

## **Wolverhampton Wanderers FC 2023/24 Membership Terms & Conditions**

By purchasing My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* 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](http://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 to 2-year-olds, Young Wolves\* is valid for 3 to 11-year-olds and #WolfPack\* is valid for 12 to 16-year-olds.
2. International Membership is valid for persons aged 17 or over and whose home address resides outside of the United Kingdom. If an International membership is purchased by a UK supporter, the membership will be cancelled after checkout and a refund email confirmation will be sent.
3. Subject to condition 1, Season Ticket holders shall be automatically enrolled to My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership schemes and their membership shall automatically be activated on their smartcards with exclusion of the relevant exclusive gift.
4. Enrolment to My Wolves\*, Young Wolves\*, #WolfPack\*, or International\* membership scheme for all other supporters is subject to a £40.00 or £23.00 annual membership fee plus Postage and Packaging. Enrolment to Dribblers\* is subject to a £18.00 annual membership fee plus Postage and Packaging.
5. My Wolves\*, Young Wolves\*, #WolfPack\*, Dribblers\* or International\* memberships may be subject to customs charges (VAT, handling fee, etc.) should you be ordering from outside the United Kingdom. These are not prepaid by the Club and will need to be paid before receiving your gift. You will receive notice from your local postal service should this apply.
6. My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership commences once the membership fee has been paid and received by the Club in cleared funds. For example, if paying by cheque, once the cheque has cleared.
7. My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership expires on 31st May each year regardless of the date of joining.
8. Membership is non-transferable and can only be used by the named individual as shown on the back of the card. The smartcard is issued for the ticket holder's private use. The ticket holder shall not resell, advertise for sale, or transfer the smartcard to any other person for any purpose without the prior written consent of the Club.
9. Memberships are for the use of home supporters only. By applying for a My Wolves\*, #WolfPack\*, Young Wolves\*, International\* or Dribblers\* membership, you warrant and represent that you are a home supporter and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any such match.

10. 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 email the Club at [ticketoffice@wolves.co.uk](mailto:ticketoffice@wolves.co.uk) as soon as reasonably practicable.

11. The Club shall not have any liability to any Purchaser or Member for any non-delivery or late delivery of any Membership Card, ticket, documents, or other materials dispatched by the Club to the Purchaser and/or Member resulting from the actions, omissions, malfunctions, or interruptions of any postal services or incomplete or inaccurate personal details or Addresses provided to the Club. Should any such items purchased not arrive in the post within 28 days of purchasing, the Purchaser should contact the Club immediately. One duplicate pack may be requested for non-receipt only. After this no further packs will be sent.

12. 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 smartcard or My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\*, or International\* membership on their smartcard deactivated.

13. Lost, stolen, misplaced or damaged 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.

14. Replacement of a lost, stolen misplaced or damaged smartcard will incur a replacement fee of £2.50 which is strictly non-refundable, and the replacement card will only be issued in the name of the original member.

15. A smartcard always remains the property of the Club and must be produced for inspection upon demand, together with evidence of the Ticket holder's identity, if required to do so by any official, steward or employee of the Club or any police officer.

16. The Club is not liable, at any point, for any Wolves 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.

17. The Club reserves the right to run membership joining incentive schemes from time to time without liability to existing members.

18. 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.

19. Members can be added to the season ticket waiting list at any point during the season with an active membership. To remain on the Season Ticket waiting list you must hold an active membership for the current season. Failure to renew your membership results in your removal from the season ticket waiting list.

20. Should a member become eligible for a Season Ticket, they will receive a full refund of the current season's membership fee. If they choose not to take the Season Ticket, they will remain on the waiting list should they have an active membership for the current season.

21. Members who were invited to the 2023/24 Season Membership Plus scheme and enrolled free of charge will have the opportunity to purchase within the Membership Plus priority window for a maximum of six Premier League home games. Membership Plus members will still have the opportunity to purchase tickets within the Members priority window ahead of general sale, should

they not purchase during the Membership Plus window. The Membership Plus benefit is not available during cup games.

22. Upon becoming a My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* member, supporters will qualify for home and away match ticket purchase opportunities ahead of non-members in line with the Club's loyalty scheme. This priority period will occur in advance of tickets going on 'general sale' to the public and during this period, the club reserves the right to offer such tickets for sale to such Members subscribed to the priority scheme using payment options determined by the Club. There are a limited number of Priority tickets available for purchase via this method. Tickets will be sold on a "first come first served basis".

23. Tickets cancelled by the owner when purchased under the Membership plus scheme will not be reimbursed for their benefit used during that game. Should the game be cancelled by the Club/Premier League, this benefit will be reimbursed.

24. All supporters paying a £38.00 or £23.00 or £18.00 enrolment fee (i.e. non STH's) will be rewarded with Wolves Cash\* when purchasing home League match tickets using qualifying supporter numbers. Wolves Cash\* can only be earned on the purchase of a single ticket for each home fixture.

25. The Wolves Cash\* will then be held 'on account' until such time as the member wishes to redeem their Wolves Cash\* or their membership is terminated or expires. Wolves 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 Wolves Cash\* has been played. Any Wolves Cash\* from the 2022/23 season will expire on 2<sup>nd</sup> June 2023.

26. Wolves 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 Wolves Cash\*. The amount of Wolves Cash\* awarded may vary by league match but will be at least 10% of qualifying spend as detailed above.

27. Members can redeem the accrued Wolves 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.

28. Wolves 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 Wolves 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 Wolves Cash\*.

29. Any proportion of a ticket purchased using Wolves Cash\* will not earn further Wolves Cash\*. For example, a £25 ticket that was paid for using £10 of Wolves Cash\* and £15 on a credit card will entitle the member to £1.50 of Wolves Cash\* for the credit card payment element.

30. 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 Wolves Cash\* in its entirety. If the ticket is booked online with "card upload" option selected as delivery method; this will incur a 50p booking fee per ticket. Wolves Cash\* is not earned on the booking fee element of any purchase.

31. To earn Wolves Cash\*, a member must present their smartcard (activated for the My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* membership schemes) or provide their supporter number and /or contact details at the point of purchase.

32. Season Ticket Holders receiving My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* membership benefits in conjunction with their season ticket purchase are not eligible to earn Wolves Cash on any match ticket purchases.

33. Any discount codes associated with the purchase of your membership will be sent within one month of purchasing to the email linked to your supporter number. All discount codes associated with membership purchase will expire with the membership and may no longer be used.