

SEAT SEASON TICKETS

QUESTIONS AND ANSWERS

This document aims to give guidance on the main features of season tickets (“STs”) but it does not take the place of the formal Terms and Conditions. In the event of any conflict between the two, the Terms and Conditions will take precedence.

DEADLINES

Q I am applying for a main stand season ticket for the first time. When should I apply?

A You should apply as soon as possible. New applications will be dealt with in the order in which we receive them but we will not process any new applications until we have dealt with:

- current ST renewals
- applications to move seats by current ST holders

Q What is the deadline for making sure I get the same seat as last year?

A To ensure you get the same seat as last year, your application must arrive in our office, complete with a signed application form, by **first post on Monday 31May**. After that date, your seat will be made available to other applicants.

Q I am a current ST holder in the main stand but I want to move to a different seat. What should I do?

A Apply in the normal way to make sure you don’t lose your current seat, but state your wishes on the form. Once all the renewals are dealt with we will then try to offer you the move you’ve requested.

Q I am applying for a more expensive seat than the one I currently occupy. What should I pay?

A Please send payment for the seat you are applying for. If we can’t give you that seat, we will refund the difference.

ENTITLEMENT TO ENTRY

Q Which games does an ST entitle me to attend?

A You will be entitled to attend first team home league games, plus any reserve and under 18 league (but not FA youth cup) home games.

Q Can an ST be used for cup or play off games?

A No, it is only for the games described above.

ENTITLEMENT TO REDUCED PRICES

Q How do I qualify for a reduced price ST?

A Reduced price STs are available to:

- Applicants who are 60 or over on 1 August 2010 ('Concessions')
- Applicants who are over 16 and under 21 on 1 August 2010 ('Young adults')
- Applicants of any age who will be in full-time education throughout season 2010/11 ('Concessions')
- Applicants who are unemployed and unlikely to obtain work during the season 2010/11 ('Concessions'). Applicants who are under 16 on 1 August 2010 ('Under 16s')

If you are uncertain about your status, please call us.

Please note, as explained later in this document, that disabled people will not normally be eligible for concessionary prices.

Q What evidence will I need to supply if I want a reduced price ST?

A The relevant evidence for proof of age is a copy of your birth certificate. Once you have provided us with evidence of your age, we should not need it again in subsequent years.

Students and unemployed applicants are required to provide proof of eligibility for reduced prices every year. Students who have been offered a place but have not yet got a formal letter from their college may apply for an ST and send the relevant documentation later.

SEATING PRIORITIES

Q Does having an ST guarantee that I will get my usual seat?

A Yes, for all league games. For FA Cup, FA Trophy and play off games it guarantees you the same seat as usual so long as you apply sufficiently early. The deadline to reserve your usual seat will be announced at the time.

Q Does an ST give me priority for tickets for away games?

A If we are asked to sell tickets for an away game, we will try to give ST holders (and volunteers) priority. But decisions about how tickets are allocated are the home club's responsibility, not ours, so we can't guarantee that you will get a ticket.

SEAT AVAILABILITY

Q Are there any restrictions on where I can apply to sit?

A Yes. Block K is restricted to under-16s and accompanying adults and we are not selling STs for Block M.

Q Which seats are under cover?

A All the seats are designated as being under cover. In practice, the leading edge of the roof is directly above row A and so this will only give partial protection from the rain, but rows B and C should usually be dry

TRANSFERABILITY

Q Can someone else use my ST if I can't go to a game?

A Yes, you can give the ticket to a friend for use at a game so long as they are eligible for any price concession that applies to you (they can pay for an upgrade if necessary). However, you cannot permanently transfer the ticket to someone else.

SEASON TICKET DESPATCH

Q When will I get my ST book?

A It will be posted to you at least a week before the season starts.

ONE YEAR SEASON TICKETS (OYSTs)

Q How much is an OYST?

A See below:

		Basic Price	Optional Donation	Total
Main Stand Blocks A-C and J-L	Adults	£300	£50	£350
	Concessions (full-time students aged 21 or over, 60 or over and unemployed)	£150	£50	£200
	Young adults (aged 16–under 21)	£90		£90
	Under-16	£50		£50

		Basic Price	Optional Donation	Total
Main Stand Blocks D-H	Adults	£340	£50	£390
	Concessions (60 or over; unemployed; full-time students aged 21 or over)	£170	£50	£220
	Young adults (aged 16–under 21)	£90		£90
	Under-16	£60		£60
President’s Lounge	Adult	£700	£50	£750

Q How do these prices compare to matchday prices?

A See the appendix to this document

Q Can I pay in instalments?

A Yes, you can. See later in this document about paying by direct debit.

Q What prices do disabled people pay?

A If you are disabled and occupy a seat that could be used by an able-bodied person then you will be asked to pay full price. If, however, you need someone to accompany you to enable you to attend, then that person will be admitted free.

FIVE-YEAR SEASON TICKETS (FYSTs)

Availability

Q Can anyone buy a FYST?

A Yes. However, there are special provisions for certain classes of concession tickets and for those people who will become 16 in fewer than 5 years, as set out below.

Prices

Q How much are five-year season tickets?

A The cost is 5 times the annual season ticket, as shown below.

		Basic Price	Optional donation	Total
Main Stand Blocks A-C and J-L	Adults	£1500	£250	£1750
	Concessions (60 or over; unemployed; full-time students aged 21 or over)	£750	£250	£1000
	Young adults (aged 16-under 21)	£450		£450
	Under-16	£250		£250
Main Stand Blocks D-H	Adults	£1700	£250	£1950
	Concessions (60 or over; unemployed; full-time students aged 21 or over)	£850	£250	£1100
	Young adults (aged 16 – under 21)	£450		£450
	Under-16	£300		£300
President's Lounge	Adult	£3500	£250	£3750

Q Will the price change if we get promoted (or relegated) after I buy my ticket?

A No, when you buy a FYST, the price is fixed for the 5 year period

Q Why is the amount of the optional donation so high?

A Some season ticket holders have always given a donation when applying for their seat. We have indicated the amount that would be paid over a period of five years if a season ticket was bought annually. Making a donation is entirely optional.

Q Can I pay in instalments?

A No, sorry, payment must be in one amount for FYSTs.

Q Can I 'top up' a FYST to get back to five years?

A Yes. The top up will be calculated based on the current price of a OYST.

Special circumstances

Q I am a student. Can I buy a FYST and what would it cost me?

A Yes, you can buy a FYST. We will require proof that you are a student and also how much longer your course runs for. So, for example, if you have two years to go in your course, your FYST would be priced with two years as a concession and the remaining three years as full adult price. If you subsequently extend your studies then we will reimburse the difference between the adult price you paid and the concession price at the date of application, one season at a time

Q My child is over 11 on 1 August 2010 so he/she doesn't qualify for an under 16 ticket for all the next five years. Can I buy him/her a main stand FYST and what will it cost?

A Yes, you can buy him/her a FYST. All you need to do is calculate the price for the period when your child is under 16 on 1 August and then a young adult price for the remainder.

Q I will be 60 in the next 5 years. Can I buy a FYST now?

A Yes, the cost will be based on the adult price for the number of years that you are still under 60 and concession prices thereafter. Remember we will need proof of age for that discount if we've not previously seen it.

Q I am unemployed. What arrangements apply to me?

A Concession prices for the unemployed are based on the assumption that you will remain out of work for the season. We don't issue five-year season tickets to unemployed people on the understanding that they will usually get work during that period.

Q I am disabled. What prices apply to me?

A See the questions and answers for annual STs earlier in this document. Find the circumstances that relate to you and then extend the result over five years.

Priorities

Q What special priorities will I get as a FYST holder?

A All season ticket holders are treated equally, whether they are annual ST or FYST holders.

Seats for FYSTs

Q Is my specific seat guaranteed for 5 years?

A We will only move people if absolutely essential and, at present, we are not planning to do so

Q As a FYST holder, will I get preference in moving to a better seat?

A All current season ticket holders get preference for moving seats, ahead of new applicants. FYSTs holders do not get precedence over OYST holders.

Season ticket books

Q Will I get one ST book for the next 5 years?

A No, you will get a book at the beginning of each of the next five seasons. We will write to you at the end of each season to confirm the arrangements for the following season. This will allow us to check regularly that we still have the correct details for you and also it will allow us to include any changes we need to make (for example, in vouchers etc).

Q If I lose my book, what happens?

A We will replace it. There will be an admin charge for doing so.

PAYING FOR YOUR SEASON TICKET BY DIRECT DEBIT

This section explains how you can apply and how the payments will be deducted.

Q Who can apply to pay by monthly direct debit?

A Anyone who buys a one year season ticket.

Q How can I pay by direct debit?

A By completing the direct debit mandate form and enclosing it with your season ticket application form

Q Why can't I pay by monthly direct debit for a five year season ticket?

A We are guaranteeing prices for the next five years in return for payment in advance for all five years.

Q How much will I pay each month?

A We will spread the cost of your payment over ten months, starting in June 2010 so that you will have paid in full for the ticket by March 2011. If you apply too late for the first payment to be in June 2010 then we will spread the payments equally over the relevant number of months to March 2011. We will calculate the payments and notify you of the amount at least 10 working days before the first payment.

Q When will the money be withdrawn from my account?

A In the middle of each month

Q How will I be notified of the amounts and dates?

A You will either be sent a letter, or if you supplied an email address, an email setting out all the details. This will be sent no later than 10 days prior to the first payment date.

Q What happens if I stop paying?

A If you stop paying, we will cancel your season ticket and ask for it to be returned. We will not refund money paid in advance, which is the same as for season ticket holders who pay the entire year in advance.

Q Is there a charge for paying by direct debit?

A Yes, there is an annual charge of £10. If you are buying several tickets (for example, for several members of your family), where we can make a single withdrawal for all of you, then please write to us. We will then make a single monthly withdrawal for you all and there will be only one £10 admin charge in total.

Q Can I give a donation by monthly direct debit?

A Yes, just add it to your application form and we will deduct it as part of the monthly payment.

Q What should I do if my bank account details change?

A You must advise the club immediately so the instruction can be amended

Q Can I cancel my direct debit?

A Yes you can, but the remaining balance for your season tickets will become payable immediately. Please contact the club if you want to do this at least 10 working days before the next payment is due or it is likely the next instalment will be taken. If you want to reinstate the direct debit a fresh instruction will be required

Q What happens if my monthly direct debit is rejected for any reason?

A You will be contacted by the club within 7 days of the failure. Payment for the missing instalment will be required by return. If your direct debit is rejected a further time the payment facility will be withdrawn and the full amount will be due.

Matchday and season ticket prices for 2010-11

Type	Prices		
	Matchday	Season ticket	ST cost/game
Centre seats, adult	£18	£340	£14.78
Centre seats, concession	9	170	7.39
Centre seats, young adult	N/A	90	£3.91
Centre seats, U 16	5	60	£2.61
Outer seats, adult	16	300	£13.04
Outer seats, concession	8	150	£6.52
Outer seats, young adult	N/A	90	£3.91
Outer seats, U16	4	50	£2.17
Terrace, adult	14	240	£10.43
Terrace, concession	7	120	£5.22
Terrace young adult	N/A	80	£3.48
Terrace U16	2	25	£1.09
President's Lounge	40	700	£30.43