

# Season Ticket Terms & Conditions

## Season 2011/12



1. The following conditions of issue are accepted once payment of your season ticket has been processed. Therefore once the initial transaction has been processed this will be considered to constitute acceptance of the conditions.
2. The season ticket admits the holder to 19 Barclays Premier League games at Molineux and subject to availability, all home reserve matches (if applicable).
3. The season ticket is not transferable and can only be used by the named individual as shown on the front of the MyMolineux Smartcard, not withstanding the 'Conditions of Sale of Club Tickets' – details of which can be found on [www.wolves.co.uk](http://www.wolves.co.uk)
4. Dates of fixtures and kick-off times are subject to change during the course of the season and no refunds will be made as a consequence of such change.
5. Under no circumstances will refunds be made on any unattended fixtures, or if the season ticket itself is no longer required for whatever reason. Admission can only be obtained by using the MyMolineux Smartcard at the turnstile.
6. Admission to certain sections of the stadium will be at the discretion of the Club for matches other than First Team League games.
7. The Club cannot accept any responsibility whatsoever for tickets lost or destroyed. Upon writing to the Customer Services Department explaining the circumstances surrounding the loss, a strictly non-refundable charge of £10 will be made for the replacement of a MyMolineux Smartcard.
8. All correspondence should be marked with your stand, row and seat number along with your supporter number which can be found on the face of your MyMolineux Smartcard.
9. It is important that changes of address should be notified in writing to the ticket office either via email – [ticketoffice@wolves.co.uk](mailto:ticketoffice@wolves.co.uk) or in person at the ticket office itself.
10. For League matches season ticket holders in the Jack Harris Stand with seat numbers 53 or lower will on occasions, when the visiting supporters need to be located in this area, have to occupy a seat in the Steve Bull lower tier. Please note there may also be occasions when the Steve Bull lower tier is used for specific ticket promotions, in such instances season ticket holders will be offered the choice of alternative seating in another stand.
11. It is possible on certain occasions in order to comply with Cup competition rules, that a season ticket holder's current seat may not be available for purchase. However, on such occasions the season ticket holder will have the opportunity to purchase an alternative seat, at the relevant price applicable for that location.
12. A season ticket holder's request to seat move to another area of the stadium for an individual game can be permitted by contacting the ticket office, subject to availability. A move to a more expensive area of the stadium will incur a charge equivalent to the matchday price differential. A move to a less expensive area does not provide a refund. Requests must be made at least 72 hours prior to the fixture.
13. Junior/senior citizen season ticket holders wishing to upgrade to an adult ticket may do so at the Club's discretion by contacting the ticket office. The price differential will be charged and a limited number of 5 upgrades will be permitted per season ticket holder, per season. The exception to this is the Family Enclosure where no upgrades are permitted for under 12's or under 17's.
14. The Club reserves the right to run reduced priced matchday ticket promotions for selected matches throughout the season without liability to season ticket holders.
15. Supporters who forget their MyMolineux Smartcard on a matchday will need to report to the ticket office where they will receive a replacement ticket for their seat once it has been verified that their MyMolineux Smartcard has not been used.
16. Junior or senior citizen season ticket holders should bring proof of age to each match, as checks on eligibility will be performed at the turnstiles.
17. The purchase of an adult season ticket in the Family Enclosure is subject to the purchase of a junior season ticket. A minimum of 1 junior season ticket must be purchased per 2 adult/senior citizen season tickets.
18. To qualify for a junior ticket you must be under 12 or under 17 on the 1st August 2011. To qualify as a senior citizen you must be aged 65 or over on 1st August 2011. Applying as either concession for the first time will require proof of age. The purchase of an under 12 junior season ticket/s must be in conjunction with the purchase of an adult/senior season ticket.
19. The Club reserves the right to relocate a season ticket holder's seat if necessary, in order to comply with the Ground Safety Certificate, where possible advance warning in writing will be given.
20. A season ticket holder has the right to re-subscribe for a seat at Molineux but it may not always be possible to provide a renewal of their current seat.
21. Entry to the ground shall constitute acceptance of the Ground Regulations which are displayed at each turnstile block and can also be found on [www.wolves.co.uk](http://www.wolves.co.uk)
22. Persistent standing at all home matches is a breach of the conditions of the Ground Regulations. Offenders can be removed from the ground, and their season ticket withdrawn without any refund, except in circumstances where the Club has been able to resell the seat.
23. Molineux is a no smoking venue.
24. Please note that photographers will be present at various games throughout the season and some crowd photographs may be used for media purposes. If you have any concerns or would like to discuss this further, please contact the Marketing Department.
25. CCTV is employed and operated within the stadium for the control and safety of all spectators.
26. Disabled season ticket holders who request wheelchair access must be largely dependent on a wheelchair for mobility purposes or not capable of walking the distance that is required to reasonably and safely access any other part of the stadium.
27. Disabled season ticket holders who have requested a helper ticket must be accompanied by a person who is capable of supporting their needs in the event of an emergency. For this reason the Club strongly recommends that a person is 17 years of age or over and not be infirm. Any exception to this must be notified to the Club and appropriate arrangements for their safety will be made. Any refusals will only be on the grounds of a possible contravention of the Health and Safety legislation.
28. A disabled helper season ticket must only be used in conjunction with the disabled season ticket itself. Therefore if the helper wishes to attend independently, they must first contact the ticket office in order to pay the relevant admission fee.
29. 10% discount in Sir Jack's Restaurant on food only, excluding bookings on promotional days and bank holidays.
30. The Club cannot be held responsible for any applications lost in the post.