

1. About MatchdayPal

MatchdayPal is an independent football supporter platform operated by Joshua T. Miller ("J.T. Miller") in the United Kingdom ("MatchdayPal", "we", "us" or "our"). These Terms & Conditions ("Terms") govern your access to and use of the MatchdayPal website, web app, installable web app and related services.

MatchdayPal is designed to help adult football supporters connect around matches they are attending or following, make matchday plans, communicate with connections and record aspects of their matchday experience.

MatchdayPal is not an official club, league, competition, governing-body, ticketing, betting, score-commentary or emergency service. Unless expressly stated, MatchdayPal is not affiliated with or endorsed by those organisations.

2. Accepting These Terms

By creating an account, accessing MatchdayPal or continuing to use the service, you agree to these Terms and acknowledge our Privacy Policy and Cookie & Device Storage Policy.

If you do not agree to these Terms, you should not create an account or use MatchdayPal. If we make a material change to these Terms, we will take reasonable steps to bring the updated terms to users' attention.

3. Age Requirement - 18+ Only

MatchdayPal is for adults aged 18 or over only. During onboarding, supporters must confirm that they are at least 18. MatchdayPal does not currently collect a date of birth or perform independent age verification.

You must not create or use a MatchdayPal account if you are under 18. If we reasonably believe that an account is being used by someone under 18, we may restrict or close that account while we investigate or take appropriate action.

4. Your Account

You are responsible for providing accurate information where requested and for keeping your sign-in credentials and access to your email or third-party sign-in account secure.

Current sign-in methods may include email and password, Google and Apple. Availability of a sign-in method can change over time.

You must not impersonate another person, create an account for deceptive purposes, attempt to gain unauthorised access to another account, or share access in a way that creates a safety or security risk.

Username may be subject to technical validation and blocked-word rules. We may require a username to be changed where it is unlawful, abusive, misleading, impersonates another person or organisation, or creates a material safety risk.

5. Supporter Profiles and Discovery

Your MatchdayPal profile can include information such as your username, supported club, league, country, avatar or profile photo, attendance preferences and supporter interests.

Some profile information is used so other supporters can recognise and interact with you within MatchdayPal. Certain information may also be publicly visible if you deliberately enable a public supporter profile. You should only make information public that you are comfortable sharing.

Privacy and discovery controls may affect how your profile or activity is presented in MatchdayPal. Our handling of personal information is explained in the Privacy Policy.

6. Matchday Plans and Activity

MatchdayPal allows supporters to indicate whether they are going to or following fixtures and, where available, to share matchday plans such as Travelling Alone, Pre-Match Drink and Coffee Meet-Up.

Matchday plans are social features. Information you choose to share may be visible to other MatchdayPal supporters as indicated by the app and your available privacy settings.

Fixture schedules, kick-off times, scores and related football information can change. You should confirm important match information through an authoritative source before travelling or making purchases.

7. Connections and Direct Messaging

MatchdayPal can allow connected supporters to exchange direct messages. Messages are intended for lawful, respectful supporter-to-supporter communication.

You must not use messaging or other interaction features to harass, threaten, stalk, intimidate, exploit, scam, discriminate against, sexually harass, spam or otherwise harm another person. You must not send unlawful content or content that infringes another person's rights.

Blocking functionality may be available. Blocking is a personal safety and interaction control and does not necessarily delete historic data that MatchdayPal is lawfully required or entitled to retain.

Where push notifications are enabled, notifications may contain information about new messages. Consider whether notifications are appropriate on devices that other people can access.

8. Meeting Other Supporters and Personal Safety

MatchdayPal helps supporters make connections; it does not supervise, verify or guarantee the identity, intentions, behaviour or suitability of individual supporters.

You remain responsible for deciding whether, when and where to meet another supporter. Use ordinary personal-safety precautions, meet in public places, protect personal and financial information, and leave any situation that feels unsafe.

Never rely on MatchdayPal as an emergency service. If you or another person is in immediate danger, contact the appropriate emergency services.

9. User Content

User content can include usernames, profile or avatar images, matchday plans, direct messages, Matchday Memories, ratings and photos uploaded through available features.

You retain ownership of content you create or upload. You give MatchdayPal a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, process and display that content only to the extent reasonably necessary to operate, secure and provide the relevant MatchdayPal features, subject to our Privacy Policy.

You must have the rights and permissions necessary to upload your content. Do not upload content that is unlawful, infringes another person's rights, contains malicious material, or depicts another person in a way you do not have a lawful basis to share.

We may remove or restrict content, or restrict an account, where reasonably necessary to enforce these Terms, protect users, comply with law, protect the service or respond to valid rights complaints.

10. Matchday Memories

Where available to eligible MatchdayPal+ supporters, Matchday Memories can allow you to save a rating and optional photo relating to a completed match you marked as attended.

Matchday Memories are personal features and are not intended to serve as permanent archival storage. Retain your own copies of photographs or other material that is important to you.

11. MatchdayPal+

MatchdayPal+ is an optional paid upgrade that unlocks additional MatchdayPal functionality. At the effective date of these Terms, the displayed price is £2.39 as a one-time payment, not a recurring subscription.

The features included in MatchdayPal+ are those described to you at the point of purchase. We may improve, replace or discontinue individual features over time, subject to applicable consumer law.

Payments are processed through Stripe. MatchdayPal does not receive or store your full card details.

Your MatchdayPal+ entitlement is activated following confirmation of successful payment. You must not attempt to manipulate, bypass or fraudulently obtain a paid entitlement.

12. Cancellation, Refunds and Consumer Rights

Nothing in these Terms limits your statutory rights as a consumer.

Your cancellation and refund rights depend on the nature of the digital service or digital content supplied and the circumstances of the purchase. Where applicable law requires express consent to immediate supply and acknowledgement that a cancellation right will be lost, that right is only lost where the legal requirements have been satisfied.

If paid digital functionality is faulty, not as described or otherwise fails to meet applicable statutory requirements, you may have legal remedies depending on the circumstances.

For payment, cancellation or refund enquiries, contact hello@matchdaypal.co.uk.

13. Acceptable Use

You must not use MatchdayPal to:

- break the law or encourage unlawful activity;
- threaten, abuse, harass, discriminate against or deliberately endanger another person;
- impersonate another person, club, organisation or MatchdayPal representative;
- send spam, scams, fraudulent requests or deceptive commercial messages;
- distribute malware or attempt to compromise MatchdayPal, its infrastructure or another user's device or account;
- scrape, harvest or systematically collect supporter information without permission;
- interfere with or circumvent security or access controls except where the law expressly permits;
- use supporter information for unsolicited marketing or purposes unrelated to legitimate supporter interaction; or
- upload or share content you do not have the right to use.

14. Football, Clubs and Third-Party Services

MatchdayPal may link to or rely on third-party services, including authentication providers, payment providers, football-data services and external websites. Those services are operated independently

and may have their own terms and privacy policies.

A link to a third party, Community Partner or external service does not mean MatchdayPal guarantees that party, its products, services, availability or conduct.

15. Availability and Changes to MatchdayPal

We aim to keep MatchdayPal available and useful, but we do not promise uninterrupted or error-free access. Maintenance, security work, technical failures, third-party outages and changes to football data can affect availability.

We may modify the service to improve functionality, security, accessibility, compliance or sustainability. Where a change materially affects a paid feature or your legal rights, we will act consistently with applicable consumer law.

16. Intellectual Property

MatchdayPal branding, original interface designs, text, graphics, software and other material created for the service are owned by or licensed to the operator of MatchdayPal and are protected by applicable intellectual-property laws.

These Terms give you a personal, limited, non-exclusive and revocable right to use MatchdayPal for its intended purpose. They do not transfer ownership of MatchdayPal intellectual property to you.

Football club names, competition names and third-party marks belong to their respective owners. MatchdayPal's use of club colours or references does not by itself imply official affiliation, endorsement or licensing.

17. Suspension and Account Closure

You can stop using MatchdayPal at any time and may use available account-deletion functionality.

We may temporarily restrict, suspend or close an account where we reasonably believe this is necessary because of a serious or repeated breach of these Terms, fraud, security risk, unlawful conduct, risk to other supporters, or a legal requirement.

We may preserve information where retention is required or permitted by law, including records relevant to payments, disputes, fraud prevention, safety or legal obligations.

18. Liability

We do not exclude or limit liability where doing so would be unlawful. Nothing in these Terms excludes or restricts liability that cannot legally be excluded, or your statutory consumer rights.

MatchdayPal is a supporter-connection platform. We are not responsible for decisions you make about attending matches, travel, venues, purchases or meeting other supporters, except to the extent responsibility arises from something MatchdayPal itself has done or failed to do and the law does not permit that responsibility to be excluded.

We are not responsible for losses caused solely by events outside our reasonable control, but this does not affect rights or remedies you have under applicable law.

19. Privacy and Device Storage

Our Privacy Policy explains how MatchdayPal collects and uses personal information. Our Cookie & Device Storage Policy explains the browser and device storage technologies used by the service. These documents should be read alongside these Terms.

20. Complaints and Contact

For general support, complaints, MatchdayPal+ enquiries or questions about these Terms, contact hello@matchdaypal.co.uk.

Commercial and Community Partnership enquiries can be sent to commercial@matchdaypal.co.uk.

21. Governing Law

These Terms are governed by the laws applicable in the part of the United Kingdom in which you live, to the extent mandatory consumer law requires. If you are a consumer resident in the United Kingdom, you can bring proceedings in the courts that have jurisdiction under applicable UK law.

If you access MatchdayPal from outside the United Kingdom, local mandatory laws may also apply.

22. General

If any part of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply so far as legally possible.

If we do not enforce a provision immediately, that does not mean we permanently waive the right to enforce it.

These Terms, together with the policies expressly referred to in them and any specific terms shown at the point of a paid transaction, form the relevant agreement between you and MatchdayPal regarding use of the service.

Document Status

Version 1.0 - Effective 24 September 2026.

Legal review: This document is an operational draft based on the current MatchdayPal implementation and should not be treated as a substitute for advice from a qualified solicitor on your specific circumstances.