



Ticket Priority Scheme (TPS)

Season 2011/12

Frequently Asked Questions

What is the Ticket Priority Scheme?

The Ticket Priority Scheme (TPS) is a really convenient way of guaranteeing your attendance at seven Barclays Premier League home games during season 2011/12, with your seat being processed and automatically uploaded to your MyMolineux Smartcard before they are released for sale. There will be three different TPS groups and each group will include six different opponents, however ALL members are guaranteed a ticket for the seventh bonus home fixture versus West Bromwich Albion.

The TPS membership joining fee is £50 for adults and £25 for concessions (seniors aged 65 & over, full time students in receipt of a NUS extra card, juniors under 17 and under 12). Please note you will additionally be charged the relevant admission price based on the price category and band for the allocated stand for each match in your selected group. Another benefit of joining the TPS is the allocation of 100 loyalty points.

How will the TPS work?

The TPS is simple and really convenient. The TPS joining fee is payable at the time of enrolment and once supporters have successfully joined one of the three TPS groups there will be no need to contact the ticket office to request match tickets for the nominated games within the relevant TPS group.

Supporters must indicate their order of preference for TPS 1, TPS 2 or TPS 3 on the application form, we will then allocate a TPS group based on this preference – once a TPS group becomes oversubscribed the next preference will be considered, but regardless of the TPS group choice every member will be guaranteed to attend the West Bromwich Albion home fixture.

Approximately 19 days prior to each nominated TPS fixture within the designated group and subject to the successful collection of payment, access will be uploaded to the MyMolineux Smartcard, enabling the member to attend the relevant game.

When joining the TPS, the member will be required to provide credit or debit card details from which payment (including booking fee) will be automatically taken before each match.

To clarify, it is only once we have successfully collected payment that access to the specified game will be uploaded to the MyMolineux Smartcard. Therefore it is imperative that the ticket office is notified of any change to the credit or debit card details because if payment cannot be processed the ticket upload cannot be successfully completed and the member will forfeit their chance to attend that particular match. Similarly, members must inform the ticket office of any changes to contact details.

If, once the ticket upload has been activated, the member is then unable to attend the fixture, it is their responsibility to contact the ticket office either by telephone, email, post or in person to authorise the ticket upload to be cancelled – please note this must be done no later than 48 hours prior to the fixture in order for a refund to be processed, only the admission price will be refunded, the booking fee is non-refundable. Supporters who have decided they can no longer attend a game cannot exchange to a fixture listed within another group.

Closing date for TPS applications

5pm, Friday 22nd July 2011

TicketLine: 0871 222 1877

What matches are included in the TPS?

Each TPS group includes a good cross section of games and these have been selected based on opponents as well as current fixture dates, which are subject to change, in order to distribute the games over the season.

The TPS groups and nominated matches are as follows:

Barclays Premier League - Season 2011/12 Ticket Priority Scheme Groups

TPS 1		TPS 2		TPS 3	
Fulham	20/8/11	Spurs	10/9/11	QPR	17/9/11
Newcastle Utd	1/10/11	Swansea City	22/10/11	Wigan Athletic	5/11/11
Stoke	17/12/11	Sunderland	3/12/11	Norwich City	20/12/11
Chelsea	2/1/12	Aston Villa	21/1/12	Liverpool	31/1/12
W Bromwich Albion	11/2/12	W Bromwich Albion	11/2/12	W Bromwich Albion	11/2/12
Blackburn	10/3/12	Manchester Utd	17/3/12	Bolton Wanderers	31/3/12
Arsenal	09/4/12	Everton	5/5/12	Manchester City	21/4/12

What is the alternative to joining the TPS?

The alternative to joining the TPS is to try and book tickets as and when you wish to attend a game once they are released for sale and it is likely that availability will be based on loyalty points for some games. However, included in the three TPS groups are a selection of very high profile games, therefore demand for tickets will inevitably be high.

How do I ensure I get tickets with my friends or family?

In order to request seating together supporters must indicate the same group & stand preference. Requests can only be processed if all applications are sent together in the same envelope. Each supporter will need to fill in an individual application form and must specify on the form that the application is to be linked to another person joining the TPS. In this instance, supporters must name the person(s) to whom the application should be linked and they likewise must do the same. Please remember, most importantly of all, these application forms must be sent together in the same envelope.

How will I know that you've safely received my TPS application?

A confirmation letter will be sent to all TPS applicants sometime after the closing date of 5pm, Friday 22nd July 2011 confirming TPS group and seat details along with a personalised MyMolineux Smartcard. However in the meantime members can check their bank or credit card accounts to see whether the TPS joining fee has been debited.

Closing date for TPS applications

5pm, Friday 22nd July 2011

TicketLine: 0871 222 1877

Where will I be seated?

All applicants will have their stand request taken into account and will be allocated a dedicated seat for each fixture they attend within their match groupings (exception WBA). The seat will be confirmed within the confirmation letter but since match tickets will not be issued ahead of each fixture it is important that we obtain either an email address or mobile number which will be used to send a seat reminder within 24 hours of the fixture taking place. An alternative seat will be allocated for the West Bromwich Albion home fixture as all members will be attending – therefore, the importance of ensuring contact information is provided is imperative.

The price table below reflects a two band price structure. TPS availability is restricted to the stands listed below. The relevant price will be applied at the time – in some cases banding has been decided however in all cases it will have been determined at least 6 weeks prior to each game.

Barclays Premier League - Season 2011/12 Match Ticket Prices

Stand	Billy Wright Upper		Wolves Community Trust (uncovered)	
Category	A	B	A	B
Adult	£40	£30	£30	£20
65 & Over / Student ¹	£28	£18	£20	£10
Junior: U17	£20	£15	£12	£8
Junior: U12 ²	£17	£12	£10	£5

¹ Subject to verification of full time student status upon production of a valid NUS Extra Card

² Must be accompanied by an adult/senior

Please note a booking fee of £1.50 will be applied per ticket processed.

Access will be uploaded at least 19 days prior the relevant fixture. Supporters can check online whether their seat upload has been completed or can contact the Ticket Office by calling 0871 222 1877. Should payment not have been deducted a week before the fixture then the member must contact the ticket office.

How do I join the TPS?

To join the TPS simply complete the enclosed application form IN BLOCK CAPITALS and send with your payment details to The Ticket Office, Wolverhampton Wanderers FC, Molineux Stadium, Wolverhampton, WV1 4QR by the closing date of 5pm, Friday 22nd July 2011. Unfortunately we are unable to process TPS applications over the telephone.

Ticket Priority Scheme (TPS) Terms & Conditions

Season 2011/12

The following conditions of issue are accepted upon receipt of a signed TPS application form.

1. By becoming a member of any of the Ticket Priority Schemes (TPS 1, TPS 2 or TPS 3), the Club will provide the member with automated access on their MyMolineux Smartcard for the nominated matches held at Molineux during the 2011/12 season, subject to the successful collection of payment from the credit/debit card provided by the member. The relevant admission price and standard booking fee will apply on each occasion.
2. Please note the TPS does not provide any booking priority for away or Cup matches.
3. Dates of fixtures and kick-off times are subject to change during the course of the season.
4. It is not possible to 'opt out' of a match if the member is aware in advance that they will not be able to attend a specific game(s) within their nominated group. In such cases the member will need to wait until they are aware that the upload has been successful and then they must contact the ticket office to process a cancellation within the specified timescales. The ticket office must be notified no later than 48 hours prior to the relevant match in order for their request to be actioned. A refund will be issued equivalent to the relevant admission price, however under no circumstances can the booking fee be refunded.
5. The member cannot be guaranteed an alternative fixture if they are unable to attend any of the nominated games within their TPS group.
6. Members must inform the ticket office if credit/debit card details change. In the event of a payment not being authorised, a card being declined or expired the ticket office will contact the member in writing or email. It is the responsibility of the member to act upon the correspondence, because if payment cannot be processed, access cannot be uploaded to your MyMolineux Smartcard and therefore members will forfeit their chance to attend that match.
7. The TPS joining fee of £50 adults or £25 concessions is dependant on the age of the applicant on 1st August 2011. Therefore the concessionary joining fee is available to juniors under 12 or under 17 on 1st August 2011, seniors aged 65 or over on 1st August 2011 or full time students upon production of a valid NUS Extra Card confirming their full time student status for academic year 2011/12, evidence of this must accompany the application form. If during the course of the season the student eligibility changes the ticket office must be informed immediately. The relevant match ticket price (plus booking fee) will be applied throughout the season depending on age/status.
8. Junior, senior citizen or student TPS members should bring proof of age/student ID to each match, as checks on eligibility will be performed at the turnstiles.
9. The Club reserves the right to withdraw and cancel membership to the TPS in the event of the holder being found involved in any incident of misconduct surrounding any football match, without refund of the joining fee.
10. If the membership is to be cancelled at any point during the season for whatever reason, under no circumstances will the TPS joining fee be refunded. Please note TPS membership is non transferable, this relates to the use of the MyMolineux Smartcard.
11. Admission can only be gained by producing an uploaded MyMolineux Smartcard at the turnstiles.
12. The Club cannot accept any responsibility whatsoever for MyMolineux Smartcards being lost or destroyed. For lost MyMolineux Smartcards, members must contact the ticket office in order to establish whether a replacement card can be issued – please note there is a replacement fee of £10
13. If a TPS member forgets their MyMolineux Smartcard on matchday they must report to the ticket office as checks will be conducted in order to determine whether entry to the ground will be permitted.
14. It is imperative that members provide an email address or mobile telephone number as they will then receive a notification before each match as a reminder of the seat they should occupy. The ticket office must be notified of any changes to a members personal details – i.e. email address, home address or mobile number.
15. The Club cannot be held responsible for any applications lost in the post.