



Ticket Priority Scheme (TPS)

Season 2009/10

Frequently Asked Questions

What is the Ticket Priority Scheme?

The Ticket Priority Scheme (TPS) is a really convenient way of guaranteeing your seat for 6 or 7 Barclays Premier League home games during season 2009/10 with tickets being processed and posted* before they are released for sale. There will be 3 different TPS groups with different opponents for each.

The cost of membership is £50 for adults and £25 concessions (senior citizens, full time students, juniors under 17 and under 12). Please note the relevant match ticket price will be applied for every ticket processed based on the price category and band for the allocated stand. Another unique 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 3 TPS schemes then there will not be a need to apply for match tickets for the nominated games within their scheme.

Supporters must indicate their order of preference for TPS 1, TPS 2 or TPS 3 on the application form, we will then allocate a scheme based on this preference – once a scheme becomes oversubscribed the next preference will be considered.

Approximately 19 days before each TPS match, members will automatically receive their ticket by post*. When joining the TPS, the member will be required to provide credit or debit card details from which payment (ticket price plus booking fee) will be automatically taken before each match.

Once payment has been processed the ticket will be posted* to the member. Please inform the ticket office if credit or debit card details change because if payment cannot be processed tickets will not be despatched and the member will forfeit their chance to attend that match. Similarly, please inform the ticket office of any change of address, as the Club cannot be responsible for any match tickets lost in the post.

If, upon receiving the ticket, the member is unable to attend the fixture, then it is their responsibility to return unwanted tickets to the ticket office a minimum of seven days prior to the fixture in order to obtain a refund. Please note only the face value of the ticket will be refunded, the booking fee is non-refundable. Returned tickets will be re-allocated to another supporter. The member cannot request tickets for an alternative fixture if they are unable to attend any of the nominated TPS games or if tickets are returned for refund.

Closing date for TPS applications

5pm, Friday 17th July 2009

TicketLine: 0871 222 1877

What matches are included in the TPS?

The TPS games for each scheme cover a good cross section of games and have been selected based on opponents not fixture dates as this information is yet to be released.

The TPS groups and nominated matches are as follows:

Barclays Premier League - Season 2009/10 Ticket Priority Scheme Groups

TPS 1	TPS 2	TPS 3
Chelsea Aston Villa Tottenham Hotspur Bolton Wanderers Sunderland Manchester City	Manchester United Birmingham City Everton Blackburn Rovers Fulham Portsmouth	Liverpool Arsenal Stoke City West Ham United Wigan Athletic Burnley Hull City

What is the alternative to joining the TPS?

If you choose not to join the TPS, then tickets will be released for sale based on loyalty points and you can therefore apply based on your points total. However, included in the 3 TPS schemes 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?

Firstly, you must all indicate the same order of preference for the schemes, in order to guarantee that friends and family obtain seats together for the allocated scheme, supporters must apply together by attaching completed TPS application forms, and posting them to the Club 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!

Please note that the maximum number of applicants who can sit together will be limited to 4 people only. We will not be able to process joint applications of more than 4 people but we will endeavour to seat the 4 members together for matches although this may not always be possible. All tickets will be posted to individual TPS members regardless of whether they have applied to sit together.

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

A confirmation letter will be sent to all successful TPS applicants sometime after the closing date of 5pm, Friday 17th July 2009, detailing which scheme they have been allocated. Until receipt of your confirmation letter, you can check your bank or credit card accounts to see whether the TPS membership fee has been debited.

We would be grateful if supporters could be patient with us and wait to receive our acknowledgement of applications before contacting us again about your form.

When will I receive my tickets for each match and where will I be seated?

Upon receipt of a TPS application form, the member will be allocated a seat which will be provided for the first and subsequent matches, however there may be occasions when an alternative seat is issued - as determined by the Club. Please note seating is not available for the Family Enclosure, Stan Cullis or Jack Harris stands. It is not possible for members to request tickets for a particular seat, however you can indicate a stand preference based on the information below and we will endeavor to meet your request. Please refer to the table below for stand availability and relevant match ticket pricing for season 2009/10 which reflects a 2 band price structure. The relevant price will be applied depending on opponents - banding will be decided approximately 4 weeks prior to each game.

Barclays Premier League - Season 2009/10 Match Ticket Prices

Stand	Billy Wright Upper		Steve Bull Upper		South West Corner	
Category	A	B	A	B	A	B
Adult	£40	£30	£38	£28	£30	£20
65 & Over / Student ¹	£28	£18	£25	£15	£20	£10
Junior: U17	£20	£15	£17	£12	£12	£8
Junior: U12 ²	£17	£12	£15	£10	£10	£5

¹Subject to verification of full time student status

²Must be accompanied by an adult/senior

Please note a booking fee of £1.25 will be applied per ticket processed.

Tickets will be posted* at least 19 days prior the relevant fixture. If a member has not received their ticket for the match at least seven days prior to the fixture, but payment has been deducted from their credit/debit card, then the member must contact the ticket office on 0871 222 1877.

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 17th July 2009.

Unfortunately we are unable to process TPS applications in person at the ticket office or over the telephone, however you can deposit your written renewal form with a member of staff at the ticket office.

*Except for students - see terms and conditions overleaf

Closing date for TPS applications
5pm, Friday 17th July 2009
TicketLine: **0871 222 1877**

Ticket Priority Scheme (TPS) Terms & Conditions

Season 2009/10

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 Scheme (TPS 1, TPS2 or TPS 3), the Club will provide the member with a ticket for the nominated matches held at Molineux during the 2009/10 season, subject to the successful collection of payment from the credit/debit card provided by the member. The relevant ticket price and standard booking fee will apply.
2. Please note it 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 receiving tickets for any of the nominated games if the supporter is aware in advance that they will not be able to attend. In such cases the supporter will need to wait until tickets are received in the post and then ensure they are returned within the specified timescales. Unwanted tickets are refundable if returned to the ticket office no later than 7 days prior to the relevant match. A refund will be issued equivalent to the face value of the ticket, please note that under no circumstances will the booking fee be refunded.
5. Any unwanted tickets returned later than 7 days prior to the match will not be refunded under any circumstances for whatever reason.
6. The member cannot request tickets for an alternative fixture if they are unable to attend any of the nominated TPS games nominated within their allocated scheme (TPS 1, TPS 2 or TPS 3), or if tickets are returned for refund.
7. 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. It is the responsibility of the member to act upon the correspondence, because if payment cannot be processed, tickets will not be despatched and members will forfeit their chance to attend that match.
8. The TPS joining fee of £50 adults or £25 concessions is dependant on the age of the applicant on 1st August 2009. Therefore the concessionary joining fee is available to juniors under 12 or under 17 on 1st August 2009, seniors aged 65 or over on 1st August 2009 or full time students having provided valid ID and verification of their full time student status for academic year 2009/10. If during the course of the season your eligibility changes you must inform the ticket office immediately. The relevant match ticket price (plus booking fee) will be applied throughout the season depending on age/status.
9. 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.
10. Student TPS members will be required to collect their ticket for each game and provide proof of their continued student status upon collection. If the student is not able to attend any of the nominated games they must notify the ticket office at least 7 days prior to the fixture in order for the ticket to be cancelled and removed from collection. This cannot be done in advance of the ticket being processed – please refer to point 4 above.
11. 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 membership fee.
12. 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 membership itself as well as match tickets issued. Therefore under no circumstance can tickets issued under the TPS scheme be upgraded or downgraded.
13. Admission can only be gained by producing the relevant match ticket to the turnstile operator for each match.
14. The Club cannot accept any responsibility whatsoever for tickets lost or destroyed. For lost tickets, please contact the ticket office; however replacement tickets cannot be guaranteed.
15. If a TPS member forgets their ticket on match day they will not be allowed admission.
16. A TPS member cannot move to another area of the ground as seating is provided on an allocated basis.
17. A maximum of 4 TPS applicants can apply to be linked together as a group. Although we will endeavor to seat parties together, it may not always be possible.
18. Any changes of address must be notified in writing to the ticket office well in advance of any house move. The Club cannot accept responsibility for any tickets which go astray, especially not as a result of a change of address.
19. The Club cannot be held responsible for any applications lost in the post.



Wolverhampton Wanderers FC - Season 2009/10 Ticket Priority Scheme (TPS) – New Applicant Form



To apply for the Ticket Priority Scheme for season 2009/10, please complete and return this form to the ticket office. Please note the closing date for TPS applications is **5pm, Friday 17th July 2009.**

Preferred TPS Scheme

Please indicate your preference of TPS scheme by inserting TPS 1, TPS 2 and TPS 3 in the choices opposite – please note you must complete all 3 choices.

First Choice

Second Choice

Third Choice

Personal Details

Name		Supporter no	
Address & Postcode		Daytime tel no	
		Evening tel no	
		Mobile tel no	
Date of birth	<small>*Please note this is a compulsory field</small>	Email address	
Category of membership - please tick	Adult £50	Concession £25 (senior, FT student, junior U12 & U17)	
Category of ticket - please tick	Adult	Senior/Student (F/T)	Junior Under 17
			Junior Under 12

Preferred Stand

Please indicate your preference of stand by inserting Billy Wright Upper, Steve Bull Upper and South West Corner in the choices opposite – please note you must complete all 3 choices.

First Choice

Second Choice

Third Choice

Would you like your application to be linked with another supporter – i.e. seated together. Remember they must indicate the same preference of scheme and stand above.

Yes

No

If yes – please provide the name(s) of the supporter(s) you wish to be seated with (a maximum of 4 supporters in one group). Please note each supporter you name below must complete a TPS application form. All forms must be sent together in the same envelope.

1		2	
3			

For Office Use Only

Date received		Date processed	
Seat details		Operator initials	

Payment Details

The information you provide on this form will be used to process the booking. By completing and returning this form you agree to the terms & conditions enclosed and have read and understood the Privacy Policy overleaf.

Applicant's signature	Date
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I wish to join the TPS for season 2009/10. Please debit the card detailed below for the joining fee (£50/25 as indicated above) along with the relevant match ticket price for each nominated TPS game. Please note a booking fee will be applied per match ticket processed. Please note the joining fee is charged at the time of enrolment.

Cardholder's name	Cardholder's signature
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Cardholder's full name & address (including postcode) if different from above

Credit/Debit card no.	
Valid from	Expiry date
Last 3 security digits on reverse of card	Start Date/ Issue no (if switch)



Wolverhampton Wanderers Football Club Our Privacy Commitment To You

Trust Us

Wolverhampton Wanderers FC will do nothing with your personal data that you would not anticipate from a privacy conscious company with a contact strategy founded on permission based marketing.

How we use your data

We will use the information you provide us, or we have garnered from web-based technology, for administration, marketing, customer services and profiling your purchasing preferences. We will disclose your information to our service providers and agents for these purposes and if compelled to do so law enforcement agencies. We may keep your information for a reasonable period to contact you about our services, offers and promotions.

How we share your data

We will share your information with organisations who are our business partners. They may contact you by mail, telephone, SMS, fax or e-mail to let you know about any goods, services or promotions i.e. Season ticket discount offers and other discount offers from our business partners.

Your consent

By providing this information you consent to our processing your sensitive personal data for the above purposes. To make sure we follow your instructions correctly and to improve our service to you through training of our staff, we may monitor or record communications. When you give us information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data, including sensitive personal data and to receive on their behalf any data protection notices.

Your rights

If you wish to exclude yourself from receiving either Wolves related offers (i.e. season ticket discounts, kit promotions) or information from third parties/ our business partners you can do so by sending an email to data@wolves.co.uk or writing to the Data Controller, Wolverhampton Wanderers Football Club, Molineux Stadium, Waterloo Road, Wolverhampton, West Midlands, WV1 4QR