

VIP Mascots and Player Escorts Terms and Conditions – 2018/19

Bookings

- Mascot and Player Escort packages will go on sale at 10am on Monday 18th June 2018.
- Bookings cannot be secured in any other way including via the Burnley FC in the Community website, emails, voicemail or social media messages. It is also not possible to secure a package in person and walk in requests will not be accepted.
- There are x4 Mascot and x6 Player Escort packages available per Premier League fixture.
- There will be no packages available for the final home game of the season as these are reserved for the family and friends of the first team players.

Payment

- BFCitC staff will call all individuals who have secured a booking to make payment over the phone during the course of the week commencing 18th June 2018.
- All payments for all packages must be received by **Wednesday 27th June** or your booking will be released for resale.
- All packages are inclusive of VAT.
- Should you wish to cancel or claim a refund on your package, please refer to our FAQs found on our website.
- All proceeds from the sale of VIP Mascot and Player Escort Packages will go to supporting the non-profit work of Burnley FC in the Community (Charity Number: 1155856).

Match Tickets and Fixtures

- Match tickets provided as part of the VIP Mascot package cannot be transferred. The unauthorised sale or disposal of tickets is a criminal offence under s.166 of the Criminal Justice and Public Order Act 1994, as amended by the Violent Crime Reduction Act 2006.
- Match tickets for the VIP Mascot package will be available on the day of the fixture only. Tickets will not be distributed or available prior to the fixture.
- We cannot guarantee the location of the match tickets provided but will make every attempt for these tickets to be as close to the half-way line as practically possible.
- Match tickets are not provided as part of the Player Escort package.
- All fixtures are subject to change and Burnley FC in the Community cannot be held responsible as a result of this.
- All packages are non-transferrable.
- Should you wish to update your Player Escort Package to a VIP Mascot Package, for the same fixture, this will be subject to availability.

VIP Mascot package

- Packages are available for children aged between five and 12 years old only.
- One Mascot package per child can be purchased per season. Multiple fixture bookings will not be accepted.
- Travel to and from Turf Moor is not included.
- Parking cannot be reserved.
- Burnley FC in the Community is not liable for any disappointment arising from your late or nonarrival on the day.

- All medical illnesses and conditions must be declared during the booking process and any special requirements regarding accessibility must be communicated at the earliest possible instance.
- Please allow up to 14 working days to receive any official photographs.



- The Mascot package includes a full 2018/19 home kit (shirt, socks and shorts). Kit size must be provided at the time of booking and kit cannot be amended once the package has been purchased.
- We must receive a passport style photograph, the child's three favourite players and their hobbies and interests at least 10 working days prior to the fixture to ensure this will be included in the matchday programme.
- An itinerary will be available 10 working days prior to the fixture.
- The VIP Mascot experience is weather and safety permitting. In the event of conditions being deemed dangerous by the Ground Safety Officer, activities may be cancelled at short notice.
- The visit to the dressing rooms is subject to the Manager's permission, and we cannot guarantee this.
- One parent/guardian must accompany the child at all times (except when visiting the dressing rooms).
- Pre-match coaching will be provided as part of the package – the duration of the training is subject to the Mascots visit to the dressing room.

Player Escort Experience

- Packages are available for children aged between five and 12 years old only.
- Travel to and from Turf Moor is not included.
- Parking cannot be reserved.
- Burnley FC in the Community is not liable for any disappointment arising from your late or nonarrival on the day.
- All medical illnesses and conditions must be declared during the booking process.
- Player Escorts must attend in the full 2018/19 home kit – failure to do so may result in noninvolvement on the day.
- An itinerary will be available 10 working days prior to the fixture.
- Any special requirements regarding accessibility must be communicated at the earliest possible instance.
- The Player Escort experience is weather and safety permitting. In the event of conditions being deemed dangerous by the Ground Safety Officer, activities may be cancelled at short notice.
- One parent/guardian must accompany the child at all times.
- Pre-match coaching will be provided as part of the package – the duration of the training is subject to the VIP Mascots visit to the dressing room.

Ground Regulations

- Both packages are subject to full ground regulations.

Data Protection

- For more information on Data Protection, please see our Privacy Policy, which can be found on our website.