



Match Package Booking Conditions

The Booking Conditions include important information and set out conditions that apply to bookings made with 3 Lions Sport. For ease of reference all bookings shall be termed as 'tour(s)'.

The Booking Conditions include some exclusions and limitations of liability. Therefore, you should read them carefully. We reserve the right, at any time before a booking is accepted, to withdraw or alter these Booking Conditions. All tour components are arranged through Three Lions Sport Sdn Bhd (**3 Lions Sport**) via the relevant official Club hospitality team and/or official Club travel coordinators and where applicable, a registered airline ticketing agent.

1. Match Ticket Conditions

Match tickets(s) and all relevant tour package vouchers will be presented to you upon check-in at the relevant hotel. Tour packages are designed for supporters of the 'Home' team. Therefore, match tickets will be located within an area of the 'Home' supporters section. This does not always apply to certain Hospitality packages, which will be advised at the time of booking. 'Away' team supporters may be refused entry to, or ejected from, the stadium by match Stewards. Home team match ticket conditions apply, a copy of which may be printed on all match tickets.

2. Club Museum & Stadium Tours

Tour packages, where applicable, include a visit to the club museum and tour of the stadium. Museum & Stadium tours are not available on match days. Stadium tours and contents are subject to late changes and cancellations, also times of tours and entry to the museum are subject to alteration, of which we have no control. We will provide you with a telephone number for the relevant stadium where you will be able to book the exact time and date of your stadium tour (some stadiums require at least 48hrs notice). Standard conditions of entry will be displayed at the relevant club. Please note that Museum & Stadium tours are not available at some stadiums.

3. Hotel Accommodation

We will place you in a reputable hotel as near to the stadium as possible. In the event that the relevant hotel has overbooked, we will attempt to place you in another hotel, of similar standard and location. Details of hotel will be advised at the time of your booking. Hotel terms and conditions apply.

4. Making a Booking & Payment

4a) All bookings for tours are accepted subject to our Booking Conditions.

4b) Full payment is required at least 45 days prior to the relevant match date.

4c) Payment to be made by cash, cheque, telegraphic transfer or credit card.

4d) Once we have received full payment, we will send you a confirmation of your booking with all relevant details. The confirmation is our acceptance of your booking. We do, however, reserve the right to refuse your booking, in which case we shall try to provide you with a satisfactory alternative tour.

4e) We will make every attempt to comply with any special request but we cannot promise that any request will be complied with, unless and until specifically confirmed in writing by 3 Lions Sport.

4f) In the event of a group tour, the person who submits the booking form is responsible for full payment to 3 Lions Sport for the price of the tour including any insurance premiums, alteration fees, upgrade fees and cancellation charges) and sends the booking form on behalf of, and with the consent of, all persons for whom the booking form is completed.

4g) If a match is re-scheduled to another date, we will re-book you for the new date (subject to airline availability where applicable). If, in the unlikely event, that the match is abandoned, we regret that no refunds can be given.

5. Dress Code & Cameras

Relevant stadium dress code applies. Standard cameras are allowed. Ground officials have the right to confiscate professional cameras & video equipment. Subject to club terms and conditions as may be displayed on back of match ticket and at the ground itself.

6. Age Limit

Persons below the age of 18yrs must be accompanied by an adult.

7. Personal Details

Full name (as per Passport) and photocopy of the details page of Passport must be submitted to 3 Lions Sport at least 30 days prior to match date. This information is for security reasons and will only be used, where necessary for submission to the relevant club, hotel and airline, related to the booking. Details will not be supplied to any other party. Failure to provide these details within the specified time will be classified as a cancellation of the tour, by you, and will be subject to the cancellation charges as set out in 10d (i).

8. Travel & Insurance

All travel tickets (where applicable) are issued subject to the normal conditions of carriage. 3 Lions Sport regrets that it cannot be held responsible, in the event of any delay/cancellation by the relevant airline, or any other mode of transport, which results in you being unable to watch the match or being unable to travel and will be unable to refund, either in part or in full, the value of the tour package. All compensation claims must be taken up directly with the relevant transport operator concerned. 3 Lions Sport arranges all stated tour packages; we are not, however, liable for any airline operator or any other transport operator. We therefore advise you to take out a separate travel insurance policy.

9. Price Guarantee

All prices stated (printed only) apply. However, we do change prices from time to time. Prices can go up or down. You will be advised at the time of enquiry of any price changes. We guarantee that we will not change the price of your tour once we have accepted your booking. However, if you wish to add another component to your confirmed tour we will advise you of any necessary additional charges that you may be required to pay. Also, it may be necessary to charge you Value Added Tax (VAT), where there is a change in applicability, of which we have no control.

10. If you change or Cancel your Tour

10a) If you want to change or cancel your tour, you must do so in writing and the change or cancellation must be signed by the person who paid for the tour. A cancellation will only be effective on the date of receipt by 3 Lions Sport.

10b) We cannot guarantee that any requests for amendments will be satisfied. However, if you wish to make any alteration to your booking (including a transfer of your booking to another person) after it has been accepted by us, we will try to accommodate your requirements subject to availability and payment by you of an alteration fee as per 10c.

10c) The alteration fee is Fifty United States Dollars (USD50) per person, each time a booking is altered, unless it is to increase the value of the tour, in which case the increase will be charged accordingly. Any alteration, that reduces the price of your tour, after we have received payment from you, will be treated as a cancellation and will be subject to charges set out in 10d.

10d) If you cancel your tour at any time after your booking and payment has been accepted by us, your booking will be subject to the following cancellation charges:

10di) More than 45 days prior to match date : 70% of total tour cost + alteration fee as per 10c.

10dii) 15 to 45 days prior to match date : 90% of the total tour cost + alteration fee as per 10c.

10diii) Within 14 days of match date : 100% of the total tour cost.

10e) If, any cancellation is received by us on or after the match date no refund will be made. All related documentation pertaining to the tour must be returned to us before any refund is given.

10f) If you have taken out the recommended insurance you may be able to make a claim under the cancellation section of your policy, subject to the terms of your policy. Please note that any/all insurance premiums paid by you for insurance that may be arranged by us, on your behalf, are neither transferable nor refundable.

10g) Please note that special booking conditions apply to certain types of tours – and the terms and conditions of the relevant suppliers will apply, you will be advised of these terms and conditions at the time of booking. However, these terms and conditions are subject to change, by the supplier, of which we have no control.

11. Our Responsibilities

11a) Where we are liable to you for the non-performance or improper performance of any of the organizing components of your tour, we shall only compensate you to the amount we can validly and successfully claim from the relevant organizing component, upon our receipt of any such claim and less any administration and/or legal fees incurred by us, on your behalf. Provided that, any such claim against any organizing component is compliant with any of the laws of the country of the tour, or under international conventions that govern such services.

11b) Full details of the location and degree of comfort of the hotel we place you in and their main features will be sent to you at the time of booking. Any and all local attractions mentioned in each hotel description are for general guidance only and may not necessarily be open to the public all year round.

11c) Due to circumstances beyond our control, it may be necessary for us to change or cancel some or all of your tour arrangements in which case you will be notified and offered an alternative Tour.

11d) Please note that we cannot accept any liability for any charge, loss, expense or other sum(s) of any description which (i) on the basis of information supplied to us by you concerning your booking, prior to our accepting the booking, we could not have foreseen that you would suffer or incur such sums or (ii) did not result in any fault by ourselves or our employees, where we are responsible for them, or for the other organizing components of the tour. Additionally, we cannot accept liability for any business losses.

12. Your Responsibilities

12a) We provide as much information as possible about each tour package. However, it is important that you check with us if you require any special services, such as wheelchairs, health care etc. Arrangement for such services or special requirements must be informed at the time of booking and payment (where applicable) must be made by you upon the receipt of any such relevant invoice.

12b) Where hotel leisure facilities are available there may be an additional charge for these services and leisure facilities may not always be in the same building as your accommodation. Again, you should check with us at the time of booking.

12c) If you intend to hire a car during your tour and would like us to make the arrangements, you must inform us and make payment for this facility upon receipt of any such relevant invoice. We will need at least 14 days prior notice to arrange this service. Please note that parking facilities at most

UK hotels is extremely limited. Cars will be parked at your own risk and none of the organizing components of the tour accept any liability whatsoever for loss or damage that may occur.

12d) Any extra charges caused by you, either intentionally or by default, will be expressly at your own cost and all parties involved in the organization of the tour will have no liability for any such charges.

12e) Please note that we do not accept liability for any consequential loss of personal property.

12f) Whilst every attempt will be made to make your tour as pleasurable as possible, within the constraints stated in these Booking Conditions, none of the organizing components of the tour accept any liability whatsoever for any personal injury, illness or loss of life. We advise you to take out adequate insurance coverage.

13. Complaints

We hope that you have an enjoyable and trouble free tour but we recognize that things can and do go wrong.

13a) Any cause for complaint must first be notified, in writing, directly to the relevant organizing component of the services concerned. If at that point you are still dissatisfied, you must write within 7 days after the match date, to:

Customer Relations Manager,
Three Lions Sport Sdn Bhd
B-10-4, Block B, Megan Avenue 1,
189, Jalan Tun Razak,
50400 Kuala Lumpur
Malaysia

Please include a copy of the original complaint letter and we will attempt to resolve your dispute with the parties concerned. However, we cannot guarantee a result that will be satisfactory to you.

13b) For all complaints and claims, we regret that we cannot be of help if you fail to notify the complaint, or claim, entirely in accordance with clause 13a.

14. General

Please note that if any part of these Booking Conditions is found to be invalid or unenforceable, then the remainder of the Booking Conditions will not be affected and will remain valid and enforceable.

Nothing in these Booking Conditions affects your statutory rights.

Finally, you should note that in the event of any valid disputes between yourself and any of the organizing components of the tour, the laws of the country where the relevant organizing component is a registered business will govern those disputes.

These Booking Conditions are applicable to all Match Packages unless otherwise stated
Package details & Booking Conditions subject to change
All details are correct at time of publishing

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