



TAILORMADE IN CHELSEA

TERMS & CONDITIONS

BOOKING POLICY

Payment in full to be taken immediately at the time of booking.

Your tickets will be sent to the address provided approximately two weeks before the fixture. If there are any changes to your postal address, please contact the Hospitality Team on 0371 811 1955, option 1.

Please note that we only send tickets to UK addresses. If you live abroad, your tickets will be left for collection at a designated collection point at Stamford Bridge. A member of the Hospitality Team will contact you by email to confirm your collection details.

If you collect your tickets at Stamford Bridge, you will need to bring a form of photo ID with you. Tickets will not be released without government issue photo ID.

CANCELLATION POLICY

Once payment has been received, no refund will be offered upon cancellation.*

FIXTURE UPDATES

All fixture dates are subject to change. Should a fixture change you will be notified and offered the opportunity to retain your booking, change to an alternative fixture (subject to availability), or claim a full refund.

Chelsea Football Club cannot reimburse any costs incurred as a result of such fixture changes.

FIXTURE TIMES

All fixture times are subject to change. Should a fixture change to an earlier or later kick-off time, the food and drink package may be changed. Alcohol will be served in accordance with licensing laws.

Chelsea Football Club cannot reimburse any costs incurred as a result, offer any discount or provide any refund.

TICKETS

Due to high demand, for large group bookings it is not guaranteed that you will all be seated together in the ground, although we will endeavour to do so where possible.

AWAY SUPPORTERS

Please be advised that your hospitality facility and match seats are in a Chelsea home area. Please ensure that those attending refrain from wearing away club colours including scarves, or be seen openly supporting the away team as they will be liable to be refused entry to the stadium or ejected without compensation.

RESALE POLICY

In accordance with the Criminal Justice and Public Order Act 1994, facilities are not for resale or sublet by the purchaser for the receipt of payment, except with the express consent of Chelsea Football Club, or where the resale or sublet is arranged for the purchaser by Chelsea Football Club.

*except where a fixture date change affects the booking.