

TO DARE IS TO DO™



TERMS AND CONDITIONS FOR SUPPORTERS' CLUB SATELLITE BRANCHES

To be recognised as a Supporters' Club Satellite branch you must have a minimum of five branch members. For Supporters' Clubs that have 25 branch members or more, we recommend Supporters' Club Branch Option that allows access to a larger allocation of tickets.

1. Administration of the Supporters' Club Branch

The following criteria have to be met in order for a Supporters' Club to be officially recognised by Tottenham Hotspur Football Club. Each Supporters' Club branch must adhere to these rules throughout the duration of the season

- 1.1 The Supporters' Club membership year must run from 1 June to 31st May so that it is in line with Tottenham Hotspur Football Clubs' own membership year.
- 1.2 Each Supporters' Club must have an Annual General Meeting that takes place during May so that the newly elected committee is ready to hold office from 1 June and are able to approve the Financial Report for the year ending 31 May.
- 1.3 The Supporters' Club Committee should consist of a Chairperson, Secretary and Treasurer, all of whom will hold honorary positions, as well as two other Supporters' Club branch members. The Chairperson must live in the region that the Supporters' Club serves. The Chairperson, Secretary and Treasurer must submit two personal references for approval by Tottenham Hotspur each time a new committee member is elected. References must include the address and telephone number of the person giving the reference.
- 1.4 At the first Annual General Meeting, the Supporters' Club must agree whatever procedures it deems fit for the regulation and good management of Committee Meetings and Annual General Meetings. There must be at least one Committee Meeting every two months. Tottenham Hotspur reserves the right to review Committee Meeting minutes upon request.

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- 1.5 **The Supporters' Club must be non-profit making.** All monies must be deposited in a separate account in the name of the Supporters' Club. No withdrawals can be made from the account without the signatures of two Committee branch members. An audited copy of the Financial Report must be sent to Tottenham Hotspur Football Club at the end of each membership year (by 30 June). Tottenham Hotspur reserve the right to audit accounts of the Supporters' Clubs and view Supporters' Club bank statements upon request.
- 1.6 **There must be a minimum of five branch members** and all Supporters' Club membership fees must be paid in full on the due date as directed by the Committee. To be eligible to benefit from Ticket allocations each Supporters' Club branch member must:
 - 1.6.1 hold a current Lilywhite or Bronze Membership of One Hotspur – the Club's Official Membership scheme and abide by the terms and conditions of One Hotspur Membership. Silver, Gold and Platinum One Hotspur Members may be members of a Supporters' Club but can not obtain additional tickets through the priority booking.
 - 1.6.2 live within 25 miles of the Supporters' Club Headquarters if the Supporters' Club is in the UK and if overseas, each branch member must live in the country that the Supporters' Club serves.
 - 1.6.3 do everything they can to protect and enhance the good name of Tottenham Hotspur Football Club. Any branch members in breach of this rule will be automatically expelled.
- 1.7 Each Supporters' Club must give one complimentary membership to the Membership Manager of Tottenham Hotspur Football Club.
- 1.8 Each Supporters Club must pay an annual administration fee to Tottenham Hotspur Football Club of £25 and agree each membership year to abide by the Terms and Conditions.
- 1.9 Tottenham Hotspur reserves the right to change these terms and conditions, as well as the mandatory Rules and Regulations of your Supporters Club, at any time in our sole discretion. In any event, all these arrangements may be subject to termination at any time without notice at the sole discretion of Tottenham Hotspur Football Club.
- 1.10 Each Supporters' Club must comply with all Terms and Conditions outlined including the Terms and Conditions of One Hotspur. Failure to comply may result in the termination of the Supporters' Club relationship with Tottenham Hotspur and subsequent withdrawal of all benefits.
- 1.11 To assist Supporters' Club committees with the communication of these Terms and Conditions to their branch members, Tottenham Hotspur will, at its cost, circulate to all Supporters' Club branch Members a copy of these Terms and Conditions with a welcome letter.

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Benefits to Supporters' Club branches

- a) **Use of the Tottenham Hotspur Name** – Supporters' Clubs are allowed to describe themselves as an Official Tottenham Hotspur Supporters' Club and will be recognised as such by Tottenham Hotspur.
- b) **Use of the Tottenham Hotspur Badge** - Subject to compliance with user guidelines, Supporters Clubs' may use the Tottenham Hotspur on their literature and stationery. **Anyone wishing to use any of the Tottenham Hotspur trademarks should contact the Club for prior approval.** Use of the Tottenham Hotspur trademarks outside the guidelines is strictly forbidden and will result in suspension of branch status.
- c) **Home Ticket Priority** - The Club (subject to availability and terms of conditions of One Hotspur Membership) will also grant a ticket priority period for category B and C games subject to the following criteria:
 - All branch members attending matches through Supporters' Club ticket allocation are current members of One Hotspur Lilywhite or Bronze
 - The number of tickets purchased meets the minimum/maximum numbers allowed for the branch i.e.
 - Category B game – no minimum and maximum of 25 tickets
 - Category C game – no minimum and maximum of 25 tickets (as long as each ticket is for a One Hotspur Member who is a branch member and has met the criteria outlined in 1.6 of the Terms and Conditions).
 - Due to extreme demand for Category A tickets from all One Hotspur Members, Supporters' Club branches will not get Ticket Priority for Category A games (including Semi-Finals and Cup Finals). Branch members are advised to look out for the One Hotspur on-sale dates and apply direct using the Tottenham Hotspur ticket sales outlets (i.e. tottenhamhotspur.com or by calling 0844 844 0102). Tickets will be sold on a first come, first served basis and are strictly subject to availability.

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- Following meetings with UEFA our saleable capacity for UEFA Champions League matches will be significantly reduced. Therefore branches will not be able to order tickets for UEFA Champions League matches.
 - All tickets sold via the Supporters' Club branch will be subject to the prevailing 'per ticket' booking fee.
 - Branch members obtaining tickets through their Supporters' Club branch for a Category B or C game will relinquish their One Hotspur ticket priority for that fixture i.e. branch members will not be able to obtain two tickets (unless the One Hotspur guest ticket window is available – See One Hotspur Terms and Conditions)
 - Loyalty Points will be allocated for Tickets purchased through Supporters' Club branches subject to all the above criteria being met.
 - No refunds will be given for fixtures that are re-arranged. Therefore tickets, travel and accommodation are booked at Supporters' Club branch members own risk.
- d) **Merchandise** - Any branches wishing to produce their own merchandise must submit sample designs to the Club for approval.
- e) **Opportunity to Attend an Exclusive Supporters Club Event at White Hart Lane** – The Club will host a special dinner for Supporters' Club branch members each season (subject to minimum number of attendees being reached). The Dinner will be attended by Tottenham Hotspur Officials, Legends and the Player of the Season as voted for by all Supporters' Club branches (subject to availability).
- f) **Access to Exclusive Supporters' Club forum** – Tottenham Hotspur are investigating the possibility of providing a web based social forum for our Supporters' Club branch members as well as provision for ticket orders to be made online. We will update Supporters' Club branches as soon as this becomes available.

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**Supporters' Club Satellite
Acceptance of Terms & Conditions**

Name of Supporters' Club Branch :

I/We accept the Supporters' Club Terms and Conditions for the 2010/2011 Season and will run our branch in accordance with the terms outlined.

Signed :

Name:

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