

Membership Terms & Conditions

My Wolves*, Dribblers*, Young Wolves* & #WolfPack* Membership Scheme

EXCLUDES SEASON TICKET HOLDERS

By purchasing My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership, you are deemed to have accepted and agree to be bound by these Terms and Conditions of use. Use of a smartcard to gain entry into the stadium is subject to the Club's ground regulations, which are displayed at turnstiles or can be viewed online at wolves.co.uk. By using a smartcard to enter the stadium you are deemed to have accepted and agreed to be bound by the Club's ground regulations. Use of the smartcard when making purchases is subject to the terms and conditions of purchase applicable to that item, which can be requested prior to completing the purchase.

Overall Terms & Conditions

1. My Wolves* membership is valid for persons aged 17 or over. Dribblers* is valid for 0 – 3 year olds, Young Wolves* is valid for 4-11 year olds and #WolfPack is valid for 12 – 16 year olds.
2. Subject to condition 1, season ticket holders & TPS members shall be automatically enrolled to My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership schemes and their membership shall automatically be activated on their My Molineux smartcards.
3. Enrolment to My Wolves*, Young Wolves*, or #WolfPack* membership scheme for all other supporters is subject to a £20.00 annual membership fee. Enrolment to Dribblers* is subject to a £12 annual membership fee.
4. My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership commences once the membership fee has been paid and received by the Club in cleared funds. Therefore, if paying by cheque, once the cheque has cleared.
5. My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership expires on 30th June each year regardless of the date of joining.
6. Membership is non-transferable and can only be used by the named individual as shown on the front of the card.
7. If a member changes their postal address or email address registered with their membership, they must notify the Club's Ticket Office in writing of the change or at www.wolves.co.uk or email the Club at ticketoffice@wolves.co.uk as soon as reasonably practicable.
8. If a membership is cancelled, subject to their statutory rights, their membership fee will not be refunded. All unused credit on the card will be invalidated from 2 weeks after the date of cancellation and their My Molineux smartcard or My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership on their My Molineux smartcard deactivated.
9. Lost, stolen, misplaced or damaged My Molineux smartcards should be reported to the Club's Ticket Office immediately. The Club shall then de-register the lost, stolen, misplaced or damaged smartcard and, if requested by the member and subject to condition 10 and 11, re-issue the member with a replacement card.
10. Replacement of a lost, stolen misplaced or damaged My Molineux smartcard will incur a replacement fee of £10 which is strictly non-refundable and the replacement card will only be issued in the name of the original member.
11. The Club is not liable, at any point, for any Ticket Cash* or Merchandise Cash which is fraudulently redeemed between the card being stolen or lost and then subsequently reported to the Ticket Office as being stolen or lost.
12. The Club reserves the right to run membership joining incentive schemes from time to time without liability to existing members.
13. The Club reserves the right to change or amend these Terms and Conditions at any time on giving the members 30 days' prior written notice using the contact details supplied by each member.
14. By opting in for automatic renewal, your membership will be renewed on an automatic basis annually following advice in writing with regard to the renewal price and date. If you do not wish to proceed with automatic renewal for an upcoming membership year, you must opt out before 31st May by contacting the Ticket Office.
15. If you wish to purchase a season ticket we will refund your membership if purchased within 60 days, contact the Ticket Office if you require a refund. If after the 60 days there will be no refund but you can nominate somebody else to have the membership.
16. Upon becoming a My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* member, supporters will be awarded 100 loyalty points, which means that they will qualify for home and away match ticket purchase opportunities ahead of non-members in line with the Club's loyalty scheme. An additional 10 loyalty points shall be awarded for every non-returned home or away league or cup match ticket purchased using the member's own unique supporter number. For more information regarding the Club's loyalty scheme, please refer to the Club's website wolves.co.uk or request additional information from the Ticket Office.
17. All supporters paying a £20.00 or £12 enrolment fee (i.e. non STH's) will be rewarded with Ticket Cash* when purchasing home League match tickets using qualifying supporter numbers. Ticket Cash* can only be earned on the purchase of a single ticket for each home fixture.
18. The Ticket Cash* will then be held 'on account' until such time as the member wishes to redeem their Ticket Cash* or their membership is terminated or expires. Ticket Cash* earned through ticket purchases can only be spent on home League match ticket purchases and will only become valid once the match that has accrued the Ticket Cash* has been played.
19. Ticket Cash* is calculated at a minimum of 10% of qualifying spend for League match ticket fixtures. For example, a ticket purchased for £25 will earn a minimum of £2.50 of Ticket Cash*. The amount of Ticket Cash* awarded may vary by league match but will be at least 10% of qualifying spend as detailed above.
20. Members can redeem the accrued Ticket Cash* of friends and family who are listed on their friend and family supporter registration in order to purchase home match tickets for them. This can be done either online or via the Club's ticket office.
21. Ticket Cash* can be used in full as either part payment or full payment for home league match tickets. Any subsequent refund of tickets will result in any Ticket Cash* originally used as payment for that ticket being reinstated. For the avoidance of doubt, refunds in actual currency will not be given for any proportion of tickets purchased using Ticket Cash*.
22. Any proportion of a ticket purchased using Ticket Cash* will not earn further Ticket Cash*. For example a £25 ticket that was paid for using £10 of Ticket Cash* and £15 on a credit card will entitle the member to £1.50 of Ticket Cash* for the credit card payment element.
23. Purchasing of tickets using a credit/debit card will incur a booking fee of £1.50 per ticket, the only exception being if the ticket has been paid for by Ticket Cash* in its entirety or if the ticket is booked online with "card upload" option selected as delivery method. Ticket Cash* is not earned on the booking fee element of any purchase.
24. Members can find out their Ticket Cash* balance at any time by visiting wolves.co.uk, viewing their emailed monthly statement or asking one of Wolves' Ticket Office staff.
25. To earn Ticket Cash*, a member must present their My Molineux (activated for the My Wolves, Young Wolves* scheme) smartcard or provide their supporter number and /or contact details at the point of purchase.
26. In the event of a home play off leg accrued ticket cash can be redeemed but not earned.

