



Early Bird Offer

Season 2010/11



Frequently Asked Questions

What are the benefits of being a season ticket holder?

As an existing season ticket holder you will receive the following benefits when you renew for season 2010/11:

- **A guaranteed seat** for 19 Barclays Premier League or 23 Coca-Cola Football League Championship matches played at Molineux
- **Great savings!** The Early Bird offer guarantees you the cheapest way to support Wolves as a season ticket holder next season, regardless of divisional status – see price table below
- **Entry to Wolves Loyalty Scheme** and the allocation of 1,000 loyalty points
- **Priority for Cup and away match tickets** (subject to availability and Wolves Loyalty Scheme)
- **10% discount** on full priced merchandise purchased from Wolves club shops*
- **10% discount** in Sir Jack's Restaurant (food only)*
- Option to join the **'Cup Tie Scheme'** – automatic processing of a ticket for all home Cup matches
- Free entry to home reserve games (if applicable)

*Terms & Conditions apply - see overleaf.

How can I renew my season ticket?

There are 4 simple ways to renew your season ticket at the Early Bird price



Online: This is the cheapest way to renew, as there is a **special online price freeze** for adults & seniors based on last season's Early Bird prices (all junior prices are frozen regardless of method of renewal) – see price table overleaf. To renew online visit www.wolves.co.uk – simply click the 'tickets' option and follow the easy steps for renewal. This service is simple, convenient and hassle free.



Phone: Call the TicketLine on 0871 222 1877. Opening hours: Monday to Friday 9am to 5pm, Saturday matchdays 9am to 3pm, non matchday Saturdays 9am to 1pm. Please have a credit/ debit card ready when calling along with your supporter number(s).



In Person: Simply visit the ticket office in order to pay via cash, cheque or card.



Post: Enclose your cheque payable to WWFC ensuring you include your supporter number and seat details for each renewal and send to the Ticket Office at the address below. Payment needs to include the £5 admin fee.

Early Bird Renewal Deadline: 5pm, Friday 12th March 2010

For **quick** and **easy** renewal simply log on to www.wolves.co.uk or call **0871 222 1877**

What are the renewal prices under the Early Bird Offer?

The Club has taken new steps to ensure the Early Bird renewal process is even more hassle free, straightforward and cost effective. This year's promotion will be run predominantly online and fans who use this method to renew will benefit from the online price freeze. Please see price table below.

Early Bird Season Ticket Prices – Season 2010/11

RENEWAL METHOD	ADULT		SENIOR 65 & OVER		JUNIOR UNDER 17	JUNIOR UNDER 12*
	ONLINE	OTHER	ONLINE	OTHER	ALL METHODS	ALL METHODS
BILLY WRIGHT UPPER	£490	£515	£298	£313	£240	£192
STEVE BULL UPPER	£430	£452	£235	£247	£156	£130
STAN CULLIS	£370	£389	£220	£231	£165	£120
JACK HARRIS	£370	£389	£220	£231	£165	£120
FAMILY ENCLOSURE	£410	£431	£250	£263	£80	£23

All season tickets are subject to a £5 admin fee per season ticket regardless of method of payment *Subject to the purchase of an adult/senior season ticket. If you are 65 or over on 01/08/10 or Under 12 or Under 17 on 01/08/10 you will qualify for a concession priced Early Bird season ticket. If we do not have a record of your date of birth you will be required to provide proof of age.

How do I qualify for a concessionary price season ticket? (U12, U17 or 65 and over)

If you are 65 or over on 01/08/10 or Under 12 or Under 17 on 01/08/10 you will qualify for a concessionary price Early Bird season ticket. If we do not have a record of your date of birth you will be required to provide proof of age.

Can I pay by instalments?

No, the option to pay by monthly instalments via a nominated bank account is not available at this stage. However, supporters who do not take advantage of the Early Bird offer will have the chance to purchase a season ticket on instalments during the second renewal offer at the end of the season, but this will be based on the summer season ticket prices not Early Bird.

What if I wish to purchase an extra ticket or move my seat?

Even if you wish to purchase extra tickets or would like to move your seat you must still renew your existing season ticket by **5pm, Friday 12th March 2010**. The Early Bird offer is aimed exclusively at existing season ticket holders. Dates for seat relocations and additional purchases will be announced towards the end of the season.

Can I renew in person at the ticket office?

Yes, you are now able to renew in person at the ticket office.

What happens if I have earned 'credits' using the Buy Back Scheme?

Any credits you have earned up to and including 31st January 2010 can only be deducted from your season ticket renewal price if you are renewing at Early Bird or in the summer by making a single payment using cash, credit/debit card or cheque. Therefore if you decide not to take advantage of the Early Bird offer and then renew in the summer using the Instalment Plan your credits cannot be deducted from this method of payment. You must pay for your season ticket in full for your credits to be deducted. Any credits accrued after the above date will be carried over to the renewal of your 2011/12 season ticket. When renewing under the Early Bird Offer any credits you have earned will be automatically deducted from your renewal price at the time of booking.

Is there an administration fee?

A £5 admin fee is applied per season ticket regardless of the method of payment/renewal. This fee is charged to help cover the cost of administration, production costs and the remittance of books.

What information do I need to provide if I wish to renew via the post?

You will need to provide your supporter number, full name, address - including postcode for each renewal along with a cheque made payable to 'WWFC'. Please also provide an email address in order for us to confirm booking.

What additional information should I be aware of if I am a Jack Harris flank season ticket holder?

Please note, if you are seated in the Jack Harris flank you will be required, on occasions to relocate to your nominated seat in the Steve Bull lower tier, this seat will automatically be renewed along with your Jack Harris flank seat. Please note there may also be occasions when the Steve Bull lower tier is used for specific ticket promotions, in such instances you will be offered alternative seating in another stand.

What happens if I become 17 years of age before 1st August 2010?

Any supporter who becomes 17 years of age by 1st August 2010 will no longer qualify for an Under 17s season ticket. However, you can still take advantage of the Early Bird offer at the adult price for season 2010/11 - please refer to price table.

What is the criteria for seating in the Family Enclosure?

In order to qualify for a seat in the Family Enclosure, at least one Under 12 or Under 17 ticket must be purchased per 2 adult/senior season tickets. Therefore, if any juniors in your party will become 17 years of age on or before 1st August 2010, it may be necessary for you and your party to relocate from the Family Enclosure. If this is the case and you wish to renew at the Early Bird price please contact the ticket office by **5pm, Friday 12th March 2010** on 0871 222 1877 and we will be able to inform you of the options available to you and your party.

What happens if I become 17 years of age before 1st August 2010 and I am a Family Enclosure season ticket holder?

If our records show that you will be 17 years of age by 1st August 2010 you will no longer qualify for an under 17s season ticket. However, you can still take advantage of the Early Bird offer at the adult price for season 2010/11. As a Family Enclosure season ticket holder, in order to qualify for a seat in this area at least one under 17s season ticket must be purchased per two adult/senior season tickets. Therefore in light of your change of age, it may be necessary for you and your party to relocate depending on the category of tickets within your party. Please contact the ticket office by **5pm, Friday 12th March 2010** on 0871 222 1877 to discuss the options available to you and your party.

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

When renewing online you will receive automatic email confirmation. When renewing over the telephone please inform the operator of your e-mail address and you will be sent a confirmation email detailing your transaction. If you apply by post please ensure you provide an email address as ticket office staff will, when processing your application, send you an e-mail confirming your seat has been renewed. If you do not have an e-mail address a good way to verify is to check your bank or credit card account to see whether the transaction has been successfully completed.

How can I authorise collection of my season ticket book?

If you renew via the post please ensure you notify us when sending your payment. If renewing over the telephone you must verbally inform the operator. If renewing online once your transaction is complete please email ticketoffice@wolves.co.uk confirming the full name and supporter number for each book you wish to collect. If we have your e-mail address, you will be notified when your book is ready for collection, alternatively you can check on www.wolves.co.uk for the collection date.

When will I receive my season ticket?

We will endeavor to send books out mid July, but you will certainly receive your book before the start of the season. Your book will be posted registered mail unless you have specified at the time of renewal that you wish to collect it.

Season Ticket Terms & Conditions

Season 2010/11

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 or 23 Coca-Cola Football League Championship 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 at the front of the book, notwithstanding the 'Conditions of Sale of Club Tickets' details which can be found on 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 unused vouchers, either before or after the fixture, or if the season ticket book itself is no longer required for whatever reason. The number of each match will be exhibited at the turnstiles. Admission can only be obtained by producing the season ticket at the turnstile and detaching and handing in the correct voucher in the presence of the operator when you enter. PLEASE NOTE: SEASON 2010/11 MATCH VOUCHERS MAY NOT RUN CONSECUTIVELY, THEREFORE, YOU MUST BRING YOUR SEASON TICKET BOOK TO EVERY HOME FIXTURE.
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 £50 will be made for the replacement of a season ticket.
8. All correspondence should be marked with your stand, row and seat number, plus supporter number, which can be found on the inside front cover of the season ticket book.
9. It is important that changes of address should be notified in writing to the ticket office or by using the change of address notification form found on page 2 of your book.
10. The Club reserves the right to withdraw and cancel the season ticket without any refund, in the event of the holder being found involved in any incident of misconduct specifically a breach of Ground Regulations or being arrested for a football related offence, an exception maybe in circumstances where the Club has been able to resell the seat.
11. 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 their nominated 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.
12. 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.
13. A season ticket holder's request to seat move to another area of the stadium for an individual game will only be permitted upon production of the relevant match voucher in person at 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.
14. 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. The relevant voucher will be required from the book prior to the upgrade ticket being provided.
15. The Club reserves the right to run reduced priced matchday ticket promotions for selected matches throughout the season without liability to season ticket holders.
16. Supporters who forget their season ticket book on a matchday will need to report to the ticket office where they will be requested to pay the relevant matchday ticket price which will be refunded on production of the relevant season ticket voucher and ticket purchased within a period of 14 days. Please be aware that there may also be a delay attending that seat in the stadium, whilst stewards check the seat is vacant.
17. 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.
18. 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.
19. To qualify for a junior ticket you must be under 12 or under 17 on the 1st August 2010. To qualify as a senior citizen you must be aged 65 or over on 1st August 2010. 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.
20. 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.
21. 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.
22. 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
23. 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.
24. Molineux is a no smoking venue.
25. 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.
26. CCTV is employed and operated within the stadium for the control and safety of all spectators.
27. 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.
28. 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.
29. 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.
30. Upon production of the season ticket book the holder is entitled to a 10% discount in Wolves' Retail Stores, the season ticket must be produced at the time of purchase as the discount cannot be applied retrospectively, the discount excludes sale items or items in conjunction with any special offer, along with a 10% discount in Sir Jack's Restaurant on food only, excluding bookings on promotional days and bank holidays.
31. The Club cannot be held responsible for any applications lost in the post.