



Membership Rules 2023/24

Kernow Spurs are required to adhere to the Supporters Club Terms & Conditions set out by Tottenham Hotspur. These can be found here

(<https://www.tottenhamhotspur.com/media/br5d1wwb/osc-tc-2022-23.pdf>).

All criteria must be met for a Supporters' Club to be officially recognised by Tottenham Hotspur Football Club.

General

1. The only official e-mail address in use by Kernow Spurs is kernowspurs@hotmail.com. Do not engage in any Kernow Spurs related activity with any other e-mail addresses.
2. The club reserves the right to amend these rules at regular intervals. All members will be notified when a change has been made.
3. All members will do everything they can to protect and enhance the good name of Tottenham Hotspur Football Club and Kernow Spurs. Any members transgressing this rule will be automatically expelled indefinitely.
4. By applying for membership, you are agreeing to protect the good name of Tottenham Hotspur Football Club and will abide by their club rules provided upon issue of a stadium ticket.
5. The committee of Kernow Spurs reserves the right to refuse existing membership renewal or new membership applications of certain individuals, if in the view of the committee their membership is not in the best interests of the club. Such a decision to refuse membership must be adopted in full by all committee members. Members will have a right to appeal any decision made against them.
6. Annual club membership fees will be agreed and set by the committee prior to the commencement of the membership period.
7. All persons requesting Kernow Spurs membership must have either a Season Ticket or active OneHotspur membership. They must all complete an application form via the Kernow Spurs website. We require an application per member, including U18s.
8. All members must either reside in Cornwall or have direct links to the County.
9. All U18 members must be accompanied or supervised by a responsible adult, over 18 years of age. This rule applies to both, matches at White Hart Lane or other Stadium and screenings at Public Houses.



Tickets

1. All ticket applications must be submitted via the above-mentioned e-mail address. We do not accept requests via social media, text message or phone calls.
2. Ticket distribution is at the discretion of THFC, not Kernow Spurs.
3. Match tickets obtained through Kernow Spurs are non-transferable. If a member is no longer able to attend a fixture, they must notify Kernow Spurs at the first opportunity. If any members attempt to sell their Supporters' Club ticket to persons outside the club, they will be automatically expelled indefinitely.
4. In the event Kernow Spurs are supplied with less tickets than requested, tickets will be distributed in accordance with our Loyalty Points (LP) scheme. For every match in which members use Kernow Spurs for Travel, they will be allocated ONE Loyalty Point. Tickets will be allocated to those with the highest number of LPs. This rule only applies where demand for tickets exceeds our allocation from THFC.
5. Distribution of any/all "Cup Tickets" or "Special Allocation Tickets" will be agreed by Membership Vote.
6. Upon successful application, tickets will be loaded on to Members' One Hotspur eTicketing Account. This is done by THFC directly. Kernow Spurs are unable to manage match tickets for members. Kernow Spurs will advertise the payment deadline for each fixture.

This deadline is determined by THFC and Kernow Spurs are unable to change/delay these dates.

It is the responsibility of each member to ensure payment before the deadline is made. Any member(s) who fail to pay before the deadline, will have their ticket removed from their account by THFC. This is irreversible.

7. All members are responsible for ensuring any/all match tickets have been applied to their digital match pass (Apple/Android Wallet) before each fixture for which they have applied. Members must also ensure they bring their Digital Pass/Print at Home ticket to each match. Kernow Spurs are unable to assist in the event of lost/forgotten tickets.



Travel

1. All members will be notified of any/all pick-up times no earlier than 2 days before each fixture.
2. All members must ensure they are at their designated pick-up point at least 10 minutes before the allotted pick-up time. If you suspect you are going to be late, you must notify the match day contact. Failure to do so will result in transportation leaving without you.
3. All members must return to the transportation by the time stated by the driver. Failure to do so will result in transportation leaving without you.
4. Kernow Spurs are only able to book 9-seater, 17-seater minibuses, and full coaches. All matches will have an advertised deadline for both ticket and travel applications. Guaranteed ticket and travel will be allocated to the first 9 members applying and confirming payment. If you request a ticket, but do not pay the travel fee, your request will not be honoured.

The next threshold for a 17-seater will be 13 members. A further threshold of 30 members will be required for a coach.

For example, should between 10 and 12 members apply for a match, tickets will be allocated to the first 9 applicants (who have confirmed payment), as numbers would not be sufficient for a 17-seater. Should between 18 and 29 members apply, tickets will be allocated to the first 17 members.

Tickets can still be supplied to the remaining members who miss out on travel, but Kernow Spurs will be unable to supply travel. You will be notified in advance.

Important

Any abuse aimed towards any committee members will not be tolerated and is liable to result in exclusion. This is a not-for-profit organisation and run, by volunteers, to ensure THFC Supporters in Cornwall have a cost-effective method of attending fixtures.

Any constructive suggestions to improve the "service" are welcomed. Abuse is not.