



Bracknell Town Football Club

Match Postponement & Abandonment Ticket Policy

1. Scope

This policy applies to all tickets issued by Bracknell Town Football Club Ltd ("the Club") and forms part of the terms and conditions of entry to The SB Stadium.

2. Postponed Fixtures (Prior to Kick-Off)

Where a fixture is postponed prior to kick-off for any reason, including but not limited to adverse weather conditions, pitch safety concerns, referee decision, or circumstances beyond the Club's control, all tickets purchased shall remain valid for the rearranged fixture. Tickets are not automatically refundable. Any refund request will be considered solely at the absolute discretion of the Club and only upon production of valid proof of purchase.

3. Referee-Ordered Postponements (Prior to Kick-Off)

Where a match is postponed prior to kick-off following a decision of the match referee (or match officials), whether on arrival at the ground or following inspection of the playing surface or facilities, the fixture shall be deemed not to have commenced. All tickets issued shall remain valid for the rearranged match and no automatic right to a refund shall arise. The Club bears no liability for the referee's decision and accepts no responsibility for any costs or losses incurred, including travel, accommodation or associated expenses.

4. Abandoned Fixtures (After Kick-Off)

Where a match is abandoned after kick-off, if competition rules require a replay the original ticket shall remain valid. If the result is permitted to stand and no replay is ordered, no refund shall be due.

5. Method of Ticket Purchase

Tickets purchased online, by card or in cash are issued on identical terms. Cash ticket holders must contact the Club following confirmation of a rearranged fixture and may be required to provide reasonable evidence of purchase or attendance.

6. Refunds

Refunds are not guaranteed. Any refund issued is provided without admission of liability and shall be limited to the face value of the match ticket only.

7. Exclusion of Liability

The Club accepts no liability whatsoever for any costs or losses incurred as a result of a postponed or abandoned fixture, including travel, accommodation, loss of earnings or subsistence expenses.

8. Force Majeure

The Club shall not be liable for failure to fulfil a fixture where such failure results from events beyond its reasonable control, including adverse weather, safety concerns or decisions made by match officials or governing bodies.

9. Communication

Information regarding postponed or abandoned fixtures will be communicated via the Club's official channels. It is the responsibility of ticket holders to monitor these channels for updates.

10. Contact

All ticket-related enquiries must be submitted in writing to btfc@tsbg.co.uk.

11. Governing Law

This policy shall be governed by and construed in accordance with the laws of England and Wales.