



OFFICIAL SUPPORTERS' CLUB TERMS AND CONDITIONS

These Terms and Conditions outline the terms applicable to Official Supporters' Clubs ("**OSC(s)**"), including the benefits and the administration and operation requirements associated with establishing and managing an OSC. These Official Supporters' Clubs Terms and Conditions ("**Terms**") have been designed to ensure we are maximising the benefits on offer to our OSCs whilst ensuring that, together, we maintain and enhance the good name of Tottenham Hotspur Football Club.

By (i) registering as an OSC, or (ii) becoming a member of an OSC, you are certifying that you have carefully read, understood and agree to be bound by and comply with these Terms. Each OSC shall provide a copy of these Terms to all Members and shall procure that all Members have read and understood these OSCs, together with Club's Ticketing Policies and the Club's Sanctions and Banning Policy (defined below).

The Club may, in its absolute discretion, change these Terms from time to time and the version which will apply to the OSC and its Members shall always be the most recently updated version. The most current version of the Terms will be sent to OSCs by email upon request and a copy will be available on the Club's website. The Club will endeavour to inform the OSCs when there has been an update.

1. INTERPRETATION:

1.1. In these Terms:

"Applicable Law" means: (i) any statute, regulation, by-law or subordinate legislation in force from time to time; (ii) the common law and laws of equity (or their local equivalent) from time to time; (iii) any binding court order, judgment or decree; (iv) any binding applicable industry code, policy, guidance or standard; or (v) any applicable direction, policy, rule or order that is given by any regulatory body, in the jurisdiction in which the OSC is registered which will include international legislation and regulation to the extent applicable.

"Affiliation" means the recognition of the supporters' club as an official group linked to the Club in accordance with these Terms.

"AGM" means an annual meeting of the Official Supporters' Club held in accordance with the relevant OSC Rules and Regulations.

"Altered Intellectual Property" has the meaning given to it in clause 7.7 of these Terms.

"Bank Account" has the meaning given to it in clause 6.1 of these Terms.



"Benefit" has the meaning given to it in clause 4.1 of these Terms.

"Brand Guidelines" mean the Brand Guidelines for use of the Club IP and association with the Club as set out at Schedule 4 to these Terms and as may be updated by the Club from time to time.

"Category A & B Matches" mean the League Matches defined as category A or B matches on the Club website as amended from time to time.

"Category C Matches" mean the League Matches defined as category C matches on the Club website as amended from time to time.

"Club" means Tottenham Hotspur Football & Athletic Co. Limited whose registered office is at Lilywhite House, 782 High Road, London, N17 0BX.

"Club Event" has the meaning given to it in clause 1(a) of Schedule 2 of these Terms.

"Club Membership" means a person's membership as either a One Hotspur Member or Season Ticket Holder (as applicable).

"Club's Ticketing Policies" means the Membership, Premium Package and Ticketing Terms and Conditions (found at <https://www.tottenhamhotspur.com/fans/membership/202425-membership-and-ticketing-terms/>) and the Ground Regulations (found at <https://www.tottenhamhotspur.com/the-stadium/ground-regulations/>) and the Ticket Touting Policy Statement (found at <https://www.tottenhamhotspur.com/news/2019/august/ticket-touting-club-policy-statement/>) and any other policies or terms notified to you, all as may be amended from time to time.

"Club's Privacy Policy" has the meaning given to it in clause 9.2 of these Terms.

"Club's Sanctions and Banning Policy" means the Club's Sanctions and Banning Policy (found at <https://www.tottenhamhotspurstadium.com/information/sanctions-and-banning-policy/>) as may be amended from time to time.

"Committee" has the meaning given to it in clause 5.1 of these Terms.

"Communication Channels" means the Official Supporters' Club's official social media accounts, including but not limited to Instagram, TikTok, Facebook and X (formerly known as Twitter) as notified to the Club from time to time.

"Competent Authority" means any supranational, statutory national, local or municipal government body, agency, court, department, official or public or statutory person, police, or other authority in any jurisdiction having authority over the Club and/or all Members (or any one of them) or having responsibility for the regulation or governance of any aspect of the performance of these OCS T&Cs (including, without limitation, each of the Football Authorities).



“CRN” means the Client Reference Number which is provided to each Season Ticket Holder and One Hotspur Member.

“Cup Match” means any competitive football match played during the Season by the Club’s men's first team in any cup competition, including but not limited to the FA Cup, the Carabao Cup and the Europa League.

“Event” has the meaning given to it in clause 1.1.1 of Schedule 2 of these Terms.

“Financial Year” means the financial year commencing on 1 July and ending on 30 June of each year.

“Football Authorities” means the means FIFA, FAPL, the FA, the Football League, UEFA and any other league or organisation of which the Club is a member from time to time.

“GDPR” means Regulation (EU) 2016/679 (General Data Protection Regulation).

“Group Companies” means any of the affiliates, subsidiary undertakings or parent undertakings of the Club (as such terms are defined in the Companies Act 2006).

“Group Trip Allocation” means a minimum of fifty (50) Members applying for tickets to attend a Home Match.

“Home Match” means a football match played by the Club by the men’s first team at the Stadium, or any other football ground used by the Club as its home ground from time to time.

“Home Tickets” means a ticket issued by the Club for any Home Match.

“Intellectual Property Rights” means patents, rights to inventions, copyright and related rights, moral rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how) and all other common law or statutory intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

“League Match” means any competitive football match played by the Club by the Club’s men's first team in the Premier League.

“Official Supporters’ Club” means a group of at least fifteen (15) supporters of the Club who have been granted Affiliation with the Club.



“One Hotspur Member” means those individuals holding the Club’s official membership scheme and includes One Hotspur+ Membership.

“Order Form” has the meaning given to it in clause 0 of these Terms.

“OSC Assets” has the meaning given to it in clause 7.2 of these Terms.

“OSC Designation” has the meaning given to it in clause 7.4 of these Terms.

“OSC Logo” has the meaning given to it in clause 4.1(a)c) of these Terms.

“OSC Properties” has the meaning given to it in clause 7.6 of these Terms.

“OSC Rules and Regulations” means a set of rules and regulations to ensure good management of the OSC.

“Member Personal Data” means personal details relating to the Members, including their full name, email address and CRN.

“Members” means all registered participants of an OSC and **“Membership”** shall be construed accordingly.

“Membership Year” means the year during which a Member forms part of an OSC.

“Season” or **“2025/26 Season”** means the period of professional association football matches played by the Club in all competitions and which ordinarily commences on a date in August in one calendar year and ends on a date in May in the following calendar year. The 2025/26 football season which is scheduled for 16 August 2025 to 25 May 2026 (unless otherwise specified).

“Season Ticket Holder” means the registered owner of a general admission ticket issued by the Club to an individual for all League Matches during the Season, assigned to a fixed seat within the Stadium.

“Stadium” means the Club’s home venue, the Tottenham Hotspur Stadium situated at High Road, Tottenham, London, N17 0AP.

“Third Party Event” has the meaning given to it in clause 1(b) of Schedule 2 of these Terms.

“Website” means the Club website available at, <<https://www.tottenhamhotspur.com/>> or any related links.

1.2. In these Terms:

- 1.2.1. The headings and subheadings are inserted for convenience only and shall not affect the construction or interpretation of these Terms;



- 1.2.2. References to the singular shall include the plural and vice versa and any gender includes the other gender;
- 1.2.3. References to writing includes email unless otherwise indicated;
- 1.2.4. The words “include”, “including”, “for example” and any other similar expression shall be construed as being by way of illustration or example and shall not be construed as, nor shall they take effect as, limiting the generality of any preceding words; and
- 1.2.5. A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

2. BECOMING AN OSC

- 2.1. The Membership Year for 2025/2026 (unless advised to the contrary) runs for the 2025/2026 Season.
- 2.2. A supporters' club can apply to become an OSC by submitting a request at <https://www.tottenhamhotspur.com/fans/supporters-clubs/form-a-club/>.
- 2.3. The Club reserves the right to approve or deny any request for Affiliation in its sole discretion.
- 2.4. There shall be no fee payable by the OSC to the Club on designation as an OSC. The OSC will be named in the format below:

“[Name of the region/town/city/state] Spurs” for example, “Haringey Spurs”.
- 2.5. The OSC shall have a minimum of fifteen (15) Members at any given time during the Membership Year. The OSC shall at all times procure that all Members comply with the provisions of these Terms and Conditions.
- 2.6. A list of all Members, including their full name, email address and CRN should be submitted alongside any application to become an OSC. OSCs shall make available immediately, upon the Club's request, at any time, an up-to-date list of Members.
- 2.7. The Affiliation shall continue in full force and effect until the end of the 2025/2026 Season and shall continue on a rolling basis for each Season thereafter unless terminated in accordance with these Terms.

3. MEMBER ELIGIBILITY AND CONDUCT

- 3.1. Subject to clause **Error! Reference source not found.**, all Members should join the OSC which is closest to their main place of residence.



- 3.2. The Club welcomes fans of every age, gender, faith, sexuality and disability and we expect that our OSCs operate in the same manner. Any OSC who is found by the Club (with such decision being made entirely at the discretion of the Club) to have discriminated against any individual (Member or otherwise) shall have their Affiliation with the Club terminated and any Member who acts in a discriminatory manner shall be investigated by the Club and may have their Membership or Club Membership revoked by the Club in accordance with the Club's Sanctions and Banning Policy.
- 3.3. Each Member of the OSC must be either a Silver, Gold and Platinum Season Ticket Holder, One Hotspur Member or have a CRN.
- 3.4. Membership must be registered to an individual supporter and cannot be registered in a company name.
- 3.5. Each Member must, at all times, do everything within their power and control to protect and enhance the good name of the Club and not to diminish the good name of the Club or its players in any way or through any means. Racial, homophobic, discriminatory, threatening and/or abusive language, chanting or harassment is strictly forbidden and will result in a possible sanction under the Club's Sanctions and Banning Policy, whether or not such behaviour takes place on Club premises or away from Club premises (including, without limitation, online, telephone or any other Club channels). The Club reserves the right to use its discretion as to what constitutes discriminatory, threatening and/or abusive language and/or behaviour and such offence may result in a sanction being imposed on the Member in accordance with the Club's Sanctions and Banning Policy and the offending Member may have their Membership revoked.
- 3.6. No Member will suggest, imply or act in a way that could suggest or imply that their views or the views of the OSC are or represent the views or positions of the Club.
- 3.7. Any person who is subject to a suspension or ban from the Club under the Club's Sanctions and Banning Policy is not permitted to become, or continue as, a Member. The Club reserves the right to require that any Member who is, or has been, subject to a sanction under the Club's Sanctions and Banning Policy to have their Membership refused or terminated.
- 3.8. Each OSC and each of its individual Members acknowledge and agree that their Affiliation and/or Membership may be revoked by the Club in the event that they fail to adhere to these Terms

4. OSC BENEFITS

- 4.1. Subject to clause 4.2, as a result of the Affiliation, OSCs and its Members may be entitled to receive the following benefits during the Membership Year (each a "**Benefit**" and together the "**Benefits**"):
 - a. The Club will provide OSCs with a commemorative welcome pack, including an official certificate of Affiliation;



- b. The supporters' club will be recognised by the Club as an OSC;
- c. The OSC will receive a personalised OSC logo, as set out in Schedule 3 (the "**OSC Logo**"), as may be amended or replaced by the Club from time to time;
- d. The Club may exhibit the OSC Logo on the Club's LED perimeter display at the Stadium at Home Matches during the Membership Year. This benefit is subject to availability and the Club's discretion and prior written approval;
- e. The OSC shall have assistance from a Club liaison who will use reasonable endeavours to help to support and develop the Affiliation and activate the Benefits;
- f. The OSC shall have a dedicated page on the Club website, which contains information relating to the Affiliation;
- g. The Club may host, provide or make available, events for OSCs, the terms and conditions for which are set out in Schedule 2;
- h. The Club may provide or make available exclusive competitions for Members to enter as notified by the Club. The competitions may be subject to specific additional terms and conditions;
- i. The Club may offer discounts or other promotions as notified by the Club;
- j. The Club may offer pre-match access to the Stadium;
- k. Subject to availability, the Club may provide coach parking spaces at the Stadium on matchday; and
- l. Subject to the terms of Schedule 3, Members will have priority access to Match tickets, as follows:
 - i. priority access to Home Premier League Category A, B & C as notified by the Club from time to time;
 - ii. priority access to group ticket bookings for Home Matches at the Stadium.

4.2. The Benefits are subject to availability and change. The Club reserves the right to hold, void, suspend, substitute cancel or amend the Benefits for any reason, at any time it sees fit without giving prior notice.

4.3. The Club does not guarantee that each and every Benefit will be provided by the Club during the Membership Year and the Club is not liable for failing to provide any Benefit.



- 4.4. The Club and OSC acknowledge that the availability of the Benefits is further subject to Applicable Law and the latest government guidance.

5. GOVERNANCE

- 5.1. Each OSC must have a governance committee consisting of five (5) elected Members (the “**Committee**”). This must include a Chairperson, Secretary and Treasurer. The Chairperson hereby consents to having their name made publicly available on the Website for the entirety of the duration of each Membership year.
- 5.2. In the event that there is a change in the Chairperson, the OSC will promptly notify the Club and provide details of the new elected Chairperson.
- 5.3. Should the OSC choose to register as a company in the jurisdiction wherein it is based, the OSC shall provide such company details to the Club on incorporation and the OSC and all of its Members shall conduct all corporate activities in line with Applicable Laws.
- 5.4. The Committee shall meet at least every once every three (3) months to discuss matters of the OSC. Minutes shall be taken at such meetings and the Club reserves the right to review the minutes of the Committee meetings upon request.
- 5.5. An AGM (either in person or virtually using video conferencing software) must be held each year to elect the Committee for the following year. At the first of such meetings, the OSC must establish the OSC Rules and Regulations. The Club reserves the right to review and amend the OSC Rules and Regulations. In the event that the OSC wishes to amend their OSC Rules and Regulations, this must be voted on and approved by the Committee.
- 5.6. OSCs should promptly notify the Club of any change of details (including changes to address and/or contact details. OSCs must obtain the Club’s written approval before entering into an agreement with a third party, including without limitation, any charitable organisation or any agreement with an official partner or supplier of the Club.
- 5.7. The OSC is prohibited from becoming a member of a third party fan organisation or independent fan organisation. There is no restriction on any Member’s ability to join a third party fan group or independent fan group.
- 5.8. Each OSC may choose to have its own terms and conditions. The Club has the right, but not the obligation, to review and amend such terms and conditions. If there is a provision of the terms and conditions which conflicts with these Terms, these Terms will prevail and the OSC will amend their terms and conditions accordingly.
- 5.9. The OSC shall ensure that it conducts all activities in accordance with Applicable Law.



6. FINANCIAL MATTERS

- 6.1. The OSC must establish an independent bank account in the name of the OSC (the “**Bank Account**”) which must have a joint bank mandate for the Chairperson and Treasurer. Proof of such account shall be provided to the Club upon request.
- 6.2. The OSC must be fully transparent financially and all withdrawals must be made with the signature of the Chairperson and Treasurer.
- 6.3. An audited copy of the financial report must be sent to the Club by the end of the Financial Year of each Membership year if requested. The Club reserves its right to audit the Bank Account of the OSC and view any banking documents, including but not limited to, bank statements upon request.
- 6.4. The OSC must not be a profit-making organisation and as such, any monies made by the OSC must be reinvested into activities of the OSC or donated to charity. For the avoidance of doubt, without the prior written consent of the Club, no donations shall be made by the OSC to any political organisations or politically affiliated entities.

7. CONTENT CREATION AND INTELLECTUAL PROPERTY

- 7.1. The Club values its Intellectual Property Rights as essential to its identity, innovation, and continued success. These assets help distinguish the Club and support the Club’s ability to grow and compete effectively. We therefore need to ensure that all the Club’s employees, partners and fans treat the Club’s Intellectual Property Rights with care and respect. The Club may take steps to register, enforce, and defend its rights where necessary, but our goal is to foster a culture of shared responsibility for our assets.
- 7.2. OSCs shall be granted access to an asset library containing images, videos and other assets (the “**OSC Assets**”) which may be used by OSCs for promotional purposes and content creation in relation to the OSC’s activities and operations only. OSCs shall not use any other media produced by the Club which is not a part of the OSC Assets for any purposes whatsoever. The OSC shall have the obligation to ensure that the OSC Assets used by them are current and remain in the bank of images provided to them. If the OSC Assets are no longer included within the bank of images provided to them, the OSC must immediately cease use of such material. The Club will use reasonable endeavours to notify the OSC of images which are no longer under license to the Club. In the event that the OSC has received a third party copyright infringement notice relating to an image that is no longer in the bank of images provided to them by the Club, the Club shall have no liability in respect of such third party claim.
- 7.3. OSCs shall and shall procure that its members shall comply at all times with the Brand Guidelines..



- 7.4. During the course of an Affiliation, OSCs will have the non-exclusive right to use the designation “Official Supporters’ Club of Tottenham Hotspur Football Club” (the “**OSC Designation**”) subject always to the OSC’s ongoing compliance with these terms and conditions.
- 7.5. The Club is the owner and/or authorised licensee of all Intellectual Property Rights in the OSC Properties (as defined below). The OSC agrees and acknowledges that it does not and will not acquire any ownership or interest in the OSC Properties (as defined below) as a result of anything contained in these OSC Terms.
- 7.6. The Club grants each OSC a non-exclusive, royalty-free licence to use the OSC Logo, the OSC Assets and the OSC Designation (collectively the “**OSC Properties**”) solely for the purposes of the OSC’s activities and operations. Notwithstanding the foregoing, the OSC shall not otherwise use the Club’s Intellectual Property Rights OSC must not use the OSC Properties: (i)for commercial purposes, commercial gain or for political purposes; (ii) in a way that is likely to be (in the Club’s absolute discretion) detrimental to the goodwill associated with the OSC Properties or the goodwill or reputation of the Club; or (iii) in a way that materially endangers or may materially endanger the Club’s rights in or to the OSC Properties or any other of the Club’s Intellectual Property Rights. The rights granted herein are non-transferable, non-assignable and non-sublicensable.
- 7.7. The OSCs may not make any adaption or alteration to the OSC Assets or any other Intellectual Property Rights owned by the Club (“**Altered Intellectual Property**”), without the Club’s prior written consent. The OSC Properties, together with any developments or variations to them, including any approved Altered Intellectual Property, and any goodwill in or attaching to such OSC Properties or Altered Intellectual Property shall be the property of the Club and/or its Group Companies. In the event that any such assignment is not complete or any goodwill is acquired in the OSC Assets or Altered Intellectual Property, the Chairperson of the applicable OSC shall hold any additional goodwill as bare trustee for the Club. The OSC and/or any of its Members shall make or execute any such other instruments and documents, and take all such other actions as may be reasonably required to effect the purpose of this clause 7.
- 7.8. Without the express prior written consent from the Club, OSCs shall not register, apply for registration, or in any other way attempt to obtain any Intellectual Property Rights relating to or similar to the OSC Properties or any other Intellectual Property Rights owned by the Club. The Club has the right to impose any such conditions it may, in its sole discretion, decide in relation to the granting of any rights under this clause 7.8.
- 7.9. OSCs will take all necessary steps to ensure that no Member registers, applies for registration or in any other way attempts to obtain any Intellectual Property Rights relating to Altered Intellectual Property, the OSC Properties or any other Intellectual Property Rights owned by the Club.



- 7.10. Upon termination of the Affiliation, all rights and licenses granted under or pursuant to these OSC Terms shall immediately cease and consequently all use by the OSC of OSC Properties, any Designation or any other Intellectual Property Rights of the Club shall immediately cease.
- 7.11. No OSC or any Member shall have the right to use the OSC Properties for personal use or commercial use or any other use not in connection with the OSC. In the event that any Member or OSC wishes to discuss a commercial application of any of the OSC Properties or Altered Intellectual Property, the Member or OSC should contact the Club in accordance with clause 14. No OSC nor any individual Member shall be permitted or authorised to produce, sell, distribute or otherwise create merchandise carrying OSC Properties, Club Intellectual Property Rights nor Altered Intellectual Property.
- 7.12. If you have are a North American OSC and wish to produce, sell or create merchandise carrying Altered Intellectual Property please contact the Club licencing team via contacting the Club in accordance with clause 14. If you have any information regarding counterfeit or unlicensed Club products being sold, please contact the Club's Brand Protection team at brandprotection@tottenhamhotspur.com. Please be aware it is a criminal offence to make or sell counterfeit product and the Club has a zero-tolerance policy to the exploitation or sale of counterfeit products.
- 7.13. The OSC shall be solely responsible and liable for clearing all images, posts and products for use with all relevant third party rights holders. Any approval by the Club of any post, product or image carrying any of the Club's Intellectual Property Rights constitutes approval of the use of the Club's Intellectual Property Rights only and does not constitute approval of any third party intellectual property contained in such post, product or image.
- 7.14. The OSC will indemnify and keep indemnified the Club against any and all claims, losses, penalties, damage, costs (including legal fees on a full indemnity basis) incurred or suffered as a result of a third party claim in relation to infringement, misuse or misappropriation of any intellectual property rights arising as a result of any act or omission of any Member and/or OSC.

8. USE OF SOCIAL MEDIA AND THE OSC WEBSITE

- 8.1. Each OSC should notify the Club of the usernames of all Communications Channels used and keep the Club updated with any changes from time to time.
- 8.2. As an officially sanctioned group affiliated to the Club, the OSC has an obligation to use Communications Channels responsibly and respectfully. The Club expressly prohibits the use of any words or phrases that could be interpreted as abusive, discriminatory or inflammatory.
- 8.3. If any Member of the OSC chooses to link their personal social media accounts to that of the OSC, such account is also subject to these Terms.



- 8.4. The Club reserves the right to request the immediate removal of posts on any Communication Channels or OSC Websites without cause. Non-compliance with the removal of offending posts may result in the termination of the Affiliation of the OSC with the Club.
- 8.5. The OSC is solely responsible for the purchase, renewal or registration of any of its domain names or social media handles.

9. DATA PROTECTION

- 9.1. The OSC shall maintain a full and up-to-date list of all Members, including Member Personal Data. Upon request by the Club, the OSC will upload to the portal provide a list of all Members together with Member Personal Data.
- 9.2. The Club complies with GDPR in all its dealings with Members Personal Data. All Personal Data held and used by the Club will be in accordance with the Club's privacy policies (which can be found at: <https://www.tottenhamhotspur.com/information/privacy-policy/>) (the "**Club's Privacy Policy**") and in accordance with data protection legislation.
- 9.3. The OSC will not use the personal data of any Member for any purpose other than in connection with the OSC, Affiliation or Club. The OSC will use such personal data only in accordance with Applicable Laws.

10. TERMINATION

- 10.1. The Club has the right to terminate or suspend the Affiliation with immediate effect on notice to the OSC or Member and/or withdraw any of the Benefits to an OSC or particular Member if the OSC or Member fails to comply with these Terms. The Club may provide the OSC or Member with a discretionary cure period to remedy any breach prior to termination.
- 10.2. The Club or the OSC may terminate the Affiliation with immediate effect, without cause, at any time during the Membership Year. The Club shall notify the OSC in writing of such termination and termination will take effect immediately upon receipt.

11. CONSEQUENCES OF TERMINATION

- 11.1. In the event that the Affiliation or any Membership is terminated in accordance with these Terms:
 - 11.1.1 the OSC and/or Member (as applicable) shall immediately cease all use of the Club Assets;
 - 11.1.2 the OSC and/or Member (as applicable) shall no longer have any right to receive the Benefits; and
 - 11.1.3 all licences granted hereunder shall be automatically terminated.



12 LIABILITY

12.1 The Club does not exclude any liability for:

12.1.1 for death or personal injury caused by its negligence or wilful misconduct;

12.1.2 for fraud or fraudulent misrepresentation; and

12.1.3 liability which cannot be limited or excluded under the laws of England and Wales.

12.2 Subject to clause 12.4, if the Club is found by a Competent Authority to be in breach of these Terms, the Club shall be responsible for direct loss or damage suffered by any OSC only and shall not be responsible for any indirect or consequential loss, howsoever suffered.

12.3 Nothing in these Terms affects the OSC or any Members statutory rights. Advice about the OSC or any Members statutory rights is available from your local Citizens' Advice Bureau or Trading Standards Office.

12.4 Without prejudice to Clause 12.1 above, the maximum liability of the Club to the OSC under these Terms is limited to £100.

12.5 Any of the Club or its Group Companies may enforce these Terms or receive the benefit of any rights granted to the Club hereunder.

12.6 To the maximum extent permitted by law, the Club shall have no liability whatsoever for any direct, indirect or consequential loss, damage, injury, or disappointment suffered in connection with any delay or failure (in whole or in part) by the Club to provide any of the Benefits.

13 GENERAL

13.1 We may make changes to these Terms from time to time. Please check these Terms regularly to ensure that you understand the up-to-date terms that apply. If we update the terms of these Terms we will post the updated version on our website and the updated Terms will apply to you from that point on.

13.2 These terms and conditions will be governed by the laws of England and Wales and any disputes will be subject to the exclusive jurisdiction of the courts of England.

13.3 Each of the clauses of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

13.4 These Terms and the Benefits are subject always to the directions of the Competent Authorities and the latest government guidance.



13.5 The failure or delay of the Club to exercise a waiver by the Club of any of its rights or remedies under this Agreement does not constitute a waiver of any other rights or remedies available to it under these OSC Terms.

14 **CONTACT US**

Should an OSC have any reasons for a complaint, the Club will aim to resolve the issue and avoid any re-occurrence in the future. In the event of a complaint, please contact the Club by using the following details:

Email address: supporters.clubs@tottenhamhotspur.com



SCHEDULE 1

PRIORITY TICKET ACCESS AND GROUP TICKETS

1. Any and all tickets are subject to any specific terms and conditions on the made on the Order Form (defined below) when purchasing tickets, together with the terms set out in this Schedule 1.
2. All priority access tickets are subject to availability. Being a Member of an OSC does not guarantee access to Home Match tickets. All ticketing allocations and provision of tickets will be conducted strictly in accordance with the Ticketing Terms and Conditions and there is no guarantee of availability nor provision of any tickets for any Match.
3. Members must be a One Hotspur Member in order to qualify for tickets in accordance with the Ticketing Terms and Conditions. Silver, Gold and Platinum Season Ticket Holders cannot obtain additional tickets to Club matches through the priority booking benefits.
4. In order to purchase Priority tickets, OSC Members will need to complete an online application form ("Order Form") as shall be sent to the OSC by the Club by email from time to time.
5. The Club will notify you of ticket allocations once the application window for each block of matches has closed.
6. Please note that by submitting an Order Form to request tickets, you are making an offer to the Club.
7. The Club does not guarantee that it will be able to allocate all requested tickets. Please note that the Club shall not be liable for any costs or expenses incurred or damages suffered by you in connection with the Club being unable to allocate you with the OSC requested tickets.
8. Each OSC can apply for one Group Trip Allocation per season for a Category B or C match only. Category A fixtures are not available for group trip allocations.
9. An application for a Group Trip Allocation can be made upon the instructions of the Club from time to time.
10. Please note that not all Group Trip Allocation requests are guaranteed. The Club will inform you of the status of the application ahead of the start of the Season.
11. The OSC allocation for Cup and European fixtures will be communicated on a match-by-match basis, in advance of the Member sale.



12. Should a Home Match be oversubscribed, the Club will issue tickets on a percentage basis, meaning that all OSCs will receive the same percentage allocation of tickets for each match.
13. Any and all Members who attend any match shall be subject to the Club's Ticketing Policies and the terms contained in this Schedule 1. In the event of any conflict between these Terms and the Club's Ticketing Policies, the Club's Ticketing Policies shall prevail.
14. Any Member who commits a behavioural or ticketing offence as set out in Part 3 of the Club's Sanctions and Banning Policy at any match and / or Event at/on/in relation to any of the Premises (as defined therein) may be subject to a sanction in accordance with the Club's Sanctions and Banning Policy.



SCHEDULE 2

OSC EVENTS

1. The Club may host, provide or make available, events for OSCs. These events may be:
 - a) events at the Club's premises, or at a third-party location, which are arranged and ran by the Club for the OSC, each a "**Club Event**"; or
 - b) events, at a third party location, which are ran by third parties and which the Club's gives the OSC access to, or supports with, but over which the Club has no involvement or control (a "**Third Party Event**"),individually an "**Event**" or collectively "**Events**".
2. By booking and / or attending an Event you are agreeing the terms and conditions outlined in this Schedule 2. Each Event may be subject to its own specific terms condition which may be made available by the Club as part of the promotion of such Club Events from time to time, and which may, depending on the nature of the event, impose age restrictions.
3. Please be aware that Third Party Events, or Club Events which are held at third party locations, may also be subject to additional terms and conditions. Each OSC is responsible for ensuring its Members are familiarised with such terms and the Club accepts no responsibility or liability in respect of Third Party Events over which the Club has no control.
4. The Club may take photographs and other digital content at Events from time to time for promotional purposes. By booking and attending Events, you understand that Members may be identifiable in materials produced by the Club, including footage and / or imagery by the Club.
5. Where events are: (a) organised by members of the OSC and not by the Club; and/or (b) Third-Party Events, the Club excludes all liability (to the fullest extent permitted by applicable law), in respect of those events/ Third-Party Events.
6. Unless otherwise specified in the specific Event terms, or on the registration/booking forms, anyone booking, registering or attending an Event, must be a Member.
7. All Events are subject to availability, and some Events may be ticketed, or guest listed. The Club makes no guarantees whatsoever in respect of availability. Where Events are ticketed, all tickets are non-transferable, non-exchangeable and have no cash value.

TICKETS FOR EVENTS

8. Depending on the nature of the Event, in order to participate in the Event fully and/or participate in certain activities or activations at the Event, you may be required to sign other terms and conditions and/or waivers. This will be brought to your attention at the Event itself, and while it is your choice as to whether to sign other terms and/or waivers, participation may be dependent on the same, and the Club



will have no liability or responsibility if your refusal means you are unable to fully enjoy, experience or participate in the Event.

9. Where under 18's are able to attend an Event, their accompanying adult, parent(s) and/ or legal guardian(s) shall, be responsible for the child's actions, conduct and compliance with the Event's terms and conditions, and any other terms and conditions and/or waivers.
10. Occasionally, Events may be cancelled, delayed, postponed or rescheduled to a different date or different time, or moved to a different venue. The Club will not be liable for travel or any expenses/losses that you or anyone else incurs in connection with any cancelled, delayed, postponed or rescheduled Event.
11. All attendees at Club Events are expected to conduct themselves in an orderly and acceptable manner, with respect for the venue, its staff, and suppliers and any other third parties. Each OSC and its Members should:
 - a) avoid using offensive language or acting in any way which could damage the Club's reputation or bring the Club into disrepute;
 - b) comply with any notified Club policies;
 - c) not disrupt the enjoyment of others;
 - d) at all times behave in a safe, responsible, and courteous manner;
 - e) comply with all instructions issued lawfully by any Club, venue, or supplier representative (or if relevant, stewarding staff, the Police or any other lawful body);
 - f) comply with all age restrictions; and
 - g) dress appropriately for the Club Event and comply with any notified dress code.
12. If in the Club's reasonable opinion, your behaviour is contrary to the conditions set out above, or is otherwise causing or is likely to cause distress, danger or annoyance to any other attendees or third party, damage to property, or cause a delay to the Club Event, the Club reserves the right to either refuse entry to the Club Event, or instruct you to leave the Club Event.



SCHEDULE 3

OSC LOGO



OFFICIAL
SPURS
SUPPORTERS' CLUB



SCHEDULE 4

OSC BRAND GUIDELINES



OSSC_BRAND_PLAY
BOOK_2.0.pdf