

Season Ticket Terms & Conditions Renewal 2018/19

1. The following conditions of issue are accepted once payment of your season ticket has been processed. Once the transaction has been completed this constitutes acceptance of the conditions.
2. The season ticket admits the holder to all First Team Premier League games at Molineux and subject to availability, all home reserve matches (if applicable).
3. 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.
4. Under no circumstances will refunds be made on any unattended fixtures, or if the season ticket itself is no longer required for whatever reason. Admission can only be obtained by using the My Molineux Smartcard at the turnstile.
5. Admission to certain sections of the stadium will be at the discretion of the Club for matches other than First Team Premier League games.
6. The Club cannot accept any responsibility whatsoever for tickets lost or destroyed. Supporters requiring a replacement smartcard can submit their request via telephone or in person at the ticket office. Please note a strictly non-refundable charge of £10 is applied for the replacement of a My Molineux Smartcard. This charge is applicable to all circumstances requiring a replacement smartcard i.e. name change, seat move etc.
7. Information will be sent to a season ticket holder's notified address or email address. The Club is not responsible for the accuracy of this data and each season ticket holder must make sure that their contact information is correct at all times.
8. 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.
9. A season ticket holder's request to seat move to another area of the stadium for an individual game can be permitted by contacting 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.
10. 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.
11. The Club reserves the right to run reduced priced matchday ticket promotions for selected matches throughout the season without liability to season ticket holders.
12. Supporters who forget their My Molineux Smartcard on a matchday will need to report to the ticket office where they will receive a match ticket for their seat once it has been verified that their My Molineux Smartcard has not been used.
13. Junior, U21 or senior citizen season ticket holders should bring proof of age to each match, as checks on eligibility will be performed at the turnstiles.
14. The purchase of an adult season ticket in the Family Area 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/U21 season tickets.
15. To qualify for a concession ticket you must be under 12, under 17 or under 21 on the 1st August 2018. To qualify as a senior citizen you must be aged 65 or over on 1st August 2018. 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/U21 season ticket.
16. 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.
17. 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.
18. Entry to the ground shall constitute acceptance of the Ground Regulations which are displayed at each turnstile block and can also be found on **wolves.co.uk**
19. 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.
20. Molineux is a no smoking venue
21. 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 at marketing@wolves.co.uk
22. CCTV is deployed and operated within the stadium for the control and safety of all spectators.
23. 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.
24. 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 situation. 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 the Health and Safety legislation.
25. 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.
26. 10% discount in Sir Jack's Restaurant on food only, excluding bookings on promotional days and bank holidays.
27. For terms and conditions regarding Wolves Cash please **click here**.
28. Terms and conditions for additional offers from our third party partners will be provided with the details of the offer when published.
29. The Club cannot be held responsible for any applications lost in the post.
30. The Club reserves the right to change these terms and conditions from time to time and shall notify season ticket holders of such changes if they materially affect season ticket holders' rights as consumers on any or all of: (i) the Club's main website; (ii) email to the notified email address of the season ticket holder; or (iii) in writing to the notified postal address if the season ticket holder.
31. Each season ticket holder consents to the Club holding and processing data relating to him/her for administrative and legal purposes. The personal data provided by a season ticket holder to the Club shall be processed, stored, used and transferred in accordance with the Club's privacy policy available on the Club's website at **wolves.co.uk** or upon request from the Club.

