



## How do I renew my Season Card?

Renewing online is the easiest way to secure your seat at the Riverside next season. Simply visit [www.mfcseasoncard.co.uk](http://www.mfcseasoncard.co.uk) or [www.mfc.co.uk](http://www.mfc.co.uk) and renew. To log in to the MFC Online Ticket Office, you will need to enter your Boro ID, which can be found on your 2008-09 Season Card.

You can also:

- Complete the application form in your Season Card pack and return it by post in the enclosed envelope.
- Complete the application form in your Season Card pack and return it by hand to the Riverside Ticket Office.
- Take your 2008-09 Season Card to the Riverside Ticket Office and let us do the rest.
- Phone 0844 499 1234 and have your 2008-09 Season Card and method of payment ready.

Please note: new applicants and current Season Card holders who wish to move seats must apply using the enclosed application form.

## The MFC Directory

If you have any queries or would like any help or guidance, the following contact details may be useful:

### **MFC Ticket Office:**

Telephone: 0844 499 1234  
Email: [ticket.office@mfc.co.uk](mailto:ticket.office@mfc.co.uk)  
Fax: 01642 757 693

Or call in at the Riverside Ticket Office, open 9.30am-5pm weekdays (7pm on Thursdays and Fridays immediately before a home match); 9.30am-kick-off home matchdays; 9.30am-12 midday non-home matchdays.

### **Communications Department:**

Telephone: 01325 729 916  
Email: [media@mfc.co.uk](mailto:media@mfc.co.uk)

### **Disability Queries:**

Telephone: 0844 499 1234  
Email: [disability@mfc.co.uk](mailto:disability@mfc.co.uk)

### **MFC Official Website:**

[www.mfc.co.uk](http://www.mfc.co.uk)  
[www.mfcseasoncard.co.uk](http://www.mfcseasoncard.co.uk)

### **MFC Corporate:**

Telephone: 01642 757 656  
Email: [corporate@mfc.co.uk](mailto:corporate@mfc.co.uk)

### **MFC Official Retail:**

Telephone: 0844 499 2676  
Email: [mfcdirect@mfc.co.uk](mailto:mfcdirect@mfc.co.uk)

### **Supporters Services Department:**

Telephone: 01642 757 668  
Email: [supporters@mfc.co.uk](mailto:supporters@mfc.co.uk)

## 09-10 SEASON CARD HIGHLIGHTS

- At least 5% price reduction for adults, over-65s and 18-21s compared to 2008-09.
- Adults save up to £199 – or SIX games – compared to booking seats match-by-match.
- Under-18s still just £95 – that's no more than a fiver per match!
- Our most flexible payment options ever – including choice of paying 4 interest-free payments or 10 monthly instalments.

Dear Supporter

Everyone at Middlesbrough Football Club is grateful for the fantastic support you have given us during what has proved to be a difficult season. We thank you for your support, which is absolutely crucial to us.

We are determined to make being a Season Card holder as accessible as possible. The retention of our £95 offer for those aged under-18 together with a price reduction for all other age groups means we again have one of the best value Season Card packages.

In addition, we hope you will find the flexibility of the various payment options helpful. This year, not only do you have the option of paying via 10 monthly instalments but, for the first time, you also have the choice of purchasing your Season Card via four interest-free payments.

Supporters like you are the very reason for this football club's existence. This is your club and we want you to feel part of it. We know 2008-09 has not been the success we all hoped it would be but our on-the-field aspirations remain as strong as ever and every effort will be made to improve our results. At the same time, we are determined to make the off-the-pitch MFC Experience as enjoyable as possible and will continue to work with supporters to further improve our services and facilities. We look forward to welcoming you to the Riverside in 2009-10.

Neil Bausor, Chief Operating Officer



# WHAT A SAVE!

YOUR AT-A-GLANCE GUIDE TO THE BENEFITS OF BUYING YOUR SEASON CARD BY THE EARLY BIRD DEADLINE OF MAY 2.

At least **5%** price reduction for adults, over-65s and 18-21s compared to 2008-09!

Adults from only £370. That's a fantastic saving of up to **£199** – or SIX games – compared to booking seats match-by-match!

Under-18s still just **£95** - that's no more than a fiver per match! An amazing saving of **£202** – or THIRTEEN games – compared to booking seats match-by-match!

Over-65s now from just **£230**. That's just £12.10 per match.

18-21s now only **£185** in South-West and North-West corners. That's an astounding saving of at least **£327** – or TWELVE games – compared to booking seats match-by-match!

Our most flexible payment options ever – including the choice of paying by **4 interest-free payments** or in **10 monthly instalments**.

\*All match-by-match calculations based on 2008-09 prices.

## Middlesbrough Football Club Season Card Form 2009-10

CLUB USE ONLY

Date received:	Card No. Issued:
Client:	Seat Checked:

Separate form to be used for each Season Card application

**DETAILS:** Please use BLOCK capitals

Title	<input type="text"/>	Surname	<input type="text"/>
Forenames: in full	<input type="text"/>		
Full address	<input type="text"/>		
(*If this is not your current address please amend)	<input type="text"/>		
Home Tel No.	<input type="text"/>		
Mobile No.	<input type="text"/>		
E-mail address	<input type="text"/>		

If any of the fields above are empty or need updating, please fill in accordingly.

Boro ID  Block  Row  Seat

If you wish to change stand/location, please indicate your preference:   
Moves dealt with in chronological order.

Office use only: Stand  Block  Row  Seat

**Groups wishing to sit together must submit application forms together.**

To qualify for an Under-18 Season Card you must be aged under-18 on August 1 2009\*

Under-11's must be accompanied by an adult.

To qualify for an 18-21 Season Card you must be aged between 18 and 21 on August 1 2009\*

To qualify for an Over-65 Season Card you must be aged 65 or over on August 1 2009\*

Insert DOB  Payment - Amount due £  \*

A birth certificate, passport or driving licence is required for all new concession tickets

\*For details on a three-year Season Card, for adults and concessions, including information on how to calculate your total price, see page 5 of the booklet or contact the Ticket Office on 0844 499 1234

(Tick as appropriate) Please note Visa Electron/Amex cards are not accepted

Cash  Cheque  Credit  Debit/Delta  Switch/Maestro  Payment Plan†

†Season Cards are available in easy monthly instalments, fill in application form and return with Season Card form.

Please charge my Card No.

Name and address if different from above

Expiry Date  Issue No. (Switch cards)  Security Code

Date  Signature of Card holder

By completing this form you are agreeing to abide by the Riverside Stadium Ground Regulations and Conditions of Use for Season Cards (copy attached).

All applications to the Ticket Office, Middlesbrough Football Club, Riverside Stadium, Middlesbrough TS3 6RS. All Ticket Enquiries 0844 499 1234.

**IMPORTANT**

Middlesbrough Football & Athletic Company (1986) Limited ("MFC") is the Data Controller in relation to the personal information which you supply. MFC Limited stores, collects and uses the personal information which you give in accordance with its obligations under the Data Protection Act 1998.

MFC would like to contact you from time to time by post, telephone, e-mail or SMS with details of products and/ or services the same as or similar to those which MFC has previously provided to you. Tick this box if you do NOT wish us to do so

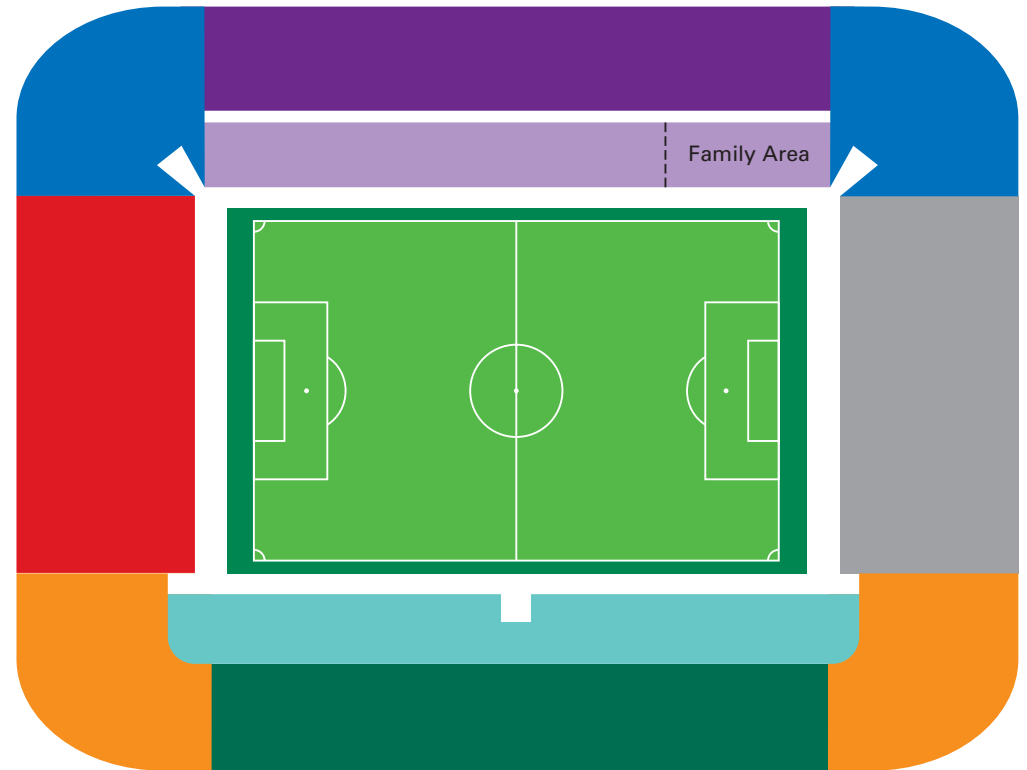
MFC would also like to occasionally transfer your details to third party organisations so that they may contact you with details of their products, services or promotions which MFC feels may be of interest to you. Please tick this box if you are willing for us to do so

## Season Card Prices 2009-10

Middlesbrough Football Club Season Card Prices 2009-10					
Early Bird Prices	Saving v booking seats match-by-match	Stand	Category	Renewals	Final Prices
Up to 7pm May 2 2009				Up to 5pm June 6	From June 7
£370	£199	North Stand	Adult	£400	£420
£230	£105		Over-65	£260	£265
£95	£202		Under-18	£99	£105
£525	£139	West Stand Upper	Adult	£555	£590
£360	£108		Over-65	£390	£410
£95	£202		Under-18	£99	£105
£435	£134	West Stand Lower	Adult	£470	£495
£230	£105		Over-65	£260	£265
£95	£202		Under-18	£99	£105
£475	£132	East Stand Upper	Adult	£510	£540
£325	£86		Over-65	£355	£370
£95	£202		Under-18	£99	£105
£435	£134	East Stand Lower	Adult	£470	£495
£230	£105		Over-65	£260	£265
£95	£202		Under-18	£99	£105
£370	£142	North East & South East Corners	Adult	£400	£420
£230	£105		Over-65	£260	£265
£95	£202		Under-18	£99	£105
£370	£142	North West & South West Corners	Adult	£400	£420
£230	£105		Over-65	£260	£265
£185	£327		18-21	£190	£210
£95	£202		Under-18	£99	£105

\*All match-by-match calculations based on 2008-09 match prices.

## Middlesbrough Football Club Stadium Plan



- North Stand
- East Stand Upper
- East Stand Lower
- North East & South East Corners
- West Stand Lower
- West Stand Upper
- North West & South West Corners
- Visitors

# Middlesbrough Football Club

## Ground Regulations

**Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The Premier League and The Football League in respect of the relevant competition. Entry to the Ground shall constitute acceptance of the Ground Regulations.**

“**Ground**” means the Riverside Stadium and all buildings owned, occupied and utilised by the club.

“**Club**” means Middlesbrough Football Club.

“**Match**” means any association football match taking place at the Ground.

- The Ground Regulations incorporate the Club's Customer Charter.
- Permission to enter or to remain within the Ground (notwithstanding possession of any ticket) is at the absolute discretion of the Club, any police officer or authorised steward. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended).
- The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.
- In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter and/or the terms and conditions under which the tickets were issued. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, bottles, weapons, dangerous or hazardous items, laser devices, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- A person entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
- Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
- Smoking within any area of the Ground is illegal.

- The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- The following acts are arrestable offences under the Football (Offences) Act 1991 (as amended) and conviction may result in a Banning Order being made:
  - The throwing of any object within the Ground without lawful authority or excuse.
  - The chanting of anything of an indecent or racist nature.
  - The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.
- Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
  - Attempting to enter the Ground or being inside the Ground whilst drunk;
  - Being in possession of any intoxicating liquor, or bottle, can or other portable container which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
- No sponsorship, promotional or marketing materials may be brought into, used or displayed by any person within the Ground without the express written permission of the Club.
- At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
- Tickets and cards are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer.
- Save as set out in paragraph 21 below, no person may bring into (or use within) the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or any aspect of it.
- Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.
- CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.
- Children aged under-11 will not be granted access to the Ground unless they are accompanied by an adult.

**The Club reserves absolutely the right to refuse entry to the Ground or eject from the Ground any person that fails (or in the Club's reasonable opinion is likely to fail) to comply with any of the Ground Regulations or whose presence within the Ground is, or could (in the Club's reasonable opinion) constitute a source of danger, nuisance or annoyance to any other person. This could lead to further action by the Club including, but not limited to, the withdrawal of any Season Card (without reimbursement) and other benefits.**

# Middlesbrough Football Club

## Season Card – Conditions of Issue

- Issue of Season Card**
    - The issue of a Season Card and subsequent access to the Ground is subject to the Terms & Conditions of Entry.
    - Season Cards are for the use of supporters of the Club only. By applying for a Season Card and/or using the same you hereby warrant and represent that you are a supporter of the Club.
    - Under-11s must be accompanied by an adult.
  - Admission to the Ground**
    - Use of a Season Card constitutes acceptance of the Terms & Conditions of Entry.
    - A Season Card permits you to occupy at the Match the seat indicated on the Season Card or such other alternative seat of equal price as the Club may, from time to time, allocate to you at its reasonable discretion.
    - Nothing in these Conditions of Issue shall constitute or imply any entitlement to occupy the seat indicated on the Season Card in any subsequent season.
    - Save as set out in clause 2.5 below, you shall not bring into (or use within) the Ground any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to a Match or any aspect of it. Any person acting in breach of this provision will be required to deliver up any tapes, films, disks or other recordings or data to the Premier League and/or the Club and the copyright in any such recording or transmission is hereby assigned (by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs, and Patents Act 1988) to the Premier League.
    - Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.
    - Save for official Club merchandise and/or other football related clothing worn in good faith, you shall not bring into, use or display within the Ground any sponsorship, promotional or marketing materials.
    - You shall not offer or distribute (either free or for sale by any person) within the Ground any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
  - The Club reserves the right to refuse admission to, or eject from, the Ground any person who fails to comply with the Terms & Conditions of Entry.
  - Use of Season Card**
    - Season Cards are issued for your sole use and you shall not resell, assign or (save as set out in clause 3.2 below) transfer or lend the Season Card or the benefit of it to any other person without the prior written consent of the Club. The reference to reselling the Season Card includes reference to offering to sell a Season Card, exposing a Season Card for sale, making a Season Card available for sale by another and advertising that a Season Card is available for purchase. For the avoidance of doubt (and by way of example only) this Season Card may not be offered as a prize in any promotion or competition nor transferred, lent or sold to any third party as part of a hospitality or travel package, given to a third party who agrees to buy another good or service, or used for any other commercial purpose, save as expressly authorised by the PL. The Football League or the Club.
    - You may only resell or transfer the Season Card to a Guest with the express written consent of the Club given at the Club's absolute discretion. No such resale or transfer will be permitted except where the same takes place in respect of an individual match and in consideration of no payment or benefit in excess of the face value of a ticket to that Match and such transfer does not take place during the course of any business or for the purpose of facilitating any third party's business. Such resale or transfer to any Guest is hereby provided to be subject to the Terms and Conditions of Entry which will (save for any rights to transfer under this clause) apply to that Guest as if he/she was the original purchaser of the Season Card (and you must inform the Guest of this).
  - The unauthorised sale or disposal of tickets (including Season Cards) is a criminal offence under section 166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006. The Club will inform the police when it becomes aware that Season Cards are being sold illegally and will press charges to be brought against those breaking this law. If you are convicted of a ticket touting offence, or we reasonably suspect you have committed a ticketing offence, we will notify the Premier League who may in turn notify other Premier League Clubs and/or the UK Football Policing Unit. The information that we share may include your personal details, information about the offence and about ticket purchases (including payment details). We will use this to identify and prevent ticketing offences and disorder at matches.
  - The Season Card will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the Season Card at any time.
  - Any Season Card obtained or used in breach of the Terms & Conditions of Entry shall be automatically void and all rights conferred or evidenced by such Season Ticket shall be nullified. Misuse of this Season Card may result in the holder being refused entry to, or ejected from, the Ground in respect of a particular Match and/or the cancellation and withdrawal of this Season Card. In the event of any cancellation and withdrawal in accordance with this clause 3.5, no refund shall be payable to the holder in respect of any unexpired portion of the Season Card. The Club further reserves its right to take any legal action against any person(s) as it sees fit in connection with such matters, including a claim for an account of profits made from an unauthorised use of the Season Card.
- Changes to Dates, Refunds & Exchanges**
    - The price of a Season Card, in whole or in part, is non-refundable.
    - No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any Match without notice and without any liability whatsoever. Your Season Card will enable you to attend the re-arranged Match.
    - The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel costs.
  - Lost or Stolen Season Cards**
    - In order to gain admission to the Ground the Season Card must be presented in its entirety at every Match.
    - In the event that you forget your Season Card in respect of any individual Match, the Club shall not be obliged to admit you or issue any other form of ticket for that Match. If a match-day duplicate ticket is issued, the Club may require payment of a non-refundable administration charge.
    - If, in the Club's opinion, a Season Card is damaged, lost, stolen or destroyed, a duplicate Season Card shall be issued by the Club as soon as reasonably practicable after the payment of a non-refundable administration charge. Only one duplicate Season Card will be issued to you per season and you will be required to sign a document confirming that the original Season Card is damaged, lost, stolen or destroyed and indemnifying the Club against any direct or indirect consequences of such matter having been falsely represented or stated to the Club.
    - Should any Season Card when applied for not arrive in the post after purchase, you will be required to sign a document confirming this and undertaking to immediately return the original Season Card to the Club should it come into your possession at any time. There will be no charge for the issue of a duplicate Season Card in this instance.
  - Change of Address**

If you change your address during the season you must notify the Club as soon as reasonably practicable either in writing to Ticket Office, Middlesbrough FC, Riverside Stadium, Middlesbrough, TS3 6RS or by email to ticket.office@mfc.co.uk.
- Cancellation & Withdrawal of Season Card**
    - Without prejudice to any other remedies it may have, the Club shall have the right in the case of any serious or persistent breach of the Terms & Conditions of Entry to cancel and withdraw your Season Card. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the Season Card. Without prejudice to the general nature of the above the following actions shall constitute serious breach of the Terms & Conditions of Entry:
      - smoking in designated non-smoking areas;
      - persistent standing in seated areas whilst the Match is in progress;
      - sale or transfer (save as permitted) of this Season Card to any person;
      - deliberate misuse of the Season Card;
      - the supply of any misleading or incorrect information in any application;
      - persistent swearing during the Match;
      - the throwing of any object within the Ground without lawful authority or excuse;
      - the chanting of anything of an indecent or racist nature;
      - any misrepresentation in relation to clause 1.2;
      - 10breach of the terms of any Membership;
      - 11any failure to pay or default of payment in respect of any sums owing to the Club (or any third party) in respect of this Season Card.
    - In the event that your Season Card is withdrawn or cancelled the Club reserves the right to exclude you from any membership scheme maintained or organised by the Club and/or to disqualify you from applying for any Match ticket or season card at its discretion.
  - Exclusion of Liability**

To the maximum extent permitted by law, the Club hereby excludes any liability for loss, injury or damage to persons/property in or around the Ground.
  - Governing Law**

These Conditions of Issue shall be governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the Courts of England and Wales.
  - Definitions**

In the Conditions of Issue the following words and phrases shall have the following meanings:

“**Conditions of Issue**” means these terms and conditions governing the issue and use of a Season Card.

“**Ground**” means the football Ground and all other locations owned, occupied or utilised by the Club.

“**Ground Regulations**” means those ground regulations issued by the Club from time to time that set out the terms and conditions upon which spectators are granted entry to the Ground (copies of which are enclosed).

“**Guest**” means a relative, friend, colleague and/or companion to the disabled who would be entitled to purchase a Season Card under the Terms and Conditions of Entry.

“**Match**” means any Premier League or Football League football match in which the Club participates and that takes place at the Ground during Season 2009-2010.

“**Season Card**” means any season ticket smartcard (and/or any rights arising out of or in connection with any of the foregoing) for admission to Matches.

“**Terms & Conditions of Entry**” means each of the rules and regulations of FIFA, UEFA, The Football Association, The Football Association Premier League Limited (“PL”) and The Football League; the Ground Regulations; and the Conditions of Issue (all of which are available from the Club on request).