

TICKETING TERMS & REFUND POLICY

24 August 2026 · Version 1.0

This Ticketing Terms & Refund Policy ("Ticketing Terms") applies to all tickets purchased for United Football Club home matches and events, whether purchased through our official ticketing partner, Platinumlist, or any other channel authorised by the Club. By purchasing a ticket, you agree to these Ticketing Terms in addition to the general Terms & Conditions of this website.

1. TICKET PURCHASES

Tickets for United FC matches are sold via our official ticketing partner, Platinumlist (uaeleague.platinumlist.net). Your purchase is also subject to Platinumlist's own terms of sale and privacy policy, which govern the payment processing and delivery of your ticket. United FC is not responsible for technical issues arising on the Platinumlist platform, but will assist in resolving disputes relating to Club-organised matches wherever reasonably possible.

2. TICKET VALIDITY AND ENTRY

- Each ticket is valid only for the specific match, date, and seating category stated at the time of purchase
- Tickets must be presented (digitally or in print, as instructed at purchase) for entry to the stadium
- United FC and stadium security reserve the right to refuse entry or remove any ticket holder who fails to comply with the Stadium Ground Rules or poses a safety risk, without refund
- Resale of tickets above face value, or resale via unauthorised third-party platforms, is strictly prohibited and may result in ticket cancellation

3. MATCH POSTPONEMENT OR CANCELLATION

If a match is postponed, cancelled, or relocated by the UAE Pro League or United FC for reasons including but not limited to safety, weather, or force majeure:

- Where a match is rescheduled, your original ticket will remain valid for the new date, wherever possible
- Where a match is cancelled outright and not rescheduled, ticket holders will be entitled to a refund of the ticket price via the original payment method, processed through Platinumlist within [14] business days
- United FC is not responsible for any indirect costs (such as travel or accommodation) incurred by ticket holders in connection with a postponed or cancelled match

4. REFUNDS AND EXCHANGES

- Tickets are generally non-refundable and non-exchangeable once purchased, except as set out in this Policy or as required by UAE consumer protection law
- Refund requests for reasons other than match cancellation (e.g. change of mind) will be considered on a case-by-case basis and are not guaranteed
- Approved refunds will be issued to the original payment method within [14] business days of approval
- To request a refund, please contact info@utdfc.ae or Platinumlist customer support, referencing your order number

5. PROHIBITED ITEMS AND CONDUCT

In line with the Club's Stadium Ground Rules, ticket holders must not bring prohibited items (including weapons, fireworks, glass containers, or unauthorised banners) into the stadium, and must not engage in discriminatory, abusive, or unsafe behaviour. Breach of these rules may result in ejection from the stadium without refund and, where applicable, a stadium ban.

6. AGE POLICY

Children under 16 years require an accompanying ticket-holding adult.

7. DATA PROCESSING IN CONNECTION WITH TICKETING

Personal data collected during the ticket purchase process (name, contact details, payment information) is processed by Platinumlist as an independent data controller for payment and fulfilment purposes, and may be shared with United FC for matchday attendance records and Fan CRM purposes, in accordance with our Privacy Policy.

8. CHANGES TO THESE TICKETING TERMS

United FC may update these Ticketing Terms from time to time, particularly to reflect changes in our ticketing partner's terms or UAE Pro League regulations. The version in effect at the time of your purchase will apply to that purchase.

9. GOVERNING LAW AND CONTACT

These Ticketing Terms are governed by the laws of the United Arab Emirates. For any ticketing enquiries, please contact info@utdfc.ae.