

Season Ticket FAQs Renewal 2018/19

Who can purchase a season ticket?

The season ticket renewal window will be open until midnight on Thursday 31st May for existing season ticket holders to renew their seat for the 2018/19 season.

What are the deadline dates for the offer?

Existing season ticket holders can renew their existing seat until Thursday 31st May. Details for the sale of new season tickets will be announced in due course.

How do I qualify for a concessionary price season ticket? (U12, U17, U21 and 65 and over)

If you are 65 and over, under 12, under 17 or under 21 on 1/8/2018 you will qualify for a concessionary priced season ticket. If we do not have a record of your date of birth you will be required to provide proof of age.

What happens if I turn 12, 17 or 21 before 1st August 2018?

Any supporter who falls into a new age category by 1st August 2018 will no longer qualify for their previous concessionary rate and will automatically be charged at the appropriate new rate.

Can I pay monthly?

There are two ways to spread the cost of a season ticket. If you purchase using a Wolves MasterCard you can spread the cost interest free for nine months, terms and conditions apply, [click here for more details](#).

You can also select to spread the cost of your season ticket across eight direct debit payments provided you renew your season ticket prior to Monday 14th May, if you renew between 14-31st May your payments will be spread across seven months. You can only purchase using the direct debit option online and selecting 'Direct Debit' as the payment option.

The first instalment will be taken on 29th May 2018 and the final on 28th December 2018. Please note that if you pay for more than one season ticket you will have to purchase each ticket individually and payment via direct debit incurs a £20 fee for adults and concession groups.

What if I wish to purchase an additional season ticket?

The season ticket renewal window is only for the renewal of existing season tickets. Details for the sale of new season tickets will be announced in due course.

What if I want to move my existing seat?

If you would like to move your seat you will need to renew your current seat and then contact the Ticket Office before the deadline date to identify availability of alternative seating. At this point you will only be able to move to a seat that is not currently occupied and therefore cannot be renewed by an existing season ticket holder. After the summer renewal window there will be a relocation window for season ticket holders to change seats. Dates of this will be confirmed in due course.

Can I purchase in person at the Ticket Office?

Yes, you can visit the Ticket Office during our normal opening hours.

What is autorenew?

Supporters that opt for the direct debit instalment plan will have their season ticket renewed with the same payments details each season. This means that if you want to continue with your season ticket you won't have to do anything – it'll renew on the Direct Debit scheme automatically until you tell us you wish to cancel. We will contact you with renewal information and with your opt out deadline date should you wish to cancel your season ticket.

Are there any additional costs?

All season tickets are subject to a £6 administration charge regardless of method of payment or renewal. If you choose to pay by direct debit you will incur an additional £20 charge per season ticket.

How do I purchase via post?

If you wish to purchase a season ticket via post you will need to send a cheque for the full amount (including the £6 administration fee) and make it payable to WWFC. Please ensure you enclose your supporter number, full name, address (and email address for us to confirm your booking) with your payment and send to Ticket Office, Molineux Stadium, Waterloo Road, Wolverhampton, WV1 4QR. Please ensure you send in enough time for payment to be received in the ticket Office by Monday 31st May 2018.

What is the criteria for sitting in the Family Area?

In order to qualify for a seat in the Family Area (Billy Wright Lower) at least one under 12 or under 17 ticket must be purchased per 2 adult / under 21 / senior season tickets.

I sit in the Family Area but a member of my party will be 17 by 1st August 2017

If any juniors in your party will become 17 years of age on or before 1st August 2018 it may be necessary for your party to relocate from the Family Area, please contact the Ticket Office on 0871 222 1877 to discuss the options available to you.

How will I know if my purchase has completed?

Confirmation of a season ticket purchase will be automatically sent by email so when renewing online you will receive an automated confirmation to the email address on your account – please check that the details are correct. When renewing over the phone please ensure that the operator has your current email address on file and you will be sent confirmation when the transaction has completed. If purchasing via post please ensure that you include your email address and an email will be sent when your booking has been processed. If you are purchasing more than one season ticket please note that only the lead booker will receive confirmation to their email address.

I don't have an email address, how will I know if my season ticket is confirmed?

If you don't have an email address keep an eye on your bank or credit card statement to check whether the transaction has successfully completed.

How do I transfer my seat into someone else's name?

Existing season ticket holders will have until the traditional June deadline to renew their seat. Should you want someone else to purchase your seat ahead of this date we will need authority in writing to release your seat early.

Will I receive a new smartcard?

Existing season ticket holders will need to retain their current smartcard.

What if I don't purchase by 31st May?

In order to retain your seat and also pay the renewal price you must renew by 31st May.

