



**ST. JAMES' PARK TOURS:
GIFT VOUCHER TERMS**
NEWCASTLE UNITED FOOTBALL CLUB



The Newcastle United Tours Gift Voucher can be used to purchase tour tickets or packages at St. James' Park, Newcastle upon Tyne within the Gift Voucher validity period. Gift Voucher's should be redeemed via the Tours Team on 0191 201 8704, stadium.tours@nufc.co.uk and/or online at book.nufc.co.uk. All bookings made are subject to our Terms and Conditions which can be found [here](#).

1. Redemption

- 1.1 Newcastle United Football Company Limited is a company incorporated in England and Wales with the address of St James Park, Barrack Road, Newcastle upon Tyne, NE1 4ST (“**the Stadium**”).
- 1.2 The minimum gift/purchase sum required to activate a Newcastle United Tours Gift Voucher is GBP£8.
- 1.3 Tours Gift Vouchers may only be redeemed toward Tours of the Stadium which are booked directly with the Newcastle United Tours Team (and not through or via any affiliate, partner or 3rd party). Bookings must be made through our Tours Team, who are available on telephone number 0191 201 8704 or stadium.tours@nufc.co.uk.
- 1.4 The pin number on the Tours Gift Voucher will be required to redeem when booking Tours tickets via the Tours Team.
- 1.5 Any bookings made will be deducted from the redeemer's Gift Voucher balance. Any unused Gift Voucher balance will be held on account and can be used against a further booking. If the chosen booking exceeds the redeemer's Tour Gift Voucher balance, the remaining amount must be paid with another payment method (major credit or debit card) at the time of booking.
- 1.6 Newcastle United Tours Gift Vouchers are not redeemable for Box Office tickets, hospitality, or merchandise within the Club Shop or on www.nufc.co.uk.

2. Limitations

- 2.1 Gift Vouchers, including any unused Gift Voucher balances, shall expire 12 months from the date of issue. The Gift Voucher expiration date will be stated on the voucher and the voucher cannot be used or redeemed after that date.
- 2.2 Gift Vouchers may not be redeemed to make a booking through any affiliate partner site. Gift Vouchers cannot be used to purchase another gift voucher. Gift Vouchers cannot be resold, transferred for value or redeemed for cash.
- 2.3 Gift Vouchers cannot be refunded or exchanged for other denominated vouchers.
- 2.4 Newcastle United Football Company Limited, with or without notice, shall cancel the Gift Voucher and void the Gift Voucher balance if the purchase payment to the value of the Gift Voucher is not duly received from the purchaser's bank or card company. Further action may be taken where the fraudulent use of a credit card is suspected.
- 2.5 Vouchers cannot be sold to any third parties without Newcastle United's consent. If we do give our consent, then such consent shall be subject to any conditions which we impose. In any event you may not sell the Gift Vouchers through the internet without Newcastle United's express written consent, which you must obtain before making any such sale. We reserve the right at all times to refuse to permit any sale of Gift Vouchers by you to a third party.



3. Risk of Loss

- 3.1 The risk of loss and the title to the Gift Voucher pass to the purchaser upon our electronic or physical transmission of the Gift Voucher to the purchaser or chosen recipient. We are not responsible if any Gift Voucher is lost, stolen, destroyed or used without your permission.
- 3.2 Gift Vouchers cannot be replaced if lost, stolen or destroyed.

4. Cancellation of a booking made using a Gift Voucher

- 4.1 If you cancel or amend your booking, there may be a cancellation charge or amendment fee levied by Newcastle United (or other service provider). Please also refer to our [Tours Terms and Conditions](#).
- 4.2 Further details of cancellation policy are set out in our Tours Terms and conditions, which you can view by following the links provided.
- 4.3 Where a cancellation fee is applied by a 3rd party service provider, this will be deducted from the total amount you paid at the time of booking and any remaining balance will be returned back onto your Gift Voucher balance (and or your credit/ debit card if applicable) to be used again.
- 4.4 Where no cancellation fee is applied, the full value of your booking will be refunded back onto your Gift Voucher balance.

5. Refund of Gift Voucher

- 5.1 Where the Gift Voucher has been purchased remotely (for example, by telephone), the purchaser has **two weeks** (14 Days) from the date of purchase to request a cancellation and full refund for the Gift Voucher.
- 5.3 The Gift Voucher *recipient* cannot request a cash refund for the Gift Voucher at any time.

6. General

- 6.1 Newcastle United Football Company Ltd reserves the right to amend these terms and conditions and / or discontinue the voucher at any time. This does not affect your statutory rights.
- 6.2 The terms and conditions are subject to the exclusive jurisdiction of England & Wales.