's ticket conditions. Together with these terms, we call them the **"Ticketing Terms"**. Complimentary tickets are treated the same way as paid tickets under ticketing terms used across English football.
2.2 If these terms and the Ticketing Terms conflict, these terms apply to the extent of the conflict.

3. Using your Voucher
3.1 A Voucher can only be used for:
(a) the match named on the Voucher;
(b) the ticket or concession type named on it, for example junior, adult or accompanying adult; and
(c) the number of tickets shown on it.
3.2 A Voucher cannot be used for any other match, ticket type or number of tickets. It cannot be exchanged for cash, upgraded or put towards other tickets, merchandise or hospitality.
3.3 Vouchers must be redeemed in the way shown on the Voucher. If a Voucher states a redemption date, it must be redeemed by that date, and a Voucher not redeemed by that date will expire.
3.4 If the match is postponed or rearranged, your Voucher or ticket will normally be valid for the rearranged date, and we will tell the Organisation what to do. Because Vouchers are free, no money is refundable.
3.5 Seats depend on availability and are allocated by the Club.

4. No sharing, resale or misuse
4.1 Vouchers and codes are for the Organisation's intended beneficiaries only, such as pupils, families, service users, volunteers and staff. They must not be:
(a) sold, or offered for sale, auction or swap;
(b) posted publicly or shared online, including on social media; or
(c) copied, altered or used more than once.
4.2 Selling or reselling a football match ticket without the Club's written permission is a criminal offence in England and Wales.
4.3 If we reasonably believe that a Voucher or ticket has been misused, we may cancel it, refuse entry, and decline to issue Vouchers to that Organisation in future. Where appropriate, we may also report the matter to the football authorities or the police.

5. Responsibilities of the Organisation
5.1 The Organisation is responsible for distributing Vouchers fairly to its intended beneficiaries and for keeping codes secure.
5.2 Children under 12 must be accompanied by a responsible adult who holds a valid ticket. The Organisation, or the child's parent or carer, remains responsible for supervising children at the match.
5.3 If personal data is passed to us, the Organisation must make sure it is allowed to share that data and that the people concerned know about our Privacy Policy.

6. At the match
6.1 Ticket Holders must follow the Ground Regulations, stewards' instructions, and all safety and conduct rules. We may refuse entry to anyone who does not, or remove them from the ground.

7. Our responsibility to you
7.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited or excluded by law.
7.2 Nothing in these terms affects your statutory rights, including your rights under the Consumer Rights Act 2015.
7.3 Subject to clause 7.1, we are not responsible for any loss that was not reasonably foreseeable, or for costs such as travel, if a match is postponed, cancelled or played behind closed doors.

8. General
8.1 We may update these terms from time to time. The version shown on this page when you redeem your Voucher will apply.
8.2 These terms are governed by the law of England and Wales, and the courts of England and Wales will have jurisdiction.
8.3 If you have any questions, please contact us at tellus@thehivelondon.com.

9. Keeping in touch (optional)
9.1 We would love to tell you about future matches, ticket offers, community events and news. We will only contact you by email or text if you have **actively opted in** by ticking the relevant unticked box when you redeem your Voucher. You can choose to hear from us, from our connected organisations, from both or from neither:

> ☐ *Yes, I would like to receive news, offers and event information from Barnet FC by email and/or SMS.*
>
> ☐ *Yes, I would also like to receive news, offers and event information by email and/or SMS from organisations connected with Barnet FC, namely: Barnet FC Academy, London Bees and The Hive London.*

9.2 Each box is a separate choice. Opting in is entirely your choice. You do not have to opt in to receive or use a Voucher. We will only share your contact details with a connected organisation named above if you tick the second box, and we will not share them with anyone else for marketing.
9.3 Only people aged 18 or over (or a parent or guardian on behalf of a child) may opt in. We do not send marketing directly to children.
9.4 You can change your mind at any time, for either or both choices, by emailing tellus@thehivelondon.com or by clicking "unsubscribe" in any email we send. Withdrawing consent is free and will not affect any Voucher or ticket.
9.5 We use your personal data in line with UK data protection law and our Privacy Policy at [link]. The Privacy Policy explains what we collect, why we collect it, how long we keep it, who we may share it with, and your rights, including your right to complain to the Information Commissioner's Office. We will not sell your data. Where required for safety, security or the integrity of the game, data may be shared with football authorities or the police.