

# SEASONTICKETS

## Frequently Asked Questions – Season 2019/20

### 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 1/8/2019 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 2019?

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?

You can select to spread the cost of your season ticket across eight Direct Debit payments provided you purchase your season ticket prior to Friday 10th May, if you purchase after 10th 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 28th May 2019 and the final on 30th December 2019. 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 want to move my existing seat?

You can move your existing seat prior to Friday 6th July free of charge. If you move after this date there will be a charge of £10.

### Can I purchase in person at the Ticket Office?

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

### 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.

### 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.

### 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 purchasing 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.

### Will I receive a new smartcard?

All season ticket holders will receive a new smartcard by post prior to 31st July.

