

UEFA EURO 2020 Fan Zone Trafalgar Square

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Event Terms and Conditions

Trafalgar Square, Westminster, London

Document Version 3



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1 Event Terms and Conditions

1.1 Definitions

“**Event**” means the event for which You have been allocated a Ticket to attend

“**The GLA**” or “**Us**” or “**We**” means the Greater London Authority; its elected Mayor of London and its subsidiaries, agents, contractors, sub-contractors, representatives, servants and employees.

“**Terms and Conditions**” means these terms and conditions.

“**Ticket**” means any valid ticket that permits You to attend the event.

“**You**” means you as the holder of the Ticket and “**Your**” shall be read accordingly.

“**Ticket Agent**” means the ticket agent you have been issued a ticket by.

1.2 Terms and Conditions

- 1.2.1 These Terms and Conditions incorporate, and should be read in accordance with, the terms and conditions of the authorised Ticket Agent from which have been allocated Your Ticket, copies of which are available upon request from the relevant authorised Ticket Agent. In the event of any inconsistency between these Terms and Conditions and the terms and conditions of the relevant authorised Ticket Agent, these Terms and Conditions shall prevail.
- 1.2.2 All Tickets are issued subject to these Terms and Conditions. Please read them carefully prior to application. Ballot application submission to any EURO 2020 Fan Zone Event constitutes Your acceptance of these Terms and Conditions or Your acceptance on behalf of any person for whom You are applying Tickets.
- 1.2.3 These Terms and Conditions are subject to change from time to time without notice and at the GLA's sole discretion. The GLA will notify You of amendments to these Terms and Conditions by posting them on www.london.gov.uk

1.3 The Event

- 1.3.1 The GLA reserves the right to refuse You entry to or eject You from the Event. In particular but without limitation You may be refused admission to or be removed from the Event for any of the following reasons: If You fail to comply with any and all instructions given to You by the GLA and/or staff at the Event or to follow Event site signage and safety advice; for health and safety reasons; if you are in possession of any of the Prohibited Items as outlined in this document or Event signage; if You fail, when required, to produce proof of identity or age; if You refuse to comply with the GLA's security searches; if Your Ticket is void; if You behave in a manner which does or is likely to affect the enjoyment of other persons at the Event; if You use threatening, abusive or insulting words or mannerisms; if You breach these Terms and Conditions.
- 1.3.2 Searching is a condition of entry to the Event. The GLA reserves the right to conduct security searches and confiscate any item which may cause danger or disruption; be a health and safety risk; not be suitable to be taken into the Event or is one of the items not permitted in Event as detailed in these Terms and Conditions.
- 1.3.3 A bag restriction policy will be in place for the event — this limits all bags to size A3 or smaller, no backpacks or suitcases will be allowed in. Please remember this to avoid being turned away at the entrance. We recommend that you arrive to the event early and bring only a small bag for essential items or preferably NO bag.
- 1.3.4 Anyone found in possession of illegal substances will be refused admission to, or be ejected from, the Event and may be liable to prosecution. Any items found that may be used in an illegal or offensive manner will be confiscated, regardless of whether or not the item itself is illegal.

- 1.3.5 You shall not bring any item which the GLA or police considers could be used as a weapon (including sharp or pointed objects such as knives); items with an open flame (e.g. candles, barbeques, gas/paraffin lamps, Chinese lanterns, camp fires, gas fires etc.).
- 1.3.6 Use of drones is also strictly prohibited and attempts to fly them in or around the event area will result in loss thereof and possible prosecution.
- 1.3.7 You shall not bring any or all of the following into the Event: fireworks (including sparklers), laser pens, laser equipment, any containers made wholly or in part from glass.
- 1.3.8 Only food and drink purchased on Site will be permitted.
- 1.3.9 No chairs (except wheelchairs), seats, shooting sticks and tables, camping equipment or awnings will be permitted in the event.
- 1.3.10 Skateboards, bicycles and scooters shall not be allowed into the Event.
- 1.3.11 Except for assistance dogs, animals shall not be allowed into the Event.
- 1.3.12 Climbing or standing upon fences, barriers, trees, walls, safety fences, monuments, exhibits or buildings is strictly prohibited.
- 1.3.13 Without limitation, it is strictly forbidden to do any of the following inside the Event:
 - 1.3.13.1 occupy or access areas which are closed to the public or for which access is unauthorised;
 - 1.3.13.2 restrict or loiter in areas open to traffic, footpaths and roadways, entrances and exits to visitor areas and emergency exits; and/or
 - 1.3.13.3 engage in any other conduct which may endanger any person at the Event.
- 1.3.14 Fans supporting the teams participating in the Match will not be segregated at the Event and each Ticket Holder agrees to behave responsibly and in line with the safety and security guidelines communicated by UEFA, the GLA and/or the police.
- 1.3.15 Any fans found to be eliciting or involved in what is perceived as Hate Crime will be removed from the Fan Zone, banned from entry to the Fan Zone for any further match screenings and reported to the police. A Hate Crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation or gender identity or perceived disability, race, religion, sexual orientation or gender identity.
- 1.3.16 Ticket Holders are permitted to attend the Fan Zone only provided that they are not an Excluded Person. For the purpose of this document, "Excluded Person" means:
 - 1.3.16.1 any person banned by the Host Association from membership of the fan club for the national football team (or banned from any equivalent official supporters club by a football governing body in any jurisdiction in the World);
 - 1.3.16.2 any person subject to a football banning order pursuant to a conviction under the Laws of United Kingdom;
 - 1.3.16.3 any person banned by UEFA, the Host Association and/or any football governing body or otherwise, from travelling to or attending an association football match;
 - 1.3.16.4 any person banned by the UEFA, the Host Association and/or the Stadium Owner from attending events at the Stadium;
 - 1.3.16.5 any person who is deemed by the participating clubs in the Match to be a person to whom Tickets should not be allocated.
- 1.3.17 Only national country team shirts and flags (no flag poles) are permitted. No club colours, including club related national flags or clothing will be permitted. No flairs permitted.
- 1.3.18 No person under the age of 18 will be permitted to enter the event unless accompanied by an appropriate adult, and all persons regardless of age must be in possession of a valid ticket to gain entry to the event.
- 1.3.19 It is the responsibility of the parent or guardian to determine whether the Event is suitable for their child.

- 1.3.20 Subject to any changes to the time of the Event, Tickets are valid only until the time shown on their face. There will be strictly no admission after this time. It is Your responsibility to arrive at the Event entrance in advance of the latest time stated on Your Ticket. There shall be no re-admissions or pass-outs of any kind once you have entered the Event.
- 1.3.21 By attending the Event, You acknowledge that Your actual or simulated likeness may be included within any film, photograph, audio and/or audio visual recording without payment or compensation to be exploited in any and all media, UEFA and/or the GLA for any purpose at any time throughout the world, the copyright to which shall be owned by the GLA and/or its partners and accredited global media. If You attend the Event with Your child and/or are the guardian for a child aged under 18 years old You give the foregoing Your express consent on their behalf. This includes filming by the police, security staff and their body worn cameras or CCTV. If You are attending with somebody else's child/ren aged under 18 years old, You will procure the consent of the child's parent or legal guardian prior to attending the Event.
- 1.3.22 The GLA will not use or disclose Your personal information other than as set out in these Terms and Conditions without Your prior consent. You will be given the opportunity to opt into marketing communications from Event partners and to receive the latest Event communications when You place Your order. For more information on how the GLA may use your data please refer to the [Privacy Policy](#). More information on the CCTV Policy can be found [here](#).
- 1.3.23 If you wish to report or make known your thoughts about any Event-related issues at the Event itself, please do so to an Event steward or identified member of the Event staff.
- 1.3.24 If you wish to report, comment on, or make known your thoughts about any Event-related issues prior to the Event, please do so in writing to fanzones@jackmorton.co.uk or Mayor@london.gov.uk heading your correspondence UEFA EURO 2020 Trafalgar Square Fan Zone
- 1.3.25 If you wish to report, comment on, or make known your thoughts about any Event-related issues after the Event, please do so in writing to fanzones@jackmorton.co.uk or Mayor@london.gov.uk heading your correspondence UEFA EURO 2020 Trafalgar Square Fan Zone.

1.4 Tickets, Times, Refunds and Cancellation

- 1.4.1 Only customers holding a valid Ticket will be admitted to the Event. There are a limited number of Tickets available for the Event, and therefore allocation of Tickets is strictly subject to availability.
- 1.4.2 Ticket will be issued electronically. It is Your responsibility to ensure the email address You have given in Your application is correct. It is Your responsibility to notify the Ticket Agent's Customer Service if You do not receive Your ticket within the time frame specified in Your confirmation email.
- 1.4.3 Tickets are not transferrable and cannot be exchanged.
- 1.4.4 Tickets are only valid for the Event and entrance points specified on the Ticket.
- 1.4.5 You must retain the Ticket on Your person at all times during the Event.
- 1.4.6 Your Ticket may be invalidated if any part of it is removed, altered or defaced.
- 1.4.7 Upon receiving Your Tickets, please check them carefully as mistakes cannot always be rectified after issue.
- 1.4.8 The GLA will not be responsible for any Ticket that is lost, stolen or destroyed. You are solely responsible for the safekeeping of Your Ticket. It is Your responsibility to notify the Ticket Agent's Customer Service of any issues in this regard. If duplicates are issues, the original ticket will be made void.
- 1.4.9 Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) to You to use, alter, copy, or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.
- 1.4.10 Tickets are personal revocable licences and shall at all times remain the property of the GLA and subject to these Terms and Conditions. You may not re-sell or transfer a Ticket for commercial gain or otherwise. If a Ticket is re-sold, transferred, or advertised for profit or used for

competitions, promotions or hospitality packages by anyone other than the GLA or an authorised sub-agent, it will be made void and You will be refused entry to, or ejected from, the Event.

- 1.4.11 Tickets are allocated subject to the GLA's right to alter or vary the published Event programme. The GLA is not obliged to offer exchanges due to any such changes.
- 1.4.12 All advertised times are subject to change. It is Your responsibility to make appropriate arrangements to ensure that You arrive at the Event in sufficient time and to ensure that You are able to stay until the close of the Event should You wish to if it overruns. The GLA will not refund or meet the costs of any alternative travel or accommodation arrangements or be responsible for any loss of enjoyment or other indirect loss as a result of an Event not running to the advertised times.
- 1.4.13 In the event of a cancellation or postponement of the Event personal arrangements including travel, subsistence and accommodation in relation to the Event which have been arranged by You are made at Your own risk and neither the authorised Ticket Agent nor the GLA will have any liability for any such loss of enjoyment or wasted expenditure.
- 1.4.14 If Your circumstances change after You apply for Your tickets, You can change Your booking details if You contact the Ticket Agent's Customer Service team.
- 1.4.15 It is Your responsibility to check that the Event has not been cancelled or rescheduled. Information on such matters will be made available on behalf of the GLA as soon as reasonably practicable on the GLA's website or at the viewing area. Customers are advised that the website cannot always be updated immediately and that circumstances giving rise to cancellation or postponement can sometimes arise immediately prior to an Event.

1.5 Unauthorised Ticket Agents

- 1.5.1 The Tickets You have been allocated are for the use of You and Your specified guests only.
- 1.5.2 The resale of Tickets, either by unauthorised agents or public second selling by whatever means is strictly prohibited and in breach of these Terms & Conditions.
- 1.5.3 The no second selling policy will be rigorously monitored and enforced in all online and other forums and at the Event.
- 1.5.4 Should there be a breach of these Terms and Conditions by You, Ticket Agent and the GLA are entitled to cancel the Tickets without prior notification, refund, compensation or liability to You or any third party. The barcode on these cancelled tickets will be made null and void so that they cannot be used to enter the Event.
- 1.5.5 The GLA reserve the right to cancel any Ticket booking which We reasonably believe (or have evidence to suggest) to have been made with a view to resell such Tickets or where the Ticket has been purchased using fraudulent means, such as credit card fraud.
- 1.5.6 Ticket applications are restricted to four per person for friends and family use. All ballot entries will be tracked and data cross-referenced in observation of this rule. The GLA reserves the right to cancel Tickets purchased in excess of this number without prior notice to You of such cancellation.
- 1.5.7 The GLA reserves the right to refuse admission to, or eject from, the Event anyone using or attempting to use Tickets obtained in breach of these Terms and Conditions and subsequently that Ticket will be made null and void. Any person seeking to use a void Ticket in order to gain entry to the Event will be ejected and may be liable to legal action.
- 1.5.8 Tickets bought or issued from unauthorised agents will not be valid.
- 1.5.9 Your Ticket(s) will be barcoded and the name of the Ticketholder will be printed on the front of each as per the application submitted.
- 1.5.10 Your group will need to arrive together. All Ticketholders must bring photo identification, as You may need to show it when Tickets are scanned at the entrance points.

1.6 Liability

- 1.6.1 You agree that the GLA, its servants or agents will not be liable for any loss, injury or damage to any person (including Yourself) or property however caused (including by the GLA or its servants or agents): (a) in any circumstances unless due to the negligence of the GLA, its servants or agents; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury due to the negligence of the GLA, its servants or agents); or (c) to the extent that any increase in any loss or damage results from the breach by You of any of these Terms and Conditions.
- 1.6.2 The GLA will not be liable to You for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure. For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond the GLA's control including, without limitation, an act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, royal mourning, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements and/or acts or regulations of national or local governments.
- 1.6.3 You agree that the GLA shall not be liable to You for any indirect or consequential costs, claims, actual or alleged losses howsoever arising out of or in connection with the Event and/or the GLA's obligations hereunder including but not limited to, loss of profits, anticipated profits, savings, business or opportunity, or loss of publicity or loss of reputation, or opportunity to enhance reputation, or loss of contract or other economic or consequential loss arising from the performance (or any failure to perform) these Terms and Conditions.
- 1.6.4 The GLA will not have any liability to You whatsoever for loss or expenses incurred in connection with the Event or any cancellation of the Event, including, without limitation, costs of any personal travel, accommodation or hospitality arrangements made relating to the Event or the cancellation of the Event.

1.7 General

- 1.7.1 To the fullest extent permissible in law, the GLA shall be entitled to assign all and any of its rights and obligations under these Terms and Conditions, provided that Your rights are not adversely affected.
- 1.7.2 If any provision of these Terms and Conditions is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision(s) and remainder of these Terms and Conditions valid or enforceable.
- 1.7.3 If the GLA, or its servants or agents, delays or fails to enforce any of these Terms and Conditions, it shall not mean that it has waived its right to do so.
- 1.7.4 Any person, other than the GLA, who is not a party to these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.
- 1.7.5 Nothing in these Terms and Conditions and no action taken by You or the GLA under these Terms and Conditions shall create, or be deemed to create, a partnership, joint venture or establish a relationship of principal and agent or any other fiduciary relationship between You and the GLA.
- 1.7.6 These Terms and Conditions constitute the entire agreement between the parties in connection with the subject matter of these Terms and Conditions and supersede any previous terms and conditions, agreement or arrangement between You and the GLA relating to the subject matter of these Terms and Conditions.
- 1.7.7 Nothing in these Terms and Conditions shall purport to exclude liability for fraud or fraudulent misrepresentation.
- 1.7.8 These Terms and Conditions shall be governed by the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

2 Prohibited Items

2.1 Prohibited Items List

- 2.1.1 For avoidance of doubt, the below is a non-exhaustive list outlining all items prohibited from entering the Event. Any person in possession of such items will be refused entry
- (a) Frisbees and similar items; dangerous or hazardous items; illegal substances including new psychoactive substances (commonly known as 'legal highs') and/or other drugs considered to be unsafe; explosives or ammunition; fireworks (including sparklers); knives; blades or other weapons; firearms; scooters; skateboards or other skates; bicycles; spray cans; laser devices; smoke canisters; unauthorised fliers; large industrial style "permanent" marker pens; prams / push chairs; handheld communication devices such as radios and radio jammers/scanners; drones; professional cameras & recording devices (this applies to cameras that have interchangeable lenses); large suitcases and bags larger than A3; illegal merchandise items; bottles of any kind; any containers made wholly or in part from glass; cans; illegal charity collection utensils; motor bike helmets; large umbrellas or parasols; tables; chairs (except wheelchairs); seats; shooting sticks; walking stick seats or seat sticks; darts; items with an open flame (e.g. candles, barbeques, gas/paraffin lamps, Chinese lanterns, camp fires, gas fires etc.); hampers and cold boxes; alcohol; air horns; selfie sticks; animals (except service dogs & guide dogs); musical instruments: trumpets, drums and other devices capable of causing a disturbance or nuisance; food, drink or liquids, with the exception of, but not limited to medical, health and personal hygiene supplies or items required for the care of a child or infant in containers not exceeding 100ml; inappropriate clothing, flags, banners, signs or branded items; club colours; poles; high-vis; air horns, klaxons and other similar items capable of making loud noise;
 - (b) and any other items which We consider to be unsafe or pose a risk to public safety and/or security;
 - (c) any article that might be used as a weapon, be deemed to be offensive or abusive, or compromise public safety, will be confiscated and or reported to the police.

3 Racism Policy

The GLA condemns racism in any form and has a zero-tolerance approach to any racist behaviour. Everyone attending a Fan Zone has the right to feel safe, valued and included.

If you witness racist or other discriminatory behaviour, please report this to stewards or security.

Any fans found to be making racist gestures or using racist language will be removed from the Fan Zone, banned from entry to the Fan Zone for any further match screenings and reported to the police.