

# Wembley Stadium Tour Ticket Terms and Conditions

This ticket is issued on behalf of Wembley National Stadium Limited (WNSL) and is subject to the terms and conditions indicated on this ticket and Wembley Stadium's Ground Regulations ([wembleystadium.com/TheStadium/StadiumGuide/RulesnRegulations](http://wembleystadium.com/TheStadium/StadiumGuide/RulesnRegulations)) Purchase and possession of this ticket as well as presentation of it to gain entry to the Wembley Stadium Tour signifies agreement to the following conditions:

Wembley Stadium is a working venue and the Stadium Tour operates all year round fitting between our busy events schedule.

Wembley Stadium has been designed as a multi-purpose venue and following in the footsteps of the old Wembley, hosts a diverse range of world-class sport and entertainment events. The various events that we stage all have their own individual requirements in terms of the set-up of the seating bowl, the playing area and the stadium facilities. Therefore from week to week and month to month, depending on what event we are building up to stage (or indeed have just staged) the venue may look different.

1. This ticket is issued subject to the Rules and Regulations of WNSL and any licensing authority.
2. WNSL reserves the right to refuse admission to any person and to remove persons from Wembley Stadium for any reason where necessary.
3. In the interests of public safety, WNSL reserve the right to request the ticket holder to leave Wembley Stadium at any time for safety reasons.
4. Admission to Wembley Stadium is at the ticket holder's own risk. WNSL shall not be liable for any loss, injury or damage sustained within the premises except for death or personal injury which is caused by the negligence of WNSL or their respective employees or agents.
5. WNSL cannot accept responsibility for property lost or stolen at Wembley Stadium.
6. The use of audio visual recording equipment is prohibited. No audio, audio visual or cinematographic equipment or device may be brought into Wembley Stadium. All recording and any transmission is prohibited including, without limitation, recording of any data, information or audio or audio visual footage of or relating to Wembley Stadium. Photographic equipment may be used for personal use only and cannot be used for commercial purposes.  
As a condition of entry to Wembley Stadium you assign (by way of present assignment of future copyright) the copyright in any photographs or recordings that you make in breach of this prohibition to WNSL.
7. WNSL will conduct security searches to your belongings and/or outer clothing on entry, exit or at any time to ensure the safety of patrons and Wembley Stadium. Bags or luggage larger than those permitted in aircraft cabins may be refused entry. Wembley Stadium has no facilities for leaving items. WNSL will refuse admission to, or eject from, Wembley Stadium any person who refuses to be searched.
8. Knives, fireworks, smoke canisters, weapons, flags, banners, poles, and similar articles or dangerous or hazardous articles are not permitted within Wembley Stadium, and any person in possession of such articles may be refused entry or ejected.
9. Any person who fails to comply with instructions from a guide, steward or other person acting for WNSL may be ejected from Wembley Stadium.

10. WNSL reserves the right to alter or vary the tour date and/or route at their discretion without prior notification or obligation to refund monies or exchange this ticket. No liability will be taken for any personal travel, accommodation, promotional or hospitality arrangements made relating to the tour or the cancellation of the tour.

11. Once the date and time of your Wembley Stadium Tour is booked the booking cannot be changed or refunded, unless the tour is cancelled by WNSL on the day for which this ticket is valid. In the event of cancellation by WNSL, their sole obligation and liability shall be to offer the original purchaser a ticket for an alternative day, if available, or provide a full refund of the face value of this ticket, excluding any order processing, delivery or administration fees. Duplicate tickets will be not issued. No other claims will be entertained. We recommend you arrive at least 30 minutes before the stated tour time to ensure sufficient time to clear security and get to the tours starting point. If you are late for your tour you risk the prospect of missing your slot.

12. Please keep this ticket safe and in a good condition as a duplicate ticket will be not issued if it is lost or stolen and a defaced or illegible ticket may be invalidated.

13. There will be no pass-outs or re-admissions to Wembley Stadium.

14. No animals (other than guide dogs) will be admitted to Wembley Stadium.

15. Children under the age of 5 will be admitted to Wembley Stadium at no charge (Excludes Legends Tour) provided they are accompanied by a paying adult, however the tour is not suitable for small children. Buggies are not permitted on the tour. All under 16 concessions must be accompanied by an adult. Your visit to Wembley Stadium will last approximately ninety minutes (Excludes Legends Tour & Viewing Gallery).

16. This ticket will remain the property of WNSL at all times.

17. Ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of the Wembley Stadium Tour.

18. No tickets may be used for commercial or promotional purposes (such as competitions, promotions or hospitality packages) without the written consent of WNSL. Any ticket re-sold or transferred in such a manner will become void and the holder may be refused admission or ejected from Wembley Stadium.

19. This ticket may not be transferred by the original purchaser to a person (or persons) unless each of the following criteria are met: (a) the transfer must take place in consideration of no payment or benefit in excess of the face value of the ticket, (b) the transfer must not take place in the course of any business or for the purpose of facilitating any third party's business, (c) the transfer must be subject to these Conditions of Sale, which will apply to the transferee as if he/she were the original purchaser (and the transferor must inform the transferee of this), (d) the ticket must be for the transferee's personal use only, (e) the transferor must provide the name and address of the transferee when asked to do so by WNSL, (f) the transferee is a natural person who is known to the original purchaser personally and who would be entitled to purchase a ticket under these Conditions of Sale.

20. CCTV Surveillance is in operation at Wembley Stadium.

21. No food or drink may be brought in to Wembley Stadium.

22. Wembley Stadium is a no smoking venue.

Club Wembley 'Two for one' offer specific terms are as follows:

- \* The Wembley Stadium Tour Ticket terms and conditions apply to this offer which can be found at [wembleystadium.com/tours](http://wembleystadium.com/tours)
- \* Offer only available to current Club Wembley members
- \* Please book your tour by calling **0844 800 2755** and quoting your Club Wembley FAN and this offer or by visiting [wembleystadium.com/tours](http://wembleystadium.com/tours) and using your Club Wembley FAN in the offer code/password section.
- \* To qualify for the "Two for one" offer of a free Wembley Stadium Tour Ticket you must purchase a full price Wembley Stadium Tour Ticket, and a second ticket of the same value or less will be issued free of charge
- \* This offer may be redeemed a maximum 20 times per Club Wembley member
- \* You will be able to book your tour for any day the tour is in operation and available on the booking system
- \* The Wembley Stadium Tour, Route, Times and Dates are subject to availability
- \* Please book your Wembley Stadium Tour at least 4 days in advance to avoid disappointment
- \* Offer excludes the Legends Tour, Mini Tour, Zip Slide and Viewing Gallery
- \* Cannot be used in conjunction with any other prize, offer, discount or promotion

#### Football League Clubs promotion

Offer only available to Football League Club Current Season Ticket Holders  
(A Valid season ticket for season 2012/2013 will be required for accreditation at point of entry)  
Booking is by Walk up only, no pre-booking is available  
A 25% reduction from the standard ticket price will be honoured on production of the above  
The Wembley Stadium Tour is open every day with the exception of 24<sup>th</sup>/25<sup>th</sup>/26<sup>th</sup> December and 1<sup>st</sup> January and around major event days  
The first tour departs at 10am and the last tour departs and 4pm  
You will be able to book your tour for any day the tour is in operation, please see [wembleystadium.com/tours](http://wembleystadium.com/tours) for calendar  
Tour and route, times and dates are subject to availability  
Offer excludes the "Legends" Tour, Mini Tour, Zip Slide and Viewing Gallery  
Offer cannot be used in conjunction with any other offer or discount  
No cash alternative available  
Tickets must not be offered for re-sale or auction  
Tours must be booked before 31<sup>st</sup> May 2013  
In taking up this offer you agree to be bound by the Wembley Stadium Tour Ticket Terms and Conditions and Wembley Stadium Ground Regulations which can be found at [wembleystadium.com](http://wembleystadium.com)  
Tours are organised and provided by Wembley National Stadium LTD (WNSL), part of the FA Group  
This promotion is run by WNSL in conjunction with the Football League

WEMBLEY STADIUM IS A PUBLIC TRANSPORT DESTINATION AND YOU ARE  
ENCOURAGED TO TRAVEL TO THE STADIUM BY PUBLIC TRANSPORT

If you are travelling by car please access the Stadium via Engineers Way and visit the parking booth on Olympic Way.

Wembley Stadium car parks are managed by City & Suburban Parking Limited (CSP) and are not owned by Wembley National Stadium Limited (WNSL), therefore the arrangements for car park charging on a particular day are out of our control. If you have pre-booked your Wembley Stadium Tour then you are entitled to park your vehicle in the specified Car Park on the date of the tour for the reduced price of £10.00 per car, (plus booking fee) from two hours prior to your tour start time until two hours after your tour finish time. Your vehicle may be towed at your risk and expense if it remains in the Car Park beyond this time. Please show your tickets to the parking attendant or quote your tour booking reference on entry otherwise the full standard daily parking charge currently £18.50 will be applicable.

The Sunday market have an agreement with the owners of the car park that market visitors pay a market rate of £2.00 per car as part of their hire of the car park site. It should be noted that the market parking rate on site is only for Wembley market visitors and not stadium tour visitors. If the Sunday market is not on, or if there is an event on at the Wembley Arena complex concurrent to the Sunday market, parking on site can be charged at up to £18.50 per vehicle.

Entry to the Car Park is subject to the terms and conditions of the Car Park owner and Car Park operator both of which will (as applicable) be displayed at the entrance to the Car Park or otherwise be available on request from the Car Park operator. Entry to and use of the Car Park is at your own risk. You must comply with all signage and directions of the Car Park operator.

You agree to indemnify WNSL against all and any loss or expense that WNSL may incur as a consequence of your use of the Car Park in breach of either the Car Park owners or the Car Park operators terms and conditions of entry.

WNSL will not be liable for damage or loss to vehicles or personal property or for death or personal injury caused to you or any other person using the Car Park except to the extent that such liability cannot be excluded or limited as a matter of law.

Any complaints or comments should be directed in writing to the Car Park operator within 72 hours of your use of the Car Park.

[enquiries@gotocsp.com](mailto:enquiries@gotocsp.com)

City & Suburban Parking Ltd  
York House  
Empire Way  
Wembley  
Middlesex HA9 0PA