

# TERMS & CONDITIONS OF AWAY TRAVEL

1. All tickets for away travel purchased via Huddersfield Town Football Club are not transferable and are subject to the Terms & Conditions of travel.
2. Minimum age for travelling unaccompanied by a responsible adult (person over 18 years of age) is 16 years of age.
3. Completion of a consent form prior to booking is required for all those travelling unaccompanied by a responsible adult (person over 18 years of age).
4. Passengers are advised to arrive 15 minutes prior to the scheduled departure time with their ticket. Coaches will not be held for any passengers who arrive late.
5. Pick-ups and drop-offs outside of the John Smith's Stadium are not permitted.
6. Each coach will be stewarded by a Huddersfield Town club representative. The steward will have been fully briefed ahead of the away fixture. Their decisions are final, and they reserve the right, along with the driver, to refuse travel to any passenger if any of the T&Cs of travel are breached.
7. The consumption of alcohol and hot food is strictly forbidden, as is the use of cigarettes and electronic cigarettes. This will be outlined in the safety briefing provided by the steward, which will also remind all passengers that they must wear the seatbelts provided on the vehicle.
8. An on-board toilet is provided and comfort breaks at service stations will not routinely be taken. However, at the discretion of Huddersfield Town Football Club, the steward or the driver, may stop the coach at any point in a journey without notice. If the on-board toilet is out of order, an alternative comfort break will be provided at the steward's discretion.
9. Upon arrival at the away ground, passengers are required to disembark the coach immediately and in an orderly manner. Supporters are not permitted to remain on board the coach unless agreed by the driver.

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10. The coach will depart the away ground immediately after the game. Passengers must return to the coach within 15 minutes of the final whistle. While the steward will ensure that a headcount takes place before departure, passengers are politely asked to ensure that they make their way back to the coach within the specified time.

11. Huddersfield Town Football Club prides itself on being family-friendly, inclusive, and open to all. With this in mind, foul and/or discriminatory and/or abusive language and intimidating and/or unacceptable behaviour is strictly forbidden.

12. Serious or persistent breaches of these rules could result in those responsible being reported to the football club and, if necessary, to the relevant authorities and action being taken in line with the club's sanctions policy.

13. An online incident report form is available for the reporting of safeguarding concerns or incidences of abuse which have taken place whilst travelling on one of the HTAFC Official Supporters away coaches. A QR code is displayed at the front of the coach.

14. Passengers with any questions or queries during a journey are politely asked to liaise with the steward and not speak directly to the driver. Outside the time of travel, please contact the Huddersfield Town Ticket Office.